

SuccessFactors



People Performance

360 Feedback



Review: 360 Feedback



Employee
feedback from:

- Peers
- Direct Reports
- Self
- Supervisors

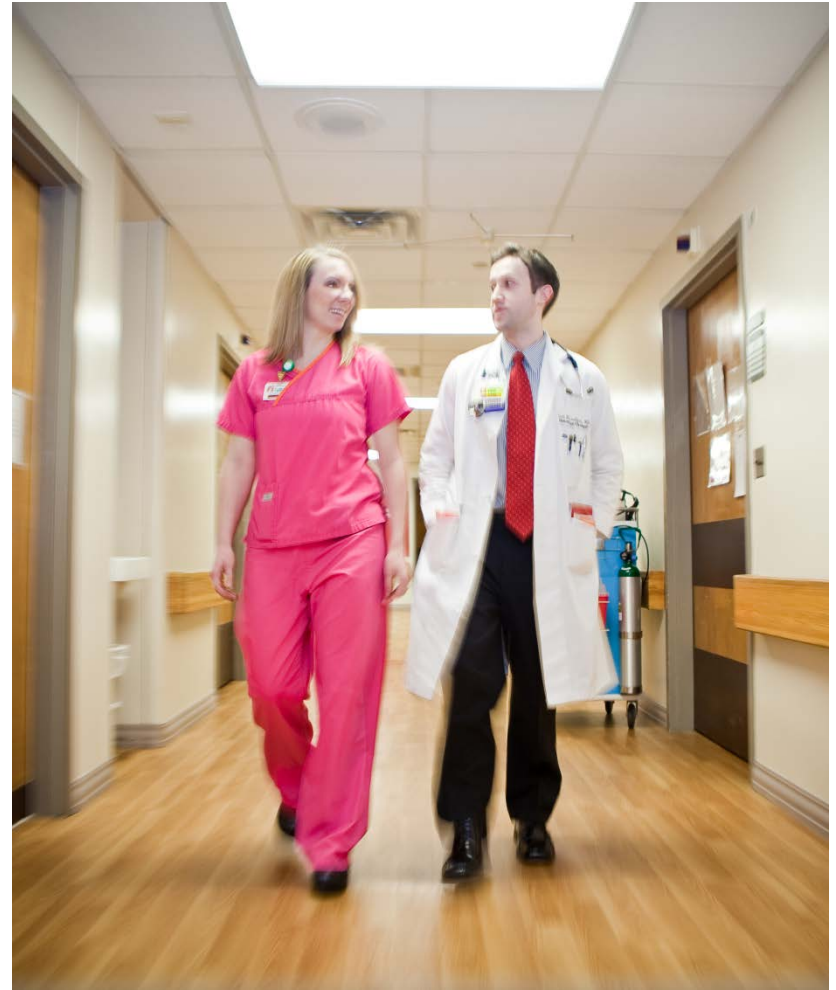
Benefits of SuccessFactors & 360



- Breaking down barriers
- Finding hidden strengths and areas for improvement
- Encouraging team development

Two types of 360 Feedback

- Clinical
- Management



How will the 360 review process work?

1. System Administrator initializes the Collect 360 Feedback form.
2. Employee selects Raters.
3. Employee's supervisor validates Raters and initializes emails to Raters.
4. All Raters complete (or decline) the review.
5. Once all reviews have been submitted the 360 review is complete.
6. Employee's supervisor can run cumulative 360 Review report.

Home - Employee View

To-Dos

▼ Collect 360 Feedback

✓ Rater Feedback ▼

[Employee Selects Raters](#) ▼

Click Employee Selects Raters Link

Welcome

Welcome to the UABtest Site!

This site is for testing only.

In the production site this message should be edited by the System Administrator prior to go-live. This is an ideal area for communicating performance management processes and expectations to your employees.

Latrina - Testing

<http://centernetsupport.hs.uab.edu/>

www.san.com/third-party/global/successfactors/successfactors_saassecurity2.pdf

Directory Search

Go

My Goals

2010 Goal Plan ▼

- [Learn how to put a goal in Success Factors.](#)

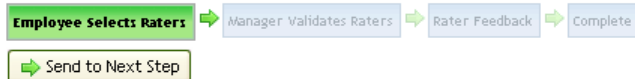
Coach



Your Job Responsibilities /
Competencies

360 Review Clinical – Select Raters

360 Review Clinical for Veronica Vanderbilt



- Employee Information
- Rater Selection
- General Feedback

Employee Information

Last Name: Vanderbilt
First Name: Veronica
Employee Id:
Title: Compliance Administrator
Department: Healthcare Safety
Division: Support

Originator: Amanda Kyser (Admin_CEFH_Amanda)
Review Period: 08/30/2010 - 09/29/2010
Due Date: 09/29/2010

Rater Selection

To select or modify raters click the *Modify Rater* button below.

