Title: EVALUATION SYSTEM AND METHOD

Abstract: A method for providing interactive performance evaluation on a computer system, the method comprising the steps of: (a) creating an evaluation session for a group of users, the evaluation session including an interactive series of questions about people or organisations groups with each of the users; (b) providing each of the users with the opportunity to interactively answer their corresponding evaluation session, storing the answers on the computer system for later analysis; (c) collating the answers into a series of reports.
European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

Published:
— with international search report

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.
Evaluation System and Method

Field of the invention

The present invention relates to a computer based system and method for carrying out an evaluation, and in particular for performance measurement and evaluation within a group based organisational structure.

Background of the invention

Performance within an organisation or between organisations is often measured by means of performance reviews or the like. A less than optimal structure often present in performance reviews can lead to a number of undesirable behaviours amongst an organisation’s staff. For example, in organisations where an individual’s immediate superior has a large influence on a performance review outcome, staff behaviour tends to become of an ingratiating nature towards their immediate superior with little regard for peers and team behaviour. Also, performance evaluation can often be a tedious process and can consequently be implemented very poorly. Further, if diverse inputs are solicited from many different sources to form the basis of a performance evaluation then they may be poorly integrated together. Often, the individuals or structures being reviewed may not be well aware of an organisation’s values and the performance evaluation may not properly measure the staff adherence to such values.

Summary of the invention

In accordance with a first aspect of the invention there is provided method of providing an evaluation on a computer system, the method comprising the steps of: (a) selecting a plurality of evaluation respondents; (b) selecting a plurality of groups into which the evaluation respondents are divided; (c) creating at least one interactive evaluation session for the groups of respondents, the evaluation session comprising a series of questions; (d) storing the respondents, groups and evaluation session on the computer system, (e) providing each of said respondents with the opportunity to interactively answer the questions in the evaluation session, (f) storing the answers on the computer system and (g) generating a series of reports based on the answers, wherein different types of reports can be generated by selecting different groups as a basis of comparison.
Preferably the computer system includes a relational database, and at least some of the evaluation respondents are divided into more than one group, with the relational database being set up to enable the different groups to be selected as a basis of comparison.

Conveniently, the groups include primary groups and non-primary or secondary groups, with the groups being selected such that a respondent may belong to only one primary group and to one or more secondary groups.

The evaluation session conveniently comprises a number of substantially independent surveys each having a series of questions for answer by a respondent.

Typically, the method is operated in an internet browser/internet server environment.

Preferably, the environment includes a host server having an associated relational database, at least one facilitator browser computer and a plurality of respondent computers, with the facilitator being involved in the initial selecting and creating steps.

 Advantageously, the series of questions are arranged to require a response whereby respondents rank subjects or objects, for enabling the generation of ranking reports.

Step (e) typically includes the steps of launching the evaluation process by including a universal resource locator (URL) of the address of a corresponding evaluation or survey to be carried out by the respondent.

The invention extends to a computer system for producing an interactive evaluation comprising respondent and group organisation means for inputting respondent and group details into said computer system of the respondents and groups participating in the evaluation, evaluation creation means for creating, for each respondent in a group of respondents, an interactive evaluation including a series of questions, notification means for notifying the respondents of said group of the availability of the corresponding interactive evaluations, evaluation execution means for enabling respondents to interact with a corresponding evaluation, storage means for storing the evaluation result in respect of each respondent, and reporting means for collating and reporting said evaluation results.

The system preferably includes monitoring means for monitoring the current status of the interactive evaluation.
Typically, said monitoring means includes a second notification means for sending a reminder to respondents who have not completed their evaluation.

The system conveniently includes registration means for initially registering an organisation's details within said computer system.

Preferably, the respondent and group organisation means comprises a set up graphical user interface (GUI) for enabling a facilitator to enter and arrange names and into primary and secondary groups.

The evaluation creating means advantageously comprises at least one evaluation GUI including a survey template option providing different survey types to choose from, and a question bank including questions associated with at least some of the survey types.

The survey type is preferably chosen from a group including a self review, a colleague review, an opinion poll, and confidential and non-confidential reviews.

The evaluation execution means typically includes a plurality of GUI's carrying respondent-specific survey questions.

The computer system advantageously includes closure means for enabling a facilitator to close an evaluation by force closure or deletion.

The reporting means may include select means for selecting a reports option available to an identified subject, the reports option being respondent-and group-based.

The reports option preferably includes a ranking option, whereby the identified subject can select which subject-accessible groups or respondents can be ranked by which other groups or respondents.

The reporting means may be arranged to process textual answers, and includes an edit facility to enable a user to moderate or bowdlerise the textual answers prior to saving them.

