Macorva

Unlimited 360° Feedback Quick Guide

For questions, contact:
support@macorva.com

Table of contents

What is unlimited 360° feedback?..... 3

How do employees give feedback?.....3

Overall 360° Results.....4

- Segmented Results.....5
- Attribute Trends.....5

Radiant AI.....5

- For Employees: Personalized Action Plans.....5
- For Managers: Coaching and Team Support.....6

Frequently Asked Questions.....6

- Are results anonymous?..... 6
- Can employees reverse-engineer scores?..... 7
- Whose results can employees view?.....7
- Is 360° feedback optional? Will managers see which employees don't participate?.....8
- How often can feedback be given to employees?..... 8

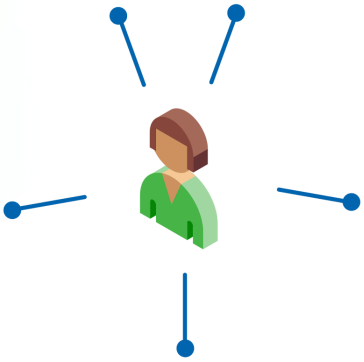
Support.....8

What is unlimited 360 feedback?

Unlimited 360° feedback refers to our process of collecting and delivering 360° feedback to every employee without restrictions. Conventional 360° feedback limits results with a rater selection process that restricts feedback to only a few perspectives and skews data toward individual biases.

Our unlimited 360° feedback empowers every employee to anonymously rate and describe experiences with any coworker, resulting in robust 360° feedback for every employee based on trends rather than individual perspectives.

Conventional 360°



2-5 raters
60+ min

Macorva

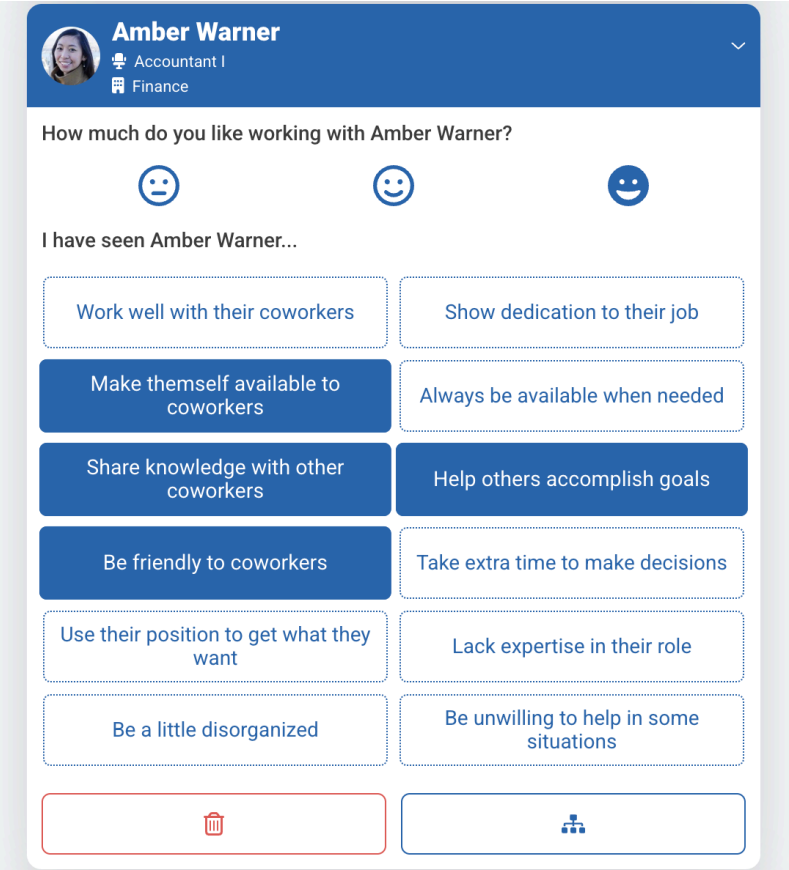


25+ raters
5 min

How do employees give feedback?

