

***On Line Surveys for
Team Evaluations and MORE!***

Veterinary Specialty Practice Alliance
May 2, 2013



13 of 17 responded

5 None of Above – do not do 360?

WHICH TYPE OF EMPLOYEE EVALUATION DO YOU USE?

Answer	0%	Number of Responses	Response Ratio
360 (multi-rater) ON LINE survey or software format		1	8%
360 (multi-rater) ELECTRONIC, IN HOUSE document or software		3	23%
360 (multi-rater) PAPER, IN HOUSE document or software		4	31%
None of the above		5	38%
		13	100%


The Usual Method (**~24% of VSPA**)

- Select the form or make your own.
- Make photo copies or send via e-mail.
- Distribute paper copies (most commonly used format) and hope they get returned and not lost or eaten by the dog.
- Nag, beg, cajole and bargain for the results – taking weeks or longer.
- Painstakingly compile the results – reading handwriting or copy paste electronic responses.
 - ***No wonder we avoid this activity!***

An Alternative


- On Line Survey such as *Constant Contact*
 - Customizable.
 - Contact List (address book).
 - Save, copy, edit instruments.
 - Simple distribution, responses, reminders, reports and graphs.
 - Numerical tabulations/averages done for you!
 - Historical results over multiple periods.
- **Solves all your problems ... well not really!**

Select Question Type – Can Use Multiple Types w/in Survey


Select a question type: 

Single-Select Multiple Choice	- Select only one answer option
Multi-Select Multiple Choice	- Select one or more answer options
Open-Ended Text	- Answer a question with text (no answer options provided)
Rate Items on a Scale	- Rate listed items according to a scale you specify
Rate One Item on a Scale	- Rate only one item according to a scale you specify
Rank Items Numerically	- Rank listed items numerically, according to value or priority
Collect Personal Information	- Gather a respondent's personal information

Distribution Channels


Distribute Your Survey Link



Email it to your contacts 

[Create a survey invitation](#)

Respondents Identified





Add it to a webpage (Responses will be anonymous)

URL: [Tips](#)



Share on Social Networks

Anonymous Responses

 Simple Share 

Sit Back, *Relax* and Catch the Results

Surveys : Details

✓ Nice work! Your email is ready to launch! Your campaign has been scheduled and will soon be on the way to your subscribers!

[← Back](#)

Email Details

▶ April 2013 Speaker Selection Survey Preview & Test Copy

You cannot edit an email you've already scheduled for delivery. To edit this email, you must [reset it to draft status](#).

Status: **Scheduled**





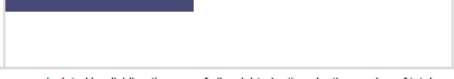
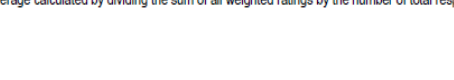
List Selection: CVMA Active Members	Delivery Date: Tuesday, December 4, 2012 Edit Date
	Share on Social Networks: Simple Share
	Once the email is sent, a confirmation email will be sent to pam@carolinaveterinarymanagers.com .

ACTUAL RESULTS

- Leadership 360
—September 2012

***LEADERSHIP SKILLS**




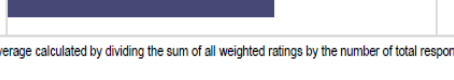


1 = STRONG, 2 = ACCEPTABLE, 3 = NEEDS IMPROVEMENT, 4 = NOT ACCEPTABLE, 5 = N/A

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Encourages staff members to participate in decision making; listens and considers their ideas						13	1.9
Delegates tasks appropriately						13	2.2
Instills trust and respect from staff members						13	2.2
Exhibits a united front with other leadership team members to the team; everyone is on the "same page"						13	1.8
Fairly holds team members accountable						13	2.4
Consistently identifies & promotes implementation of continuous improvement measures.						13	2.1

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

INFLUENCE STYLE - indicate which method(s) by which this leader influences team members to perform their best, even under adverse circumstances.

1 = 1 Most Influence, 2 = 2, 3 = 3, 4 = 4, 5 = 5 Least Influence

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Fear of punishment or retaliation						13	4.3
Their position of authority						13	3.2
Their ability to provide desirable outcomes or rewards						13	2.3
Their direction is in the best interest of the hospital						12	1.9
You have respect for, admiration and a general liking of this leader						13	2.0
Fairly holds team members accountable						13	3.1

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

EXPECTATIONS OF STAFF MEMBERS				
Answer	0%	100%	Number of Response(s)	Response Ratio
Expectations are clear and fair			11	84.6 %
Expectations are too high			1	7.6 %
Expectations are too low.			1	7.6 %
Totals			13	100%

PATIENCE				
Answer	0%	100%	Number of Response(s)	Response Ratio
Is patient at all times.			8	61.5 %
Is patient, but shows stress at times			5	38.4 %
Beneficial if this person received help with patience			0	0.0 %
Totals			13	100%

*What are the key areas that this leader could improve upon to be more effective overall?