The invention extends to a method of providing an evaluation on a computer system, the method comprising the steps of providing an interface for facilitating the initiation of an interactive evaluation session, providing a respondent and group entry interface for enabling the entry of groups of evaluation respondents, providing an evaluation creation interface for enabling the compilation of at least one targeted survey for the respondents, providing an
evaluation launching interface for launching the survey to the respondents, providing each of
the respondents with the opportunity of interactively answering questions in the survey,
receiving and storing on the computer system details of the evaluation session, respondents,
groups, surveys and answers, and providing a report selection interface for enabling the
selection of a series of reports on the survey.

Preferably, the group and respondent details on the evaluation session are stored on a
relational database in such a way that allows for the selection of different combinations of
groups at the reporting stage.

A method may further include the step of allowing the entry of different groups of
evaluation respondents as primary groups and secondary groups, with respondents being limited
to membership of only one primary group, but to more than one secondary group.

Conveniently, the group and respondent details are stored in tables which include a
group table containing details of the groups being evaluated, and a membership table including
details of the primary group membership in respect of a given evaluation, and all secondary
groups in respect of the evaluation.

A further aspect of the invention provides a computer system for enabling a computer-based
evaluation, the system comprising initiation means for generating an interface for
facilitating the initiation of the interactive evaluation session, respondent and group entry
interface generation means for enabling the entry of groups of evaluation respondents,
evaluation creation interface generation means for enabling the compilation of at least one
targeted survey for the respondents, evaluation launching generation interface means for
launching the survey to the respondents, enabling means for providing each of the respondents
with the opportunity of interactively answering questions in the survey, storage means for
storing on the computer system details of the evaluation session, respondents, groups, surveys
and answers, and report selection interface means for enabling the selection of a series of
reports on the survey.

The computer system may include server means incorporating storage means in the form
of a relational database.
According to a still further aspect of the invention there is provided a computer program product comprising a computer readable medium having its own program code means when said program is loaded, to make the computer execute procedures in accordance with the method as set out above.

The invention extends to a server hosting a web page database wherein the graphical user interfaces described above are in the form of web pages, and in combination define a web page database.

These and further features of the invention will be made apparent from the description of a preferred embodiment thereof given below by way of example. In the description references made to the accompanying drawings but the specific features shown in the drawings should not be construed as limiting on the invention.

**Brief description of the drawings**

Preferred and other embodiments of the present invention will now be described with reference to the accompanying drawings in which:

**Figure 1** illustrates schematically an Internet type environment within which the invention operates, including the architecture of the evaluation system;

**Figure 2** is a flow chart of the registration process of the invention;

**Figure 3** is a flow chart of the organise process of the invention;

**Figure 4** is a flow chart of the create process of the invention;

**Figure 5** is a flow chart of the edit process of the invention;

**Figure 6** is a flow chart of the open or launch process of the invention;

**Figure 7** is a flow chart of the manage or progress process of the invention;

**Figure 8** is a flow chart of the close process of the invention;

**Figure 9** is a flow chart of a report process of the invention;

**Figure 10** is a flow chart of the evaluate or respond process of the invention;

**Figure 11** shows a screen shot of a main manage evaluations page;
Figure 12 shows a screen shot of part of a subject details set up page;

Figure 13 shows a screen shot of a spreadsheet loading page;

Figure 14 shows a screen shot of a group display page;

Figure 15 shows a screen shot of a create evaluation page;

Figure 16 shows a screen shot of a blank evaluation page;

Figure 17 shows a survey template window;

Figure 18 shows a screen shot of a first sample evaluation or survey page;

Figure 19 shows a screen shot of a second sample evaluation or survey page;

Figure 20 shows a screen shot of a survey report by group page;

Figure 21 shows a screen shot of a survey or evaluation launch page;

Figure 22 shows a screen shot of a launch confirmation page;

Figure 23 shows a screen shot of a respondent email page;

Figure 24 shows a screen shot of a first employee opinion survey page;

Figure 25 shows a screen shot of a first colleague review page;

Figure 26 shows a screen shot of a second colleague review page;

Figure 27 shows a screen shot of a third colleague review page;

Figure 28 shows a screen shot of a fourth colleague review page;

Figure 29 shows a screen shot of a fifth colleague review page;

Figure 30 shows a screen shot of a self estimate page;

Figure 31 shows a screen shot of a colleague review ranking page;

Figure 32 shows a screen shot of a first progress review page;

Figure 33 shows a screen shot of a second progress review page;

Figure 34 shows a screen shot of a closed evaluation or survey page;

Figure 35 shows a screen shot of a report reviewing page;

SUBSTITUTE SHEET (RULE 26)
7

Figure 36 shows a screen shot of a report listing page;

Figure 37 shows a screen shot of typical confidential report;

Figure 38 shows a screen shot a typical non-confidential report;

Figure 39 shows a table representative of a ranking report; and

Figures 40A and 40B show a schematic diagram of part of the relational database of the evaluation system of the invention.