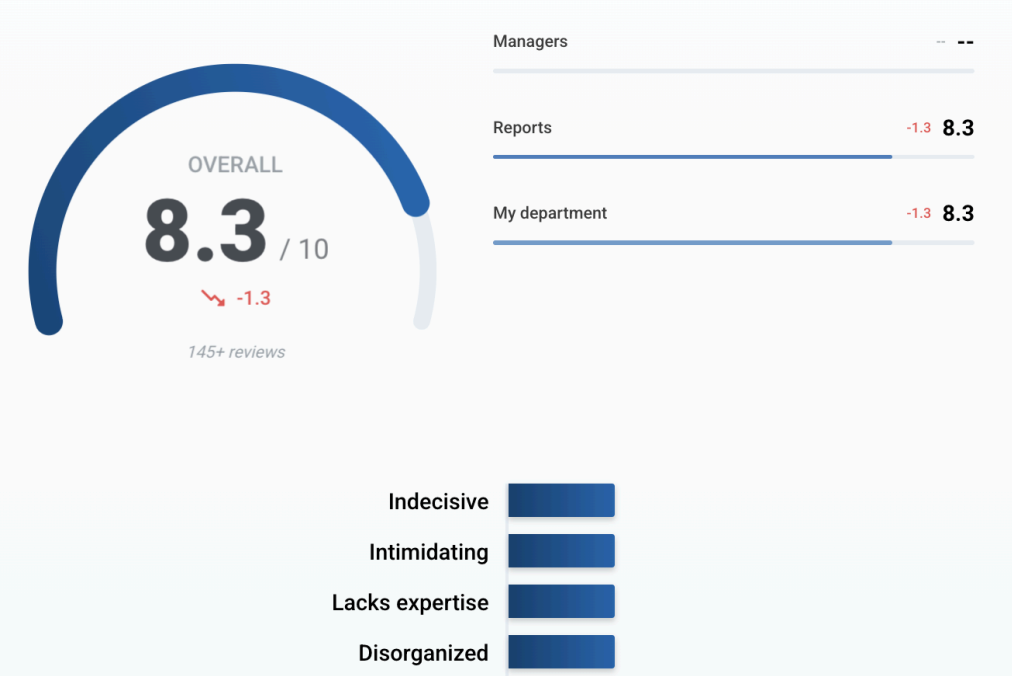
In a simple, mobile-friendly survey experience, employees answer a few questions about their experiences at work and then anonymously rate and describe their experiences with coworkers.

They will see a list of "suggested" employees close to them in the company org chart, including teammates, direct reports, and managers. They can provide voluntary reviews of their experiences with these individuals, and search the company org chart to provide additional experiences with anyone in the organization.



Overall 360° Results

We convert all 1-5 coworker ratings into a single overall score on a scale of 1-10. This result is not a simple average of ratings. We have a proprietary weighting system to determine the final result that accounts for rater behavior, number of raters, use of attributes, position in the org chart, etc.

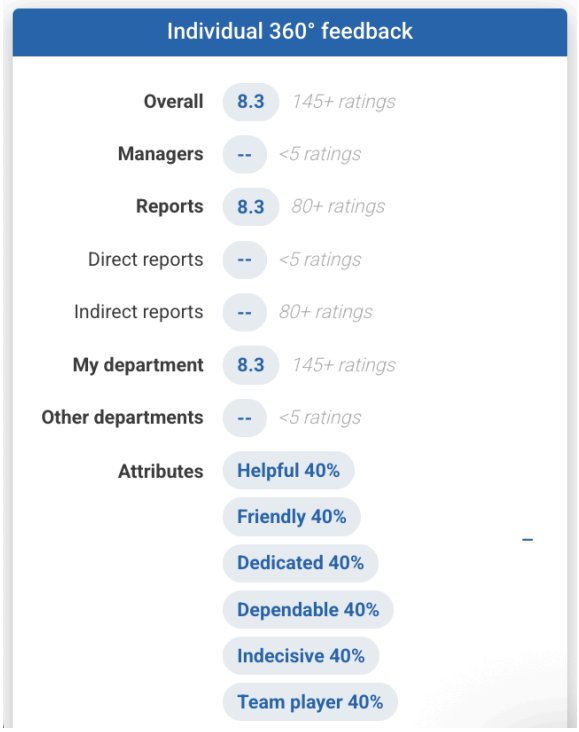


Segmented Results

Employees will be able to receive a personalized report of feedback from all coworkers including managers and reports. In addition to overall feedback scores, segmented scores reflect an employee's esteem with different groups in the organization.