Please Note: The sections below this one detail the areas in which the selected raters will provide feedback.

Employee

Janice Jones (jjjj)
Veronica Vanderbilt

Email

no.email@gmail.com
no.email@gmail.com

Category

Manager
Self



[Modify Raters](#)

You have been invited to provide input on the performance of the person named above. The method we are using is "360° feedback," which combines an employee self-assessment with input from a person's direct reports, peers, and Manager.

The 360° feedback process is anonymous and confidential. The responses will be grouped.

To complete the questionnaire:

1. Use the radio button to select the rating for each item on the questionnaire.
2. You are encouraged to answer the questions at the end of this form.

360 Clinical Review – Add Raters

360 Review Clinical for Veronica Vanderbilt

[Employee Information](#)

[Rater Selection](#)

[General Feedback](#)

Add Internal Rater

Add Internal Rater (Inside the company)

Find User:

[Add to list](#)

[advanced search...](#)

Add External Rater


Add External Rater (Outside the company)

First Name:

Last Name:

Email:

[Add to list](#)

 Clear List

Selected Rater(s)

<u>Employee</u> ▼	<u>Email</u>	<u>Division</u>	<u>Department</u>	<u>Entity</u>	<u>Supervisor</u>	<u>Category</u>	<u>Action</u>
Janice Jones (jjjj)	no.email@gmail.com	Administration	Healthcare Safety	Main Hospital	Carol Clark	Manager	
Veronica Vanderbilt (www)	no.email@gmail.com	Support	Healthcare Safety	Main Hospital	Janice Jones	Self	

[Save](#)

[Cancel](#)

360 Clinical Review – Add Raters

360 Review Clinical for Veronica Vanderbilt

[Employee Information](#)

[Rater Selection](#)

[General Feedback](#)

Add Internal Rater

Add Internal Rater (Inside the company)

Find User:

[Add to list](#)

[advanced search...](#)

Add External Rater


Add External Rater (Outside the company)

First Name:






Last Name:

Email:

[Add to list](#)

 Clear List

Selected Rater(s)

Employee	Email	Division	Department	Entity	Supervisor	Category	Action
Janice Jones (jjjj)	no.email@gmail.com	Administration	Healthcare Safety	Main Hospital	Carol Clark	Manager	
Veronica Vanderbilt (www)	no.email@gmail.com	Support	Healthcare Safety	Main Hospital	Janice Jones	Self	
Paula Price (pppp)	no.email@gmail.com	Support	Patient Accounts	Main Hospital	Henry Howard	Peer 	
Olivia Owens (oooo)	no.email@gmail.com	Clinical	Quality Improvement	Main Hospital	Robert Ramirez	Peer 	
Robert Ramirez (rrrr)	no.email@gmail.com	Administration	Education and Training	Main Hospital	Brooke Brown	Peer 	

Click Save 

[Save](#)

[Cancel](#)

360 Review Clinical – Select Raters cont.

Rating: Choose One

Questions and evaluates practice in an ongoing manner.

Rating: Choose One

Uses clinical knowledge to promote optimal patient outcomes.

Rating: Choose One

Utilizes EBP (evidence based practice).

Rating: Choose One

Quality

Quality Behavior Rating

Demonstrates knowledge of the link between QI and patient outcomes.

Rating: Choose One

Describes the nursing unit quality dashboard by identifying areas that are strengths and areas that need improvement.

Rating: Choose One

Identifies and works to improve nursing-sensitive indicators.

Rating: Choose One

Participates in quality improvement projects.

Rating: Choose One

General Feedback

Please share strengths, opportunities or other comments which would impact the overall contributions to the organization.

Strengths

Areas for Improvement

Click Send to Next Step

Save and Close

Close Without Saving

Send to Next Step

360 Review Clinical – Select Raters cont.

360 Review Clinical for Veronica Vanderbilt



Send to Next Step

You're about to send this form to the next person(s) specified in the workflow.