Description of preferred and other embodiments

In the preferred embodiment, there is provided an interactive performance evaluation system operational over an Internet browser type environment. Turning initially to Figure 1, there is illustrated schematically a standard browser environment wherein a facilitating client computer and browser 1 interacts over the Internet 2 with a server application 3 running on another host computer. Other client computers which are linked both to the facilitating client computer 1 and the server application 3 include respondent computers and report receiver computers 4 and 5 respectively. The server application can operate in accordance with standard common gateway interface (CGI) techniques, and incorporates a relational database 6 which is populated by the facilitator and respondent computers.

The application is provided for serving web pages over the Internet so as to allow an organisation to perform comprehensive evaluations of their staff performance, team performance, organisation performance and staff opinion as required or on as many issues as required. Further, the application can be used for evaluating anything by anyone in as much non-human objects (for example films or detergents) can be the subjects of a survey and anyone at all can be a respondent of a survey. Specifically the functions/interfaces provided by web pages served by the server 3 can include the following (described in more detail below):

1. Register - Organisations to initially register with the system and designate an administrator or facilitator. Facilitators act on behalf of the organisation to:

2. Organise – For the organisation, review entered details, upload corporate information such as a logo, enter the staff (and other people or objects that they might require to be respondents or subjects of surveys), designate supervisors, assign other
administrators/facilitators, enter entities or groups, relate groups to each other, relate groups to staff, and designate which staff can see which results for which groups;

3. Create – Create evaluations either from a template, a previous evaluation or from a designated list of module or survey types selected by the facilitator;

4. Edit – Edits evaluation details, survey lists, and for each evaluation: designates the evaluators or respondents, designates who or what are to be evaluated, assigns questions and assigns multiple choice answers to questions;

5. Launch – Launch or Open an evaluation and send out invitations to all evaluators or respondents;

6. Progress - Generate reports on the status of an evaluation and send out reminders to delinquents; re-open individual sessions on request;

7. Close – Close an evaluation and make reports on the results of the evaluation available;

8. Report - Generate reports for organisation-wide surveys and for staff, if necessary;

9. Respond – Respondents or Evaluators to complete an evaluation or survey when invited; they are presented with only the surveys for which they have been designated as an evaluator;

Register:

Figure 2 illustrates an example flow chart 10 of the steps involved in the registration process. This flow chart shows how a representative or facilitator of an organisation can enter a web site address 11 to provide for initial registration. The representative is asked to enter minimal organisational information 12 including naming a facilitator and their email address. An initial password is then sent 13 to this facilitator; to at least allow the email address to be authenticated. The facilitator is also sent an email containing a special URL. On clicking this URL 14, the facilitator is requested to enter the password contained in the email; once this is done the facilitator enters his or her own secret password 15 (twice to preventing typing errors).
After passing through a "Welcome" page 16, the facilitator is then logged in and can proceed to the next step of Organise, or another facilitator function 17 of the facilitator.

**Organise:**

Figure 3 illustrates an example flow chart of the steps 20 involved in creating an organisation profile within the system. The flow chart shows four different selectable functions 21 to 24 that the facilitator has at their disposal to set up the organisation ready for evaluations to be created.

The first function that the facilitator is likely to use is Edit Organisation Details 22. This allows them to review existing details, add country (mandatory for GST purposes), set system language preference and upload the organisation logo.

The second function that can be used is to upload a staff file 23. This can be done by first producing a spreadsheet containing the fields as predefined by the system. This can be done by a variety of methods as required and may be created by extraction of information from existing databases run by the organisation. If no such data exists, the facilitator can enter the details with the Edit Staff function. One key field in the upload is the primary group. A primary group is defined as the one group (often department or group) to which a person belongs. As the upload process encounters new groups, they are created in the system database.

The facilitator is able to alter entries using the Edit Groups functionality 24. This allows the facilitator to add secondary groups and relate staff to them. It also allows the facilitator to relate groups to each other and designate one to be the son of another which is used in report generation at a later date.

The Edit Staff function 21 allows the facilitator to review what has been uploaded, add new staff and relate staff to secondary groups. At this time the facilitator can also designate which staff can view reports on groups and which staff can be co-facilitators.

**Create:**

Figure 4 illustrates the exemplary steps 30 involved in a facilitator creating an evaluation initially. After entering 31 the name, description and target dates for launch and close, the
facilitator can decide 32 whether to specify what surveys constitute the evaluation 33 or derive this previous evaluation from a list 34.

**Edit:**

Figure 5 illustrates the exemplary steps 40 involved in editing an evaluation. A created evaluation is chosen 41, and surveys can then be named, renamed, added or removed 42. For each survey 43, the list of respondents, report permissions, questions and multiple-choice answers are specified and added 44. If the survey requires a set of subjects (people or objects) to be evaluated, these are specified here also.

