

Open 360 | Questions types and how to create an Open360 questionnaire

1. Question types to use in Open 360s

There are three types of questions that you can opt to use in your Open 360 Questionnaire. These are:

Likert Scale

In this question type, you can choose to give respondents 3, 5, or 7 response options. You will need to enter the response options for them to select from, e.g., Strongly Agree, Agree, Disagree, etc. Each response option/descriptor will have a numerical value assigned to it as per the following:

Answering Scale of 3: -1, 0, +1

Answering Scale of 5: -2, -1, 0, +1, +2

Answering Scale of 7: -3, -2, -1, 0, +1, +2, +3

In the example below, a response scale of 5 has been selected (respondents will have five options to select from).

[Show only in answering](#) [Clone](#) [Move](#) [Delete](#)

360:
(Click here for edit)

Self:
(Click here for edit)

Instructions

Flexible ▼

Question 1

360:
(Click here for edit)

Self:
(Click here for edit)

Scale size: 5 ▼

(Enter the most favourable choice at the top and the least favourable at the bottom)

- ☐ (Click here for edit)
- ☐ (Click here for edit)
- ☐ (Click here for edit)
- ☐ (Click here for edit)
- ☐ (Click here for edit)

[Clone](#) [Move](#) [Delete](#)

Likert scale

Open Scale

In this question type, you may opt to have between 1 and 10 possible responses.

You will need to enter the response options/descriptors you wish to use, e.g., Strongly Agree, Agree, Disagree, etc.

Each response option/descriptor will have a positive numerical value assigned to it, as per the following:

Answering Scale of 3: 1, 2, 3

Answering Scale of 4: 1, 2, 3, 4

Answering Scale of 5: 1, 2, 3, 4, 5 etc.

Flexible

Clone to next group
Clone
Move
Delete

Question
360:
[\(Click here for edit\)](#)
Self:
[\(Click here for edit\)](#)
From: to:
(Enter the most favourable choice at the top and the least favourable at the bottom)
☐ [\(Click here for edit\)](#)
☐ [\(Click here for edit\)](#)
☐ [\(Click here for edit\)](#)
☐ [\(Click here for edit\)](#)
☐ [\(Click here for edit\)](#)

Open scale

Open Questions

These questions give participants the opportunity to provide additional feedback, in their own words, on the assessee's performance. The open questions will also appear in the questionnaire provided to the assessee if they are doing a self-assessment.

Flexible

Clone

Move

Delete

Question 3

360:

(Click here for edit)

Self:

(Click here for edit)

The answer goes here...

Open ended

Instructions

You will be able to add instructions to the beginning of the questionnaire for both the respondents and the person(s) self-assessing.

Show only in answering

Clone

Move

Delete

360:

(Click here for edit)

Self:

(Click here for edit)

Instructions

Page breaks

These can be inserted into the questionnaire to improve presentation when answering the Open 360 questionnaire online.

Clone

Move

Delete

Page break


Page break

2. Create a new Open 360 Questionnaire

The screenshot shows the 'New Open Questionnaire' form in the FinxS application. The 'Templates' dropdown menu is open, showing options: Behavioural Competences, Ideal Jobs, Styles, Tips, Answering Interfaces, Job Templates, Image Manager, Report Templates, and Open Questionnaires. The form fields include:

- Name ***: Text input field.
- Description ***: Text input field.
- Category ***: Text input field.
- Cloneable**: ☐
- Locked**: ☒
- Random order**: ☐
- Allow skip**:

At the bottom right, there are 'Cancel' and 'Save' buttons.

- **Login** to your FinxS account and **hover over the “Templates” tab** in the menu bar along the top.
- Select **“Open Questionnaires”** – the last item on the dropdown menu.
- **Click on the ** button at the bottom left of the screen.
- **Click on “New Mother”.**
- On the screen that comes up, give your questionnaire a **“name”**.

- Provide a **“description”** of the questionnaire.
- In “Category”, **click on the down arrow** and select **“Open 360”**.
- If you would like the questionnaire to be “cloneable”, tick this box. (Cloning would make another copy of the questionnaire that would be independent of the original questionnaire.)
- **Leave “Locked”** ticked for now.
- In the **“Allow Skip” field**, select either “Flexible”, “Allow skip” or “Do not allow skip” depending on whether you want to allow the respondents to skip questions or not.
- **Click “Save”** to begin creating the questionnaire.

Open Questionnaires

Summary

Name	test 6
Type	Mother
Description	test 6
Owner	Australia Change
Category	Open 360
Cloneable	No
Languages available	English (Australasia)
Groups	1
Questions	6
Locked	Yes
Random order	No
Allow to skip question	Flexible
Created / Updated	10.10.2016 22:20:18 / 10.10.2016 22:20:18



Preview

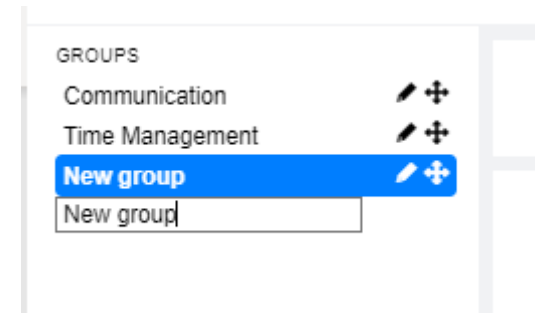
Download XLS


Edit questions

Edit

- **Before you start adding questions** to your Open 360, ensure the correct name is highlighted in the column on the left. (I.e., the name of the Open 360 project you've just set up).
- **Tick “Edit Questions”** on the far right of the screen. This will take you into the questionnaire where you can start adding items.

