

Staff Senate Resolution #11-01

Approved by the Staff Senate:

Approved by the Chancellor:

Recommendation to Utilize Multisource Feedback at East Carolina University

Multisource feedback (MSF), also known as 360 degree feedback, is feedback that comes from all around an employee. Feedback is commonly provided by subordinates, peers, and supervisors. It also includes a self-assessment and, in some cases, feedback from external sources such as customers and suppliers or other interested stakeholders.

Benefits of Multisource Feedback

- Part of a continuous improvement process
- Essential in improving supervisory success and parallels ongoing leadership initiatives
- Improves communication, enhances accountability and empowers subordinates
- Assists an organization in identifying ways to increase management effectiveness and enhance organizational performance by comparing supervisors' work with University expectations
- Benefits employees and the organization by creating a two-way line of communication between subordinates and managers that can assist in developing leadership skills

The Staff Senate, on behalf of the people its members serve:

- Supports the use of multisource feedback at East Carolina University and recommends that the ECU Department of Human Resources take steps to study the effects that such a system would have on the training and development opportunities for employees throughout the University, as well as develop the procedures and steps for implementing a multisource feedback program.
- Urges East Carolina University to support appropriate funding levels to ensure the development of a multisource feedback program to be used for professional development purposes.
- Pledges itself to do all in its power to support the further development of programs similar to the multisource feedback process to promote leadership development in the employees of East Carolina University.