**Launch:**

Figure 6 illustrates a flow chart of how a facilitator opens or launches an evaluation 50. Once the facilitator is satisfied with the creation and editing of an evaluation and the start date has arrived, the facilitator instructs the evaluation system to launch it 51. The evaluation system needs to run some checks 52 to ensure that the staff list is valid, the group relationships are consistent (no loops) and that all details of the evaluation are consistent. When this is so, the evaluation system asks the facilitator to provide the text of the opening email 53 to be sent to all respondents before formally opening the evaluation, confirming the list of respondents 54 and sending the email to all respondents. Prior to this event taking place, the evaluation system asks the facilitator 55 which of the new questions that the facilitator has created can be placed in the question bank. This question bank is open to everybody and enhances the value of the service.

If the facilitator agrees 56 to donate them, the facilitator may optionally be asked if they want the organisation name to be placed by the example. This is advantageous for two reasons: first, facilitators of the organisation can quickly recognise and reuse their questions and secondly, the organisation gets advertising and value from their donation to the bank.

Within each email sent 57 is a unique URL that describes the facilitator’s name, organisation and evaluation so that the log-in will only require the entry of a password.

**Progress:**

Figure 7 illustrates a flow chart 60 of the steps in how a facilitator manages the progress of an evaluation. A ‘View Progress’ selection on an evaluation in progress is made 61. A
report 62 is then generated showing which respondents have not started, started but not finished and finished their part in the evaluation. The facilitator is given the opportunity of sending reminder emails 64 to either those who have not even started or those that have started but not finished. The facilitator is also given the opportunity to “unfinish” a session 63. This may be necessary because a respondent may have prematurely finished a session and might want to go back and add more feedback. For those respondents who have not even started 65 or who are still busy 66 with evaluations, reminder emails 67 are sent.

Close:

Figure 8 illustrates a flow chart 70 of the steps involved in a facilitator closing an evaluation. It may be the case, despite a series of reminder emails, that when a facilitator comes to close an evaluation, there will be unfinished evaluation sessions. The facilitator selects the close option 71, and is then given a summary of the unfinished sessions 72 and is given the choice on each of them to either automatically finish the sessions or delete them together with all the associated answers and rankings. On closure 74, all people who can review reports on the evaluation are subsequently notified by email 75 giving them another unique URL to aid quick log-in; these are the supervisors of staff affected and those people designated as being able to review reports on specific groups.

Report:

Figure 9 illustrates a flow chart 80 of the steps involved in report production. The flow chart 80 shows how a facilitator can produce reports after an evaluation has been closed 81. These reports can be survey specific. A list of available reports is produced 82. The list will vary depending on the report permissions set up during the create phase. If the person is the nominated reviewer for a report then a link will appear for the option to review the report. Every report that has textual answers in it must be reviewed. The reviewer of each report is specified by the facilitator during the create phase. The user simply selects the required report 83, enters any required parameters, receives the report on their screen 84 and prints it 85 via the browser functionality if required.

Evaluate:
Figure 10 illustrates a flow chart 110 of the steps involved in the main process of respondents performing an evaluation. Although the steps form only a small part of the system, such steps constitute the main point of interaction of most users of the system. After logging in via the special URL sent from the open evaluation process 111, an evaluator or respondent will be presented with a welcome page and a list of modules or surveys for which he or she is required to be an evaluator or respondent 112. This will vary from respondent to respondent. On pressing NEXT from the welcome page 113, the respondent answers questions, ranks people or objects, assesses performance against objectives 114, 115 or whatever is required by the survey or page before pressing NEXT to select a different page from the navigation bar 115. This occurs after the system has saved all answers and ranks 116. Once all pages have been processed, the respondent is taken into the Finish survey 117 where he or she is asked questions on the evaluation or survey itself (specified, if required, by the evaluation or survey creator). In this survey or page a general check is made to ensure that that the respondent has performed all mandatory actions 118 before allowing them to finish and commit their results to the database 119 and form part of the evaluation data.

The various processes described with reference to the flow charts will now be discussed in more detail with reference to a series of screen shots or portions thereof embodying graphical user interfaces (GUI’s).

After the final step of the registration procedure, in which the welcome page is displayed at 16, the client or facilitator is informed that a certain level of Java needs to be installed as a plug-in to the browser. If required, a Java download and install will be automatically initiated, this being part of a standard process provided by Sun Microsystems.

The initial page providing entry into the organised or managed process of the invention is shown at 120 in Figure 11. A menu bar 121 allows the user to set up a staff/customer (ie subject) list or to create an evaluation. All draft evaluations, evaluations in progress and closed evaluations are summarised on this page at 122, 123, and 124. Once the facilitator has added staff or other subjects and created evaluations, this page will have fewer instructions and will show all the subject’s evaluations in their relevant “states”.

