



Frequently Asked Questions for Raters

What is UW ARC 360?

UW ARC 360 is a 360-degree feedback and development program based on competencies created by Professional & Organizational Development (POD) for specific roles at the UW: Mid-Level Managers, Front-Line Supervisors, and Individual Contributors.

Why have I been chosen to participate?

The 360-degree feedback process relies on individuals ratings themselves and then being rated by others on the same set of competencies. It's essential that individuals can see themselves from a variety of perspectives, so they must choose a variety of raters—including their manager, internal and external peers, clients or customers, and any direct reports—and that enough raters participate to give a complete picture.

How is my participation in UW ARC 360 beneficial?

You've been asked to participate to aid in an individual's professional development. Your unique relationship and association with this individual may provide insights or information they wouldn't receive otherwise, and your responses (combined with others) will also help ensure that the individual is receiving a complete 360-degree perspective.

Why haven't I received the assessment yet?

The individual being rated must first submit your information to POD, and then that information must be entered into the SurveyConnect system before you can receive an email with instructions for completing the assessment.

If you think you should have received the assessment already and haven't, please check your junk email folder. If you still haven't received the assessment, you may want to touch base with the individual being rated.

How do I take the assessment?

You will receive an email requesting your feedback; the email will come from the POD coach that the individual being rated is working with. The email will provide a link to the online assessment, as well as your unique user name and password. Please don't delete this email until you've completely finished the assessment.

How long is the assessment open for?

It varies. Please check the email you received from the POD coach and make note of the closing date. If it's not possible to complete the assessment by the closing date, please contact the POD coach.

Can I start and stop the assessment?

Yes. If you're interrupted or must stop while taking the assessment, save your answers by clicking on the "Return Later" button at the bottom of the screen. You can access the assessment again by following the link in the email you received. Once you've selected "Completed," you will not be able to make any changes to your assessment.

How long will it take me to complete the assessment?

Completing the assessment should take approximately 15–20 minutes. You may spend more or less time depending on how long you spend thinking about each item and how many comments you make.

What does the assessment involve?

POD has identified key competencies for three different types of roles at UW: Mid-Level Managers, Front-Line Supervisors, and Individual Contributors. For each competency, there are multiple items that you will rate on the following scale: Needs Significant Improvement, Needs Some Improvement, Competent, Strength, and Outstanding Strength. You will also have the opportunity to make comments at various points throughout the assessment so that you can provide specific examples, insights, or other information.

Are my responses anonymous? How will they appear to the individual being rated?

All of your responses, including your ratings and comments, will be confidential and anonymous *unless you are the manager of the individual being rated* (in which case your ratings and comments will not be grouped with others).

If you're not the individual's manager, your ratings and comments will be combined with others from your particular group (e.g., colleagues, direct reports, customers, etc.).

The individual being rated will receive a report with aggregate ratings and comments. Ratings will be given a numeric score, and all the ratings from each group will be provided as averages.

Comments will be combined by group and will not be attributed to an individual—but they will be provided verbatim. If you're concerned about your anonymity, please consider what your comments could reveal about your identity.

If fewer than the required minimum respond in a particular group, all of those responses will be batched with others and will not be identified as being from that group.

Who has access to my responses?

UW ARC 360 is being administered by a third party (external to the UW), SurveyConnect. Professional & Organizational Development staff do not have access to any raw data and cannot pair any responses to an individual. The POD coach working with the individual being rated will have access to the same report as that individual (see above for more information).

How honest should I be with my responses? Are critical or negative comments okay?

Your responses will be most useful if they are open and honest, with an eye toward what would be most helpful to the individual's growth and development. Think of actions you have actually witnessed or interactions you have experienced with this individual.

Remember that the individual will be reading comments verbatim. It's important to be candid and not unnecessarily soften your comments—but it's just as important that you don't use this as an opportunity to take revenge or settle a score. Be honest but judicious with your comments.

If I have more questions, who can I ask?

You can ask the individual being rated or that individuals' POD coach. If you haven't already, you will receive an email from the POD coach.