Forward Form to Janice Jones

Send to Next Step

← Confirm Raters and send to manager for validation

or

360 Review Clinical – Select Raters cont.

SuccessFactors  Welcome, Veronica Vanderbilt [Options](#) [Logout](#)

Home Goals **Performance** Development Company Info My Employee File

Review


My Forms

All Forms
In Progress
Inbox
En Route
Completed
Form Status


Items per page: 10  Displaying 0 records

Create New Form

Form Title	Employee	Step	Date Assigned	Step Due Date	Form Due Date	Last Modified	Sent From	Action
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Items per page: 10  Displaying 0 records

Copyright © 2010 SuccessFactors, Inc. All rights reserved. These online services are SuccessFactors confidential and proprietary and for use by authorized SuccessFactors customers only. Usage may be monitored. Release 10 build (b1007rc134) - 38dc4sfapp07eCluster23-405 - 2010-09-17T14:46:34.240-0400 POWERED BY SuccessFactors 


SuccessFactors  Welcome, Veronica Vanderbilt [Options](#) [Logout](#)

Home Goals **Performance** Development Company Info My Employee File



Review


My Forms


All Forms
In Progress
Inbox
En Route
Completed
Form Status

Items per page: 10  Showing 1-1 of 1

Create New Form

Form Title	Employee	Step	Currently With	Step Due Date	Form Due Date	Last Modified	Action
360 Review Clinical for Veronica Vanderbilt	Veronica Vanderbilt 	Manager Validates Raters	Janice Jones		09/29/2010	09/17/2010	

Items per page: 10  Showing 1-1 of 1

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Home – Supervisor View

To-Dos

▼ Evaluate Performance

- ✓ Employee Self-Review ▼
 - Employee Signature ▼

▼ Collect 360 Feedback

- [Rater Feedback](#) ▼
- [Manager Validates Raters](#) ▼

Click Manager Validates Raters Link

Welcome

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Latrina - Testing

<http://centernetsupport.hs.uab.edu/>

www.san.com/third-party/global/successfactors/successfactors_saassecurityr2.pdf

Directory Search

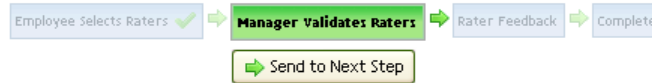
My Goals

2010 Goal Plan ▼

- [Decrease monthly Pyxis stock-outs as a % of total doses dispensed from Pyxis from _10_ % to 5_ %](#)
- [Achieve an average overall employee satisfaction rating of at least _85%_ by 5/31/2010](#)
- [Document all procedures for position by 8/30/2010](#)
- [Implement a total compensation program by 12/31/2010](#)
- [Conduct preventative maintenance on all machines every \(time period\)](#)
- [Complete and finalize budget by \(date\)](#)

360 Clinical Review – Validate Raters

360 Review Clinical for Veronica Vanderbilt



- Employee Information
- Introduction
- Rater Selection
- General Feedback

Employee Information

Last Name: Vanderbilt
First Name: Veronica
Employee Id:
Title: Compliance Administrator
Department: Healthcare Safety
Division: Support

Originator: Amanda Kyser (Admin_CEFH_Amanda)
Review Period: 08/30/2010 - 09/29/2010
Due Date: 09/29/2010

Introduction

The 360° feedback process provides employees with information that is valuable in planning development, and managing and motivating staff. You've been selected to receive a 360° feedback review.

Rater Selection

To select or modify raters click the *Modify Rater* button below.

Please Note: The sections below this one detail the areas in which the selected raters will provide feedback.

Employee	Email	Category
Janice Jones (jjjj)	no.email@gmail.com	Manager
Olivia Owens (oooo)	no.email@gmail.com	Peer <input type="text" value="Peer"/>
Paula Price (pppp)	no.email@gmail.com	Peer <input type="text" value="Peer"/>
Robert Ramirez (rrrr)	no.email@gmail.com	Peer <input type="text" value="Peer"/>
Veronica Vanderbilt (www)	no.email@gmail.com	Self

360 Clinical Review – Validate Raters

Rating: Choose One

Questions and evaluates practice in an ongoing manner.

Rating: Choose One

Uses clinical knowledge to promote optimal patient outcomes.

Rating: Choose One

Utilizes EBP (evidence based practice).

Rating: Choose One

Quality

Quality Behavior Rating

Demonstrates knowledge of the link between QI and patient outcomes.