SUBSTITUTE SHEET (RULE 26)
Referring now to Figure 12, the first task that the facilitator needs to perform is to set up a people database by selecting a set up staff/customer list. The so-called Staff/Customer details page 125 of Figure 12 is presented, with, the subject details 126 at this stage including only those of the facilitator. The facilitator then needs to enter more staff or other subjects either by typing them into the matrix provided or by preparing and loading a spreadsheet by selecting the option under “Tools”. The screen shot of Figure 13 shows a spreadsheet loading page 127 for enabling bulk entry of staff/customer or other details. This is achieved by downloading and saving the sample Excel spreadsheet, populating it with staff details, clicking on the browse button to select the spreadsheet from the system, and clicking on the upload staff/customer spreadsheet button 128.

Referring now to Figure 14, once the subjects have been loaded, they are organised into groups by selecting the organisation or “arrange names into groups” tab 130 and dragging and dropping groups and names into primary groups 131 and secondary groups 132. Each person can only be a member of one primary group 132, but can be a member of any number of secondary groups 132. This forms the basis for powerful reporting capacity, as it ultimately allows the feedback of any one group on another group to be reported.

Once the primary and secondary groups of the organisation have been defined and populated with subjects, the facilitator may choose to edit the organisation details or even to upload the organisation logo, which could then be displayed on each screen shot.

The creation process will now be described with reference to Figure 15, which shows a screen shot of a create evaluation page 133. The name of the new evaluation is entered into text box 134, and the style of evaluation is then chosen either by clicking on the “blank” link 135 or on the name of a previous evaluation. The blank evaluation is generally created in the first instance, and Figure 16 shows a screen shot of a blank evaluation page 136 with the evaluation name, description, target launch date and target end date having to be filled in respective text boxes 137, 138, 139 and 140. An add survey link 141 is also provided for enabling the facilitator to add different types of surveys to the evaluation- in this case broadly categorised into confidential, non-confidential and colleague review.
Once a survey is added, the focus turns to the actual survey. An alternative way of adding a survey is shown in Figure 17. A survey template window 142 provides various survey options, some of which are set out in the window 142. The selected survey is simply dragged and dropped into the evaluation, and appears in a tree structure 143 in the left panel of Figure 18, which shows part of a sample survey or evaluation 144. Questions can be modified and inserted either by entering new ones or dragging existing ones in from a question bank window 145 including categorised questions obtained from the tools menu. If the survey is based on people as subjects, the facilitator also needs to add the names and other relevant details of the subjects who need to be assessed by the questions, by clicking on a subjects tab.

Figure 19 shows a colleague review screen shot 146 in more detail. A colleague review has a number of selectable features. First, the facilitator can choose whether the questions are asked all at once in respect of each subject, as is shown at 147. Alternatively, or in addition, respondents can answer one question at a time on a list of subjects 148. A ranking option 149 is also provided, enabling the facilitator to choose that the respondents rank the subject in order of value so that a unique value ranking can be created. The colleague review also allows respondents to choose which people to answer questions on. This constitutes a subset of the subject selected from the staff/customer list.

Once each survey has had its details completed, the various questions have been added and the respondent’s (and subject, if required) have been added, the facilitator then needs to specify who needs to receive the reports.

Figure 20 shows a page incorporating a survey report by group window 151 providing the facilitator with option blocks 152 for enabling the facilitator to specify exactly who will receive the reports. Depending on the type of report, different report permissions are provided. Once the report selection process has been completed, the facilitator can check that the evaluation is ready for launching. A check window (not shown) may be provided for ensuring that further information is incorporated. For example, respondents may be added to the self assessment survey, and report permissions may be required for the “survey report by person” in the self assessment survey. Part of a survey launch page is shown at 153 in Figure 21.
Prior to launching the evaluation, the facilitator can select at 154 if any questions authored can be used in the question bank, and the subject and text of the email inviting people to participate in the evaluation are incorporated in respect of the text blocks 155 and 156. The confirmation screen 160 of Figure 22 is displayed on launching the evaluation, and includes full details of the respondents who have been sent an email inviting them to participate.

As is clear from Figure 23, each respondent automatically receives an email 161 asking the respondent to select a link and set their password. Figure 24 provides a first employee opinion survey page 162, which is the first page of the first survey. A left-hand panel 163 describes the contents of the evaluation, and includes link to colleague review, person, value, ranking and self-assessment. The status of each survey is depicted by a traffic light icon 164.

A first colleague review page is shown at 165 in Figure 25, with the left-hand panel now including a list of colleagues to be reviewed or evaluated 166.

Figure 26 shows at 167 a second colleague review page incorporating a comparative list of colleagues dealt with on an issue by issue basis.

