

Multi-Source Feedback (MSF) Questions and Answers

1. *I'm not a supervisor but apparently will be asked to rate my first-line boss. Do I HAVE to rate him/her when asked?* We ask that everyone participate in this opportunity to share their feedback with their supervisors. However, DLA will have no record of who participated and when. DLA will only know HOW MANY people were invited and HOW MANY responded for each participant. Beyond that, we will have no details whatsoever.

2. *Do I HAVE to rate a peer if I'm asked?* As with the question immediately above, we ask that everyone participate in this opportunity, but there will be no record of your participation. We are seeking to limit the number of peer ratings an employee is asked to complete so no one is overburdened.

3. *What will happen if an employee does not complete the survey?* Raters are not required to complete the survey. No one will know that they didn't complete the survey. The system does automatically send reminder emails but the raters may choose to ignore those reminders. However, completing the surveys is a great means of providing supervisors the feedback they need to understand their strengths and weaknesses. It will help them become better leaders, creating a better work environment, better work results, and more satisfied employees.

4. *How much time does it take?* Most people finish the survey in 20-30 minutes. There are no comment fields provided in an effort to protect the anonymity of the rater.

5. *Are the responses of boss and peers grouped before forwarding to the rater?* There are a number of features built in to protect the confidentiality of the raters (except the boss).

1. The individual supervisor's self-rating is identified separately.
2. The ratings associated with the "boss" are identified separately.
3. The combined ratings of all of the peers are identified separately.
4. The combined ratings of all of the direct reports are identified separately.
5. If less than 3 peers or less than 3 direct reports respond, those responses would be combined with the boss and direct reports in what is called the "combined other" score. That is to protect the anonymity of the rater.

6. *If when I rate a peer or my supervisor, who at DLA has access to my responses?* No one at DLA will have access to your specific responses and/or ratings.

7. *During the MSF pilot there were personal questions (demographics) about myself. Will there be more of those on the "new" MSF?* No. The electronic version of MSF will not ask any questions about your identity or personal attributes. The paper copies will include the demographic questions; Do NOT answer them!

8. I'm a supervisor and understand I will be rated by my "direct reports". Does this include just those I work with physically, or those that are also geographically dispersed? This typically includes all employees who report directly to you, regardless of their geographical location.

9. I'm a Team Leader in Enterprise Business Support (EBS) with a staff matrixed to me. Does this mean I need to take part in this MSF effort since I'm "kind of" a supervisor? No. The current MSF effort is for official "supervisors of record".

10. Will my boss be able to figure out who provided which responses? DLA and Denison (our MSF contractor/consultant) are taking every possible measure to protect your confidentiality. Your boss will only see an aggregate set of data from ALL of his or her direct reports combined and will not be able to see which direct report gave which ratings. If your boss has less than three direct reports and/or peers respond, he/she will not get a separate set of results for direct reports and/or peers.

11. I participated in Multisource Feedback (MSF), but didn't get a results report/package. Why is that? To have a report generated, a participating supervisor must have completed a self-survey and have received feedback (ratings) from at least three others (peers, boss and/or direct reports).

12. What IP (internet) address will be used to send invitations to my boss, peers, and employees? Raters will receive an email from surveyadministrator@denisonculture.com. As a participant, the invitation will come from Denison360@denisonculture.com

13. Is MSF part of my performance appraisal? Could the results impact my bonus or awards? No. Although you must share your results/feedback with your first-line supervisor, he/she should not use those results as consideration for performance ratings and/or performance awards.

14. Do I have to share my results with my first-line supervisor? Yes. Beginning in September 2007, all supervisors participating in MSF are required to share their individual results with their own manager. Sharing the results will allow the participants and their supervisors to have a shared understanding of the kinds of efforts that could be taken to close any gaps revealed by the tool. Sharing the results would give the supervisor better ability to serve as the participant's coach as he or she works through the action planning process that is a required outcome of the tool.

15. If this is my 2nd time participating in MSF, do I have to share my comparison charts with my first-line supervisor? Yes. If this is your 2nd participation in the MSF process, you will receive a comparison of your 1st vs. 2nd feedback results. You are also required to share this comparison with your own manager for the same reasons listed above.

16. Will MSF eventually be applied to everyone in DLA? While possible at some point in the future, there are no current plans for such an effort.

17. I'm told I need to invite my peers to rate me. What constitutes a "peer"? A peer is an individual you work with on a regular basis who is at the same or similar level (we recommend +/- one grade) as you within the organization.

18. My boss has only two direct-reports (including me). Won't he/she be able to figure out what kind of responses I provided? No. If a boss has less than 3 direct reports, a separate picture of the direct report ratings will not be included in his/her report. Those results will be compiled into an overall "combined" picture of all raters.

19. When a peer invites me to rate him/her, couldn't they have invited just me (and no one else) so that he can find out what I think of him? The participant won't see your results separately on the report with less than 3 completed peer surveys.

20. Since this is substantially an internet-based tool, will WG employees who don't often work with the internet just be excluded? DLA and Denison have arranged for paper copies for those who do not have computer access.

21. Is MSF just for individual use, or will "rolled-up" data/results be provided to DLA Senior Management? Composite data results will be provided to DLA as requested. It is yet to be determined how and at what level these rollups will be made. We will not request nor will Denison provide any composite of less than 5 participants.

22. What do I do with my personal report once I receive it? You will be required to develop an "Action Plan" from your results and discuss this plan with your immediate supervisor.

23. These "Denison" charts look very confusing. Will I be provided any training on how to read/understand them? Beginning with the 2nd round of MSF in 2007, we will no longer have the in-person and webinar-based information and results sessions as we did during the first implementation. However, the MSF website maintains videos/slide presentations of a previous in-person information session for both employees and supervisors. In addition, there is a slide presentation which explains to the participant how to understand their feedback results and what the charts are conveying to the participant. The web site can be accessed at: <http://www.hr.dla.mil/resources/workforce/eldp/msf.html>.

24. How can I be assured that there won't be adverse action against me if I'm honest about a poor supervisor? Both DLA and Denison are taking every possible measure to protect the confidentiality of raters and will not under any circumstances release your individual ratings to DLA, your supervisors, peers, or anyone else.

25. I'm a supervisor but have only been in my job for 4 weeks. How long should I have been in my current position to be part of MSF? The usual rule of thumb is two months. A supervisor must be in place in his/her current position for at least two months prior to participation in MSF. Supervisors in this situation are not exempt from participating in MSF; they will be scheduled for a make-up session when they have been in their position for more than 2 months.

26. *I am planning on retiring in 3 months. Am I still required to participate in MSF?* No. Generally, if you will be retiring within 4 months after taking MSF, then participation is not recommended. Since the main point of MSF is “self-development”, retirees will generally not gain any benefit from going through the process.

27. *I participated in MSF within the last 6 months, do I need to participate again?* No. It is recommended that participants not go through the MSF process more than 1 time per year so that sufficient time is given to properly work on improving specific attributes identified in the participants’ action plan.

28. *Who must participate in MSF?* All civilian and military supervisors are required to participate in MSF.

29. *Are there any exceptions to participating in MSF?* Yes. There are several exceptions to participating in MSF:

1. SES and General/Flag Officers;
2. Supervisors retiring within 4 months of participating;
3. Tier II Program participants;
4. Supervisors in a “separation” status (i.e., resigning, transferring, etc.);
5. Supervisors who have already gone through MSF process within last year;
6. Any others that a Director/Commander determines should be excused (Example: supervisors who are fully engaged and whose participation would be a detriment to the mission of the agency).

30. *Some my raters (peers, boss, direct report, or other) are at “.com” email address. Can a .com email address be used to invite one of my raters?* Yes.