Rating: Choose One

Describes the nursing unit quality dashboard by identifying areas that are strengths and areas that need improvement.

Rating: Choose One

Identifies and works to improve nursing-sensitive indicators.

Rating: Choose One

Participates in quality improvement projects.

Rating: Choose One

General Feedback

Please share strengths, opportunities or other comments which would impact the overall contributions to the organization.

Strengths

Areas for Improvement

Click Send to Next Step

Save and Close

Close Without Saving

Send to Next Step

360 Clinical Review – Validate Raters

360 Review Clinical for Veronica Vanderbilt



Send to Next Step

You're about to distribute this form to all invited raters. A copy of the form will be sent to each rater's inbox.

Send
to
Next
Step

← Click here to send form to all raters for feedback.

or [Cancel & Return to Form](#)

360 Clinical Review – Validate Raters

My Forms

All Forms	Items per page: 10 <input type="button" value="v"/> Showing 1-2 of 2 <input checked="" type="radio"/> All <input type="radio"/> My Direct Reports
In Progress	<input type="button" value="Create New Form"/>
Inbox	
En Route	
Completed	
Form Status	

Form Title	Employee	Step	Date Assigned <input type="button" value="u"/>	Step Due Date	Form Due Date	Last Modified	Sent From	Action
360 Review Management for Janice Jones	Janice Jones <input type="button" value="d"/>	Rater Feedback	08/04/2010		09/03/2010	08/04/2010	Carol Clark	<input type="button" value="i"/>
360 Review Clinical for Veronica Vanderbilt	Veronica Vanderbilt <input type="button" value="d"/>	Rater Feedback	09/17/2010		09/29/2010	09/17/2010	Janice Jones	<input type="button" value="i"/>

Items per page: 10 Showing 1-2 of 2 All My Direct Reports

360 Clinical Review

360 Review Clinical for Veronica Vanderbilt



[Submit Finished Form](#)

[Decline to Participate](#)

Employee Information

Introduction

General Feedback

Employee Information

Last Name: Vanderbilt
First Name: Veronica
Employee Id:
Title: Compliance Administrator
Department: Healthcare Safety
Division: Support

Originator: Amanda Kyser (Admin_CEFH_Amanda)
Review Period: 08/30/2010 - 09/29/2010
Due Date: 09/29/2010

Introduction

The 360° feedback process provides employees with information that is valuable in planning development, and managing and motivating staff. You've been selected to receive a 360° feedback review.

You have been invited to provide input on the performance of the person named above. The method we are using is "360° feedback," which combines an employee self-assessment with input from a person's direct reports, peers, and Manager.

The 360° feedback process is anonymous and confidential. The responses will be grouped.

To complete the questionnaire:

1. Use the radio button to select the rating for each item on the questionnaire.
2. You are encouraged to answer the questions at the end of this form.
3. After completing the questionnaire, please click the "Submit Finished Form" button at the top of the form.

Each performance standard is assessed using a five scale system:

- Failed to Meet Expectations: Significantly below criteria required for successful job performance/behavior
- Met Some Expectations: Generally did not meet criteria relative to quality and quantity of job performance/behavior required

360 Clinical Review

- Met All and Exceeded Some Expectations
- Met Expectations
- Met Some Expectations
- Failed to Meet Expectations
- Unable to rate

Consistently communicates with families in a caring and courteous manner. Helpful and expresses a caring and concerned attitude toward families.

- Rating:**
- Choose One
 - Exceeded All Expectations
 - Met All and Exceeded Some Expectations
 - Met Expectations
 - Met Some Expectations
 - Failed to Meet Expectations
 - Unable to rate

Consistently helps co-workers / works as a team.

- Rating:**
- Choose One
 - Exceeded All Expectations
 - Met All and Exceeded Some Expectations
 - Met Expectations
 - Met Some Expectations
 - Failed to Meet Expectations
 - Unable to rate

Maintains a positive attitude in the unit.

- Rating:**
- Choose One
 - Exceeded All Expectations
 - Met All and Exceeded Some Expectations
 - Met Expectations
 - Met Some Expectations
 - Failed to Meet Expectations
 - Unable to rate

Comments by Janice Jones:

[writing assistant...](#) [spell check...](#) [legal scan...](#)

Ownership: We are accountable. Our Patients, Our Nursing Service, Our Hospital.