In Figure 27, a third colleague review page 168 provides a series of text boxes 169 in which questions on various colleagues can be answered on an issue by issue basis. Figure 28 shows a fourth colleague review page 170 including a series of score boxes 171 for enabling a list of selected colleagues to be scored out of 10.

In Figure 29, a fifth colleague review page 172 includes tick in the box questions about colleagues which can be dealt with on an issue by issue basis.

Figure 30 shows a self assessment page 173 providing a series of text boxes 174 for text-based responses. In Figure 31, a colleague review ranking page 175 allows respondents to rank one another in value order, providing a series of text boxes 176 of differing levels, and in this case ranked from high to low. This constitutes a significant feature of the invention, in that by collecting individual ranks of subjects by respondents, the system is later able to produce a ranking of any group or set of groups as ranked by any other group or set of groups. The respondent ultimately proceeds to a Finish page where the submission will be submitted. This is analogous to signing a form. Once this has been done, the respondent cannot return to answer further questions without requesting for the session to be “unfinished” by the facilitator.
Once the evaluation is launched, it acquires an “in progress” status. In the first review page 177 of Figure 32, the facilitator is able to view the progress of the evaluation by selecting the relevant option from the relevant drop down list 178. In the second review page 179 of Figure 33, a full survey summary is provided providing the statuses of all the respondents. The facilitator is then able to review the progress of the response and can choose to delete or to “unfinish” sessions 179A or to send out reminders to respondents who not have not yet finished.

Once the facilitator decides to close the evaluation, this can be done provided there are no started but not finished sessions. Part of a closed evaluation page is indicated at 180 in Figure 34. The facilitator then authors an email that is sent to all those people who have been designated to receive reports.

After closing, a confirmation report showing which people have been sent emails about reports for the evaluation is then provided, and an email informing the respondents that the evaluation is closed is then sent to all respondents, who are also invited to review reports.

On returning to the manage evaluations page from the closed evaluation page, the facilitator can then see that the evaluation has been closed and can be selected from drop-down menu 178 for report viewing, as is shown in Figure 35. The user is then presented with a list of the reports that he or she is entitled to view for the evaluation in one of two ways. If the user is a facilitator, the above drop-down menu selection may be made. Alternatively, the user may receive an email inviting him or her to review report, after which the link in the email is clicked on and the user then is able to sign in. As is clear from the report listing page 181 of Figure 36, the user can then view a selected report or can review the textual answers of a report if such user is a designated viewer for the report. If the user selects to review the textual answers of a report, the user is then presented with a page of all of the answers entered, and is given the ability to edit it to summarise them. This is considered necessary in the case of a confidential report, on the basis that inflammatory or counter-productive comments may possibly have been made, with the result that the company will need to protect itself and its employees. Once the answers are reviewed, the resulting text is made available in the report. If the report is reviewed by someone before the text answers have been reviewed, the answers are not available, and the report viewer is advised which review they are awaiting.
On selection of a confidential report, an authorised user is presented with it immediately, it is shown from part of a confidential report page 182 in Figure 37. This page shows the beginning of a confidential report, which means that individual answers are protected. Figure 38 shows a page 183 of part of a non-confidential report, including individual answers underneath each group entry.

A summary of all of the answers given by group and sub-group of both primary and secondary groups is presented. This is an extremely powerful analytical tool, and it can be seen why secondary groups allow the facilitator to get different views on different subjects by allowing different cross-sections of the organisation to be formed. It is possible to generate many different types of reports once the database structure is in place.

The way in which the database is assigned allows a complex organisational structure to be captured through the facilitator interface, and for the structure subsequently to be analysed on numerous different group-based levels.

Ranking reports represent a more complex version of the report. A user is given rights to view ranking reports of one or a set of different groups. When the ranking report option is selected, the user is presented with a first list of the groups for which they are allowed to view the results (which could be only one). These are known as the subject groups. The second list is of all the groups that have members who have ranked or voted on any of the members of the subject groups. These are known as respondent groups. The user is enabled to get a ranking report on a combination of subject groups as voted on by any combination of respondent groups. A typical ranking report is shown at 184 in Figure 39, and includes name and group details, together with a relative score column 185 and details of the number of respondents 186 in each score. In order to exclude inconsistent or freak results, the system is typically set up not to include subjects received fewer than a critical number—say five—ranks or votes.

It can be seen that any subject can be given a ranking position within any group for which they are a member based on the rankings (votes cast by any combination of groups). These positions can be reported in an individual’s Person Reports.
The most common report is to view the whole organisation as ranked by the whole organisation. It is also possible to drill down and to view the results of any subset of the organisation on the votes cast by any other subset (or the same subset).

The system will also allow "objects" to be ranked by Respondents. Objects are very similar to subjects; they can be arranged in group structures and reported on in the same way. An object can be anything that is comparable with another set of objects. Typical examples are: films, shows, detergents, sports teams, political parties, and individual performances. This allows Respondents to be requested to answer questions on and rank not only people but also any set of objects that they want compared.