Attribute Trends

99%+ of feedback scores include at least one attribute trend. These provide valuable insight into employees' numerical scores. Positive attribute trends are shown when at least 20% of raters select the same attribute, and negative attribute trends are shown when at least 30% of raters select the same attribute. This keeps the feedback experience constructive by keeping managers and employees focused on trends.

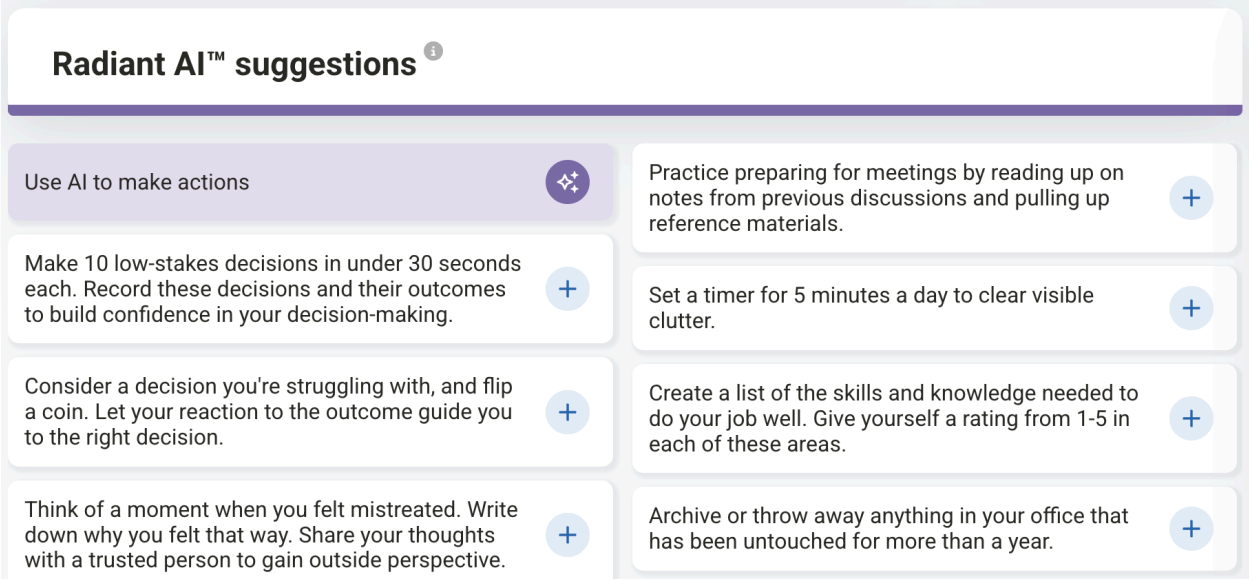


Radiant AI

Radiant AI connects every result in the platform—survey responses, 360° feedback trends, customer feedback, and more—to a series of proven recommended actions. These recommendations help turn feedback into meaningful next steps at both the individual and team level.