- If you want your questionnaire to have **different groups of questions under headings** like Communication, Time Management, Delegation etc., you should name your question groups in **the column on the left side** of the screen, where it says “New group”. You may like to make the first group an ‘instructions page’.
- To do so, click on the  in the blue “New group” box and then enter the group name (e.g., “Instructions”) in the box that appears beneath. Press “Enter” on your keyboard so the group name saves. (NB: The  button beside the pencil allows you to change the order of question groups by clicking and moving up or down).
- **To add instructions to the questionnaire**, click and drag “Instructions” from the right-hand column into the middle of the screen and drop to insert them. Two boxes will appear in which you can enter the instructions – one for the assessors and the other for the person(s) doing a self-assessment.
- To add text to each box, simply click on “Click here for edit”. (See the screenshot on the following page).
 - NB: You **must** enter instructions into **both** the ‘360’ box and the ‘Self’ box. If you don’t enter anything into the ‘Self’ box, the person(s) assessing themselves will only see an empty box.
 - Choose whether you want the instructions to “Show only in answering” (i.e. only when people complete the questionnaire) or “Print also in report”.



- It is important that the instructions for answering are viewed separately, before the questions are seen, so drag across a **“Page break”** from the column on the right and drop it into the middle of the screen, beneath the instructions section, before starting to add questions.
- To **create additional question groups, so you can enter the headings for each section**, e.g., 'Communication', or 'Leadership', click on the  button again at the bottom left of the screen and a new question group box will appear in the left-hand column. Enter the name of your first question group. Repeat this step when you are ready to create more.
- NB: When you go to add questions to a question group, ensure the correct question group name is highlighted in the column on the left before adding the questions.

Language: English (Australasia) ▾

360:

[\(Click here for edit\)](#)

Self:

[\(Click here for edit\)](#)

Show only in answering ▾

Clone

Move

Delete

Instructions

- Now you are going to add your first group of questions. To show the name of the group of questions (e.g. 'Communication') to the respondents, **start by dragging "Instructions" over again** from the right-hand column and drop it into the middle of the screen, beneath the page break that you've just inserted. Click on "Click here to edit" to add the question group name/heading. This will alert respondents to the type of questions that will follow. Remember, to add the name to both '360' and 'Self'.
- Next, **choose the question type** you want to use throughout the whole questionnaire – Open Scale or Likert Scale (Click [HERE](#) to view the different question types). Nb: **Do not change the question type or answering scale midway**. The same ones must be used throughout the entire questionnaire.

- Click and drag the question type** you want (Likert or Open Scale) from the right-hand column into the middle of the screen and drop it beneath the group name.
 - Select if the question is to be "Flexible", "Allow skip" or "Do not allow skip".

- NB: If you selected “Do not allow skip” when you set up the questionnaire (see page 8), all the questions will automatically be “Do not allow skip”.
- If you want to allow a question to be skipped, select “Allow skip”. You can do this in ‘Open ended questions’ also.
- **Select the Scale Size** Where it says “Scale Size” (i.e. the **number** of possible responses you are going to provide the respondents with), select the number from the dropdown menu. (Remember, if you've chosen Likert, you'll only have the option of selecting 3, 5 or 7 response options).
- **Directly beneath this, type in the descriptors you wish to use in the answering scale** e.g. Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree. Type one descriptor in each line.
- **Remember to put the most favourable choice at the top and the least favourable choice at the bottom.** This is important!
- Now the **basics that you are using for every question** (except any ‘Open ended questions that you may choose to add), have been set up, click on “**Clone**” on the right (directly across from the ‘Flexible’ dropdown menu box) and clone this basic question set-up the number of times it will be needed for this question group. I.e. if there are going to be six questions in this group, press clone five times, to get five more question basic set-ups to appear. Otherwise, you'll have to repeat the above process five separate times.
- **Next, type or copy/paste the questions you want to ask the respondents** into each question box in both the “360” and “Self” fields, remembering to alter the ‘Self’ questions so they read correctly for the person who is self-assessing.

360:

[\(Click here for edit\)](#)

Self:

[\(Click here for edit\)](#)

- Follow the steps above again to **add more sections and questions** until your Open 360 questionnaire is complete.
- If you wish to add an 'Open ended question', simply drag 'Open ended' across from the column on the right and set it up as per the other questions.
- When your questionnaire is finished, **select "Preview"** at the top left to see how the questionnaire will appear to the respondents (Nb: it does not display self-assessing). Edit the questions if any errors are found.
- Now that your Open 360 questionnaire is ready, **select "Back"** at the top left of your screen, which will take you back to the general set up area of your questionnaire.
- **Click "Edit"** on the far right of the screen and remove the tick next to "Locked".
- To actually use a questionnaire, it must be unlocked.

Category *	Open 360
Cloneable	<input type="checkbox"/>
Locked	<input checked="" type="checkbox"/>
Random order	<input type="checkbox"/>
Allow skip	Flexible

Helpful hints:

- Don't put people's names or gender in the questions. The questionnaire can then be used again, e.g., put something like: They maintain enthusiasm and interest in their work.
- Always use the same question type (Likert or Open scale) throughout the whole questionnaire.
- Always use the same answering scale e.g. Excellent, Very Good, Good, Poor, Very Poor.

- Keep the questionnaire and questions short. If a questionnaire is too long people will disengage.
- Only ask one question within a question. E.g., 'This person communicates well verbally and non-verbally' is actually two questions.

Once the respondents have started answering the questionnaire, editing the questions is no longer possible.