Films, for instance, would be categorised in some way, say: drama, thriller, comedy, action. They may also be categorised using secondary groups by say; censorship level, actors, or indeed any other factor. The Respondents can then be grouped by area with subgroups (e.g. NSW, Sydney, Mosman) and then be categorised further by cross-section using secondary groups such as sex, age bracket and the like. The Respondents are then asked questions about all the films and asked to rank them. Reports can then be generated on any subset of the films as assessed by any subset of the Respondents.

Subjects and objects can accordingly be ranked with the ability to group hierarchically in both primary groups and secondary groups, with both being combined in reports of any kind.

Referring now to Figures 40A and 40B, part of a relational database 190 is shown illustrating the key tables that implement the system of the invention, together with the relationship between the tables. Each table consists of several fields which are labelled with the table boundaries. Key icons indicate the primary key and the lines show the relationship between the various tables. The tables include a person table 191, an answer table 192, a survey question (called ModuleQuestion) table 193, a session table 194, a ranking table 195, an "evaluation group" (called EvaluationEntity) table 196 containing the various groups being evaluated or surveyed, and an "evaluation of group member" (called EvaluationEntityMember) table 197 including a membership for a given group in respect of the given evaluation.

An evaluation of all group members (called EvaluationEntityMemberAll) table 198 contains a membership for a given group and all its sub-groups in respect of the given
evaluation or survey. In Figure 40B, an "answer detail" table 199 provides details of all the answer choices in a multiple choice question, whilst the "answer" table 192 contains the actual answers which refer to either answer choice or a textual answer or contains a number. A question table 200 includes various question types, a survey table 201 includes the various different surveys or modules and an evaluation table 202 includes details of the evaluation itself such as name, description and start and end dates.

The relationship between the various tables will be apparent to one of normal skill in the art on the basis of what is included in Figures 40A and 40B. Foreign keys in tables relate to primary keys in other tables, and the relationships can be derived from the names. For example, tblAnswer192 has three foreign keys relating to primary keys of other tables: anPEID to peID in tblPerson 191, anSEID to seID in tblSession 194 and anMQID to mqID in tblModuleQuestion 193. The answer table actually has two other foreign key links: aTEID relates to the text table where textual answers are held and a USID relates to the user session table which holds details of the users session. It can be seen that this design allows a facilitator to collect and analyse the opinions (both answers to questions and rankings) of any set of groups on any other set of groups.

It will be understood that the invention disclosed and defined herein extends to all alternative combinations of two or more of the individual features mentioned or evident from the text or drawings. All of these different combinations constitute various alternative aspects of the invention.

The foregoing describes embodiments of the present invention and modifications, obvious to those skilled in the art can be made thereto, without departing from the scope of the present invention.
Claims

1. A method of providing an evaluation on a computer system, the method comprising the steps of:

   (a) selecting a plurality of evaluation respondents;

   (b) selecting a plurality of groups into which the evaluation respondents are divided;

   (c) creating at least one interactive evaluation session for the groups of respondents, the evaluation session comprising a series of questions;

   (d) storing the respondents, groups and evaluation session on the computer system;

   (e) providing each of said respondents with the opportunity to interactively answer the questions in the evaluation session;

   (f) storing the answers on the computer system; and

   (g) generating a series of reports based on the answers, wherein different types of reports can be generated by selecting different groups as a basis of comparison.

2. A method according to claim 1 in which the computer system includes a relational database, and at least some of the evaluation respondents are divided into more than one group, with the relational database being set up to enable the different groups to be selected as a basis of comparison.

3. A method according to claim 2 in which the groups include primary groups and non-primary or secondary groups, with the groups being selected such that a respondent may belong to only one primary group and to one or more secondary groups.

4. A method according to any one of the preceding claims in which the evaluation session comprises a number of substantially independent surveys each having a series of questions for answer by a respondent.

5. A method according to any one of the preceding claims which is operated in an internet browser/internet server environment.
6. A method according to claim 5 wherein the environment includes a host server having an associated relational database, at least one facilitator browser computer and a plurality of respondent computers, with the facilitator being involved in the initial selecting and creating steps.

7. A method according to claim 4 wherein the series of questions are arranged to require a response whereby respondents rank subjects or objects, for enabling the generation of ranking reports.

8. A method according to claim 5 wherein step (e) includes the steps of launching the evaluation process by including a universal resource locator (URL) of the address of a corresponding evaluation or survey to be carried out by the respondent.

9. A computer system for producing an interactive evaluation comprising:

    respondent and group organisation means for inputting respondent and group details into said computer system of the respondents and groups participating in the evaluation;

    evaluation creation means for creating, for each respondent in a group of respondents, an interactive evaluation including a series of questions;

    notification means for notifying the respondents of said group of the availability of the corresponding interactive evaluations;

    evaluation execution means for enabling respondents to interact with a corresponding evaluation;

    storage means for storing the evaluation result in respect of each respondent, and

    reporting means for collating and reporting said evaluation results.