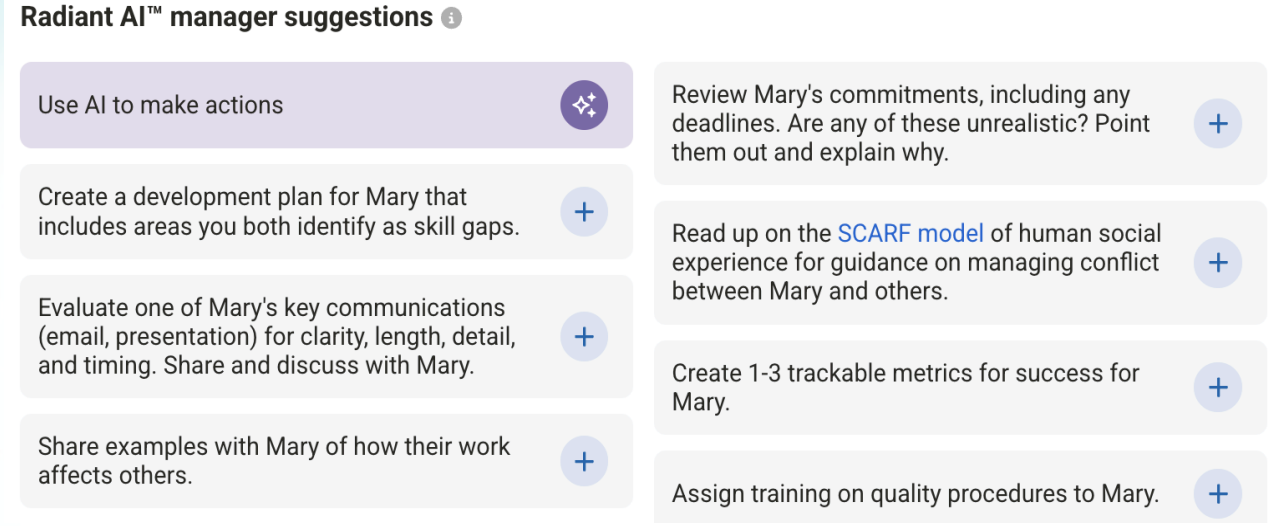
For Employees: Personalized Action Plans

For employees, Radiant AI provides tailored actions based on survey results and feedback trends. With just a few taps, employees can create a personalized action plan designed around their needs, or use AI to generate custom actions for specific situations.



For Managers: Coaching and Team Support

For managers, Radiant AI goes a step further by delivering recommended coaching actions targeted at helping employees address feedback trends and strengthen performance across their teams.



Frequently Asked Questions

Are results anonymous?

Yes. Employers cannot see if employees participate, who they choose to rate, or how they rate anyone in the organization. Employees only receive feedback as overall scores and trends rather than individual ratings.

Can employees reverse-engineer scores?

No. Feedback scores are only shown when 5+ ratings are provided, and scores are not a simple average of ratings. Our scores weigh various factors like rater behavior, rater proximity, etc., which ensures scores cannot be reverse-engineered to isolate individual ratings.

Whose results can employees view?

Non-admin users can view their own results and the results of employees reporting directly into them in the company org chart. They cannot view the results of their peers, managers, or anyone who does not report to them. Check out the table below for a visualization of who can view which results.

Results	Viewable by
Employee	Employee, manager, managers higher in the chain

Peer	Not viewable
Manager	Not viewable
Direct report	Manager

Below is an example of the view for a non-admin user with direct reports. They can see the name, department, overall score, how it's changed since the last survey and the score of attributes they've received.

		Overall					
Name	Department	Score	Change	n	Indecisive	Intimidat...	Lacks expertise
Mattie Lanham	Finance	8.5	1.3	10+	50%	60%	50%
Darryl King	Finance	9.4	0.8	20+	30%	40%	--
Kathy Howe	Finance	8.8	0.9	10+	50%	50%	50%
Jennifer Coburn	Finance	7.6	0.1	20+	40%	50%	50%
James Bain	Finance	9.2	0.7	10+	50%	50%	50%
Agnes Griffith	Finance	8.5	-0.5	20+	50%	--	30%

Is 360° feedback optional? Will managers see which employees don't participate?

All feedback is optional. Managers cannot see who chooses to participate.

How often can feedback be given to employees?

While this feature can be enabled as often as one would like, we recommend 2-4 times per year.

Contact Support

For more information on 360° feedback and its benefits, contact your Macorva Account Executive or email us at support@macorva.com. For a short video about Macorva surveys please click here.



PUT YOUR DATA TO WORK

www.macorva.com 713-965-7560 support@macorva.com