Ownership: We are accountable. Our Patients, Our Nursing Service, Our Hospital. Behavior Rating

Documents thoroughly.

- Rating:**
- Choose One
 - Exceeded All Expectations
 - Met All and Exceeded Some Expectations

360 Clinical Review

Identifies and works to improve nursing-sensitive indicators.

- Rating:**
- Choose One
 - Exceeded All Expectations
 - Met All and Exceeded Some Expectations
 - Met Expectations
 - Met Some Expectations
 - Failed to Meet Expectations
 - Unable to rate

Participates in quality improvement projects.

- Rating:**
- Choose One
 - Exceeded All Expectations
 - Met All and Exceeded Some Expectations
 - Met Expectations
 - Met Some Expectations
 - Failed to Meet Expectations
 - Unable to rate

Comments by anonymous user:

[writing assistant...](#) [spell check...](#) [legal scan...](#)

General Feedback

Please share strengths, opportunities or other comments which would impact the overall contributions to the organization.

Strengths

Comments/Examples:

[writing assistant...](#) [spell check...](#) [legal scan...](#)

Veronica is consistently flexible and open-minded. When new ideas come up, she is ready to evaluate them. She listens carefully to others, takes an objective view of situations, and alters her approach to accomplish goals better.

Areas for Improvement

Comments/Examples:

[writing assistant...](#) [spell check...](#) [legal scan...](#)

Veronica does not set goals that stretch her abilities. She could improve her contribution to team objectives by setting more challenging goals for herself.

Click Submit Finished Form

Save and Close

Close Without Saving

Submit Finished Form

Decline to Participate

360 Clinical Review

360 Review Clinical for Veronica Vanderbilt



Submit Finished Form

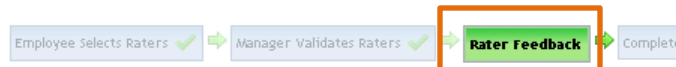
You are about to submit the finished form to the Completed folder. Once you submit the form, all the content becomes read-only and can no longer be changed.

Submit Finished Form

or [Cancel & Return to Form](#)

Rater Feedback— Supervisor View

360 Review Clinical for Veronica Vanderbilt



Employee Information

Last Name: Vanderbilt
First Name: Veronica
Employee Id:
Title: Compliance Administrator
Department: Healthcare Safety
Division: Support

Originator: Amanda Kyser (Admin_CEFH_Amanda)
Review Period: 08/30/2010 - 09/29/2010
Due Date: 09/29/2010

Evaluation Summary

[Remove Selected Raters](#) [Add New Raters](#) [Resend Email to All Raters](#)

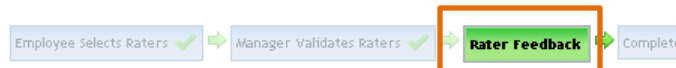
[Detailed 360 Report](#)

Username	Category		Status	Rating
Janice Jones (jjjj)	Manager		Completed	unrated
<input type="checkbox"/> Paula Price (pppp)	Peer	Resend Email	Pending	
<input type="checkbox"/> Robert Ramirez (rrrr)	Peer	Resend Email	Pending	
<input type="checkbox"/> Olivia Owens (oooo)	Peer	Resend Email	Pending	
Veronica Vanderbilt (www)	Self	Resend Email	Pending	

Rater Feedback— Rater View



360 Review Clinical for Veronica Vanderbilt



Employee Information

Last Name: Vanderbilt
First Name: Veronica
Employee Id:
Title: Compliance Administrator
Department: Healthcare Safety
Division: Support

Originator: Amanda Kyser (Admin_CEFH_Amanda)
Review Period: 08/30/2010 - 09/29/2010
Due Date: 09/29/2010

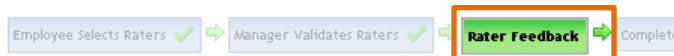
Evaluation Summary

Username	Category	Status
Anonymous	Peer	Completed Recall



Rater Feedback— Employee View

360 Review Clinical for Veronica Vanderbilt



Employee Information

Last Name: Vanderbilt
First Name: Veronica
Employee Id:
Title: Compliance Administrator
Department: Healthcare Safety
Division: Support

Originator: Amanda Kyser (Admin_CEFH_Amanda)
Review Period: 08/30/2010 - 09/29/2010
Due Date: 09/29/2010

