ODsurveys Plus™ FAQ

Introduction:

What is *ODsurveys Plus*™? ODsurveys Plus™ is a quick and easy way to have organizational, 360, customer satisfaction, T.E.A.M.S.™, employee and market surveys customized to be delivered for your employees or company. We handle the setup and report generation from beginning to end. Our reports consist of precise, detailed data composed in a simple and easy to understand format.

Is *ODsurveys Plus*™ like the Internet Delivery System on which you complete assessments?
Yes, ODsurveys Plus™ is similar to IDS in that it is strictly Internet based. Survey participants access surveys through the Internet and reports are delivered via e-mail. It is different from the assessment side of the business in that it is a <u>custom service</u> where you decide the questions, format, etc.

Survey Setup:

How Do I request a survey?

First read over and fill out the Odsurveys Plus™ user agreement. Fax that in to Joe McKenna at 816-943-0808. Next fill out the online survey request form for the particular survey you need. You will then receive a quote. We will help you with any portion of this services you would like help with including which questions best will get to the information you need.

What is a dual factor answer scale? Dual scale is a way of asking the same question two different ways (current performance versus expected performance). For example
1. How is this person's performance?
2. How should this person be performing?
This type of scale can be used for any type of question throughout the survey. So in essence you'll also be getting feedback on what is expected by rater. (The implications are that a manager might be over performing in one area where time could be better spent in another.)

What are categories? Categories are made up of multiple questions. The survey can display categories or hide them from participants and display them only on reports in the proper order. Each of the 1300 questions available to choose from are sorted by categories. Additional questions can be added if none of these questions meet your needs.

What are rater demographics? Rater demographics are usually used in a 360 survey of employee feedback. They show the relationship of survey respondent to the person that is being rated (subject). The standard rater demographics in 360 surveys are: Self, Peer, Customer, Boss and Direct Report. In employee feedback standard rater demographics are: department, level of management, years with company, etc.

What does it mean to embed passwords for each demographic? Embedding passwords is a way of assigning passwords to the different demographic options. For example in a 360 survey the different demographics can each be assigned unique password. So Peer, Direct Report etc. can each have a password. The reason for doing this is to eliminate any possible mistakes by participants in selecting the demographic category.

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What is a *T.E.A.M.S.™* survey?

T.E.A.M.S.™ stands for **Teams Evolving And Mastering Success.** This process will help teams and work groups in organizations develop and become stronger. It also helps work groups improve their functioning and helps groups to determine whether they should be teams or work groups. In this survey the questions and answer scale are already selected.

What is *an All Respondent* report? (See print out). This type of report scores all participants together regardless of what demographic category they are in.

ACTION:

For more questions or to start the process, contact Joe McKenna at 816-943-0868 to set up a meeting.