10. A system as claimed in claim 9 further comprising:

    monitoring means for monitoring the current status of the interactive evaluation.

11. A system as claimed in claim 10 wherein said monitoring means includes a second notification means for sending a reminder to respondents who have not completed their evaluation.
12. A system as claimed in claim 10 wherein the storage means comprises a relational database, and is arranged further to store details of the respondents, the groups, and the evaluations.

13. A system as claimed in any one of claims 10 to 13 which includes registration means for initially registering an organisation's details with said computer system.

14. A computer system according to any one of claim 9 to 13 wherein the respondent and group organisation means comprises a set up graphical user interface (GUI) for enabling a facilitator to enter and arrange names and into primary and secondary groups.

15. A computer system according to any one of claims 9 to 14 wherein the evaluation creating means comprises at least one evaluation GUI including a survey template option providing different survey types to choose from, and a question bank including questions associated with at least some of the survey types.

16. A computer system according to claim 15 in which the survey type is chosen from a group including a self review, a colleague review, an opinion poll, and confidential and non-confidential reviews.

17. A computer system according to any one of claim 9 to 16 in which the evaluation execution means includes a plurality of GUI's carrying respondent-specific survey questions.

18. A computer system according to any one of the preceding claims 9 to 17 which includes closure means for enabling a facilitator to close an evaluation by force closure or deletion.

19. A computer system according to any one of claims 9 to 18 wherein the reporting means includes select means for selecting a reports option available to an identified subject, the reports option being respondent-and group-based.

20. A computer system according to claim 19 wherein the reports option includes a ranking option, whereby the identified subject can select which subject-accessible groups or respondents can be ranked by which other groups or respondents.
21. A computer system according to either one of claims 19 or 20 wherein the reporting means is arranged to process textual answers, and includes an edit facility to enable a user to moderate or bowdlerise the textual answers prior to saving them.

22. A method of providing an evaluation on a computer system, the method comprising the steps of:

- providing an interface for facilitating the initiation of an interactive evaluation session;
- providing a respondent and group entry interface for enabling the entry of groups of evaluation respondents;
- providing an evaluation creation interface for enabling the compilation of at least one targeted survey for the respondents;
- providing an evaluation launching interface for launching the survey to the respondents;
- providing each of the respondents with the opportunity of interactively answering questions in the survey;
- receiving and storing on the computer system details of the evaluation session, respondents, groups, surveys and answers; and
- providing a report selection interface for enabling the selection of a series of reports on the survey.

23. A method according to claim 22 wherein the group and respondent details on the evaluation session are stored on a relational database in such a way that allows for the selection of different combinations of groups at the reporting stage.

24. A method according to either one of the preceding claims 22 or 23 which includes the step of allowing the entry of different groups of evaluation respondents as primary groups and secondary groups, with respondents being limited to membership of only one primary group, but to more than one secondary group.
25. A method according to claim 24 wherein the group and respondent details are stored in tables which include a group table containing details of the groups being evaluated, and a membership table including details of the primary group membership in respect of a given evaluation, and all secondary groups in respect of the evaluation.

26. A computer system for enabling a computer-based evaluation, the system comprising:

- initiation means for generating an interface for facilitating the initiation of the interactive evaluation session;
- respondent and group entry interface generation means for enabling the entry of groups of evaluation respondents;
- evaluation creation interface generation means for enabling the compilation of at least one targeted survey for the respondents;
- evaluation launching generation interface means for launching the survey to the respondents;
- enabling means for providing each of the respondents with the opportunity of interactively answering questions in the survey;
- storage means for storing on the computer system details of the evaluation session, respondents, groups, surveys and answers, and report selection interface means for enabling the selection of a series of reports on the survey.

27. A computer system according to claim 26 which includes server means incorporating storage means in the form of a relational database.

28. A computer program product comprising a computer readable medium having its own program code means when said program is loaded, to make the computer execute procedures in accordance with the method of claims 22 to 25.
29. A computer system according to any one of claims 14 to 17 wherein the graphical user interfaces are in the form of web pages, and in combination define a web page database.

30. A server hosting a web page database as claimed in claim 29.

Dated this 3rd day of June 2002

Evalu8 Pty Limited
by its attorneys

Freehills Carter Smith Beadle

SUBSTITUTE SHEET (RULE 26)
FIG. 1
SUBSTITUTE SHEET (RULE 26)
Register


12. Enter:
   - Organisation Name
   - Facilitator Name
   - Facilitator email
   - Facilitator phone

13. Evalu8 accepts input and sends an email to the Facilitator with a special URL and