Evaluation Summary

Username	Category	Status
Anonymous	Manager	Completed
Anonymous	Self	Completed Recall
Anonymous	Peer	Completed
Anonymous	Peer	Pending
Anonymous	Peer	Pending

















360 Clinical Review - Complete

My Forms

- All Forms
- In Progress
- Completed
 - [Create New Folder](#)
 - Un-Filed
- Form Status

Items per page: Showing 1-8 of 8 All My Direct Reports

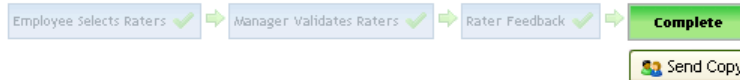
[Create New Folder](#) **Move to Folder:** [Move](#)

<input type="checkbox"/>	Form Title	Employee	Form Due Date ↓	Completed On	Action
<input type="checkbox"/>	360 Review Clinical for Veronica Vanderbilt	Veronica Vanderbilt 	09/29/2010	09/17/2010	
<input type="checkbox"/>	360 Review Clinical for David Drew	David Drew 	09/11/2010	08/12/2010	
<input type="checkbox"/>	360 Review Management for Janice Jones	Janice Jones 	09/03/2010	08/04/2010	
<input type="checkbox"/>	360 Review Management for Janice Jones	Janice Jones 	09/03/2010	09/17/2010	
<input type="checkbox"/>	360 Review Management for Robert Ramirez	Robert Ramirez 	09/03/2010	08/04/2010	
<input type="checkbox"/>	360 Review Management for David Drew	David Drew 	08/28/2010	08/31/2010	
<input type="checkbox"/>	★2010 Staff Performance Review for Veronica Vanderbilt	Veronica Vanderbilt 	05/01/2010	04/01/2010	
<input type="checkbox"/>	★UAB 2010 Staff Performance Review for Janice Jones	Janice Jones 	04/11/2010	03/12/2010	

Items per page: Showing 1-8 of 8 All My Direct Reports

Complete – Supervisor View

360 Review Clinical for Veronica Vanderbilt




Employee Information

Last Name: Vanderbilt
First Name: Veronica
Employee Id:
Title: Compliance Administrator
Department: Healthcare Safety
Division: Support

Originator: Amanda Kyser (Admin_CEFH_Amanda)
Review Period: 08/30/2010 - 09/29/2010
Due Date: 09/29/2010

Evaluation Summary

Overall Rating: unrated 

[Detailed 360 Report](#)

Username	Category	Status	Rating
Janice Jones (jjjj)	Manager	Completed	unrated
Olivia Owens (oooo)	Peer	Completed	unrated
Paula Price (pppp)	Peer	Completed	unrated
Robert Ramirez (rrrr)	Peer	Completed	unrated
Veronica Vanderbilt (www)	Self	Completed	unrated

[Send Copy](#)

Detailed 360 Review Report

Graphical Summary View Gap Analysis View

Print PDF Print



Graphical Summary View

Options: Show descriptions Show comments Show rating labels Show ranges Show rating values Show Scales Expand categories Rank



360 Review Clinical for Veronica Vanderbilt

360 Summary Report

Analysis for: Veronica Vanderbilt
Review Period: 08/30/2010 - 09/29/2010

Legend		
		show
■ Peer (3)	0.0%	<input checked="" type="checkbox"/>
■ Direct Report (0)	0.0%	<input checked="" type="checkbox"/>
■ Other (0)	0.0%	<input checked="" type="checkbox"/>
■ Self (1)	0.0%	<input checked="" type="checkbox"/>
■ Manager (1)	0.0%	<input checked="" type="checkbox"/>
■ All but Self (4)	0.0%	<input checked="" type="checkbox"/>
■ All (5)	100%	<input checked="" type="checkbox"/>

Scale	
Unable to rate	Unable to rate
1.0	Failed to Meet Expectations
2.0	Met Some Expectations
3.0	Met Expectations
4.0	Met All and Exceeded Some Expectations
5.0	Exceeded All Expectations

Caring: Our concern for others is greater than our concern for self.

Peer (3)	3.00	■
Direct Report (0)	No Rating	No Rating
Other (0)	No Rating	No Rating
Self (1)	4.00	■
Manager (1)	3.25	■
All but Self (4)	3.06	■
All (5)	3.06	■

360 Review Questions?

- Step-by-Step Quick guides
- Designated person trained to offer assistance in each entity
- Email AskSuccessFactors@uab.edu

Thanks for attending!