13 Response(s)

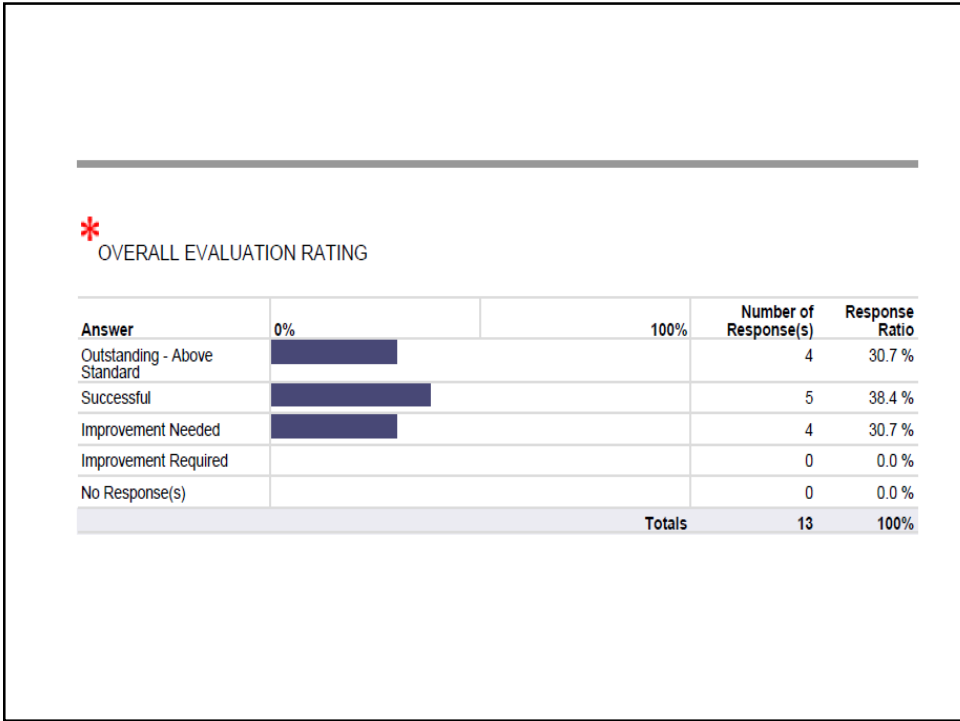
*What do you feel are this leader's most effective accomplishments?

13 Response(s)

104	13. What do you feel are this leader's most effective accomplishments?
105	
106	She does the schedule and it is correct most of the time! She is effectively organizing and running the department meetings. She is seems much more comfortable with full team meetings. She is a one person recognition/appreciation committee, good job!
107	TNTC - seriously!
108	The new schedule is easier to read and know how much coverage we have at a given hour. It is obviously a lot of work to do our schedules - thanks!
109	She does a wonderful job dealing with the time clocks and paychecks. She is always positive everyday.
110	Good communication at staff meetings.
111	planning meetings, events, client relationships
112	is a hard worker and has a strong desire to please.
113	has handled the problems with our payroll system, the problems of having 50 people expecting her to keep up with their time cards, even though they are the ones not clocking in or out and the scheduling nightmare....and what a nightmare it is sometimes....and has kept the clinic running as smooth as possible.
114	Does a great job with keeping us informed on our paychecks, 401k, vacations, schedules.. Also, has a great personality!
115	organization
116	Does well at getting the payroll done
117	Organization of the schedule. Its easier to read.
118	is maturing as a leader and strives to do a good job.
119	Ability to deal with stress and have a positive attitude.

Where else could you
 possibly collect > 100
 comments in 2 weeks time
 and 5 hours of work!

90	12. What are the key areas that this leader could improve upon to be more effective overall?
91	
92	Spend more time on the floor - address treatment sheet issues (good and bad) in the shift when possible and thru notes/copies when not.
93	Become more aggressive towards employees not following the rules.
94	Sometimes I feel employee concerns just stop at ear and are neither acted upon or relayed.
95	respond and follow through with directions given to staff and holding staff accountable!!!!
96	I don't know haven't been there long enough to know. She has helped me with everything I needed
97	I feel she is effective in her Human Resources position. I feel that when I go to her with a personal problem about my job, nothing gets done about it. (I also understand that its not completely up to her to make big decisions).
98	- confidence. multitaskina with less errors. follow through



120 **14. OVERALL EVALUATION RATING**

121

122 - in general you do an exceptional job and I appreciate you a great deal! There are a few areas mentioned above where additional time, attention and processes will help you develop even stronger leadership skills. I truly enjoy working with you and can see how dedicated you are to Your upbeat personality and work ethic are a joy to be around.

123 is one of the most motivated people I know, she always exceeds in trying to do the job organized, neat and do it well. She has had to balance many hats this year, and though I know it has been difficult, I think she has performed with grace and character.

124 is having to learn so many new things that deals with the managerial aspect of a veterinary clinic, and I'm sure that sometimes she feels that she isn't on top of the game...but what I see with is...never count her out because there is always the fourth quarter to play.

125 is always positive, works hard, and is very dependable.

126 - I love and am so excited for the things that I have learned and am continuing to learn and I am so excited of the accomplishments that I have been involved with and hope to see some of the things from the retreat come about in the near future.

127 is a winner!

***This may be the best \$15 per
MONTH you will ever spend!***

That's right ---- \$15 per month,
no contract, up to 5,000
responses allowed *per month!*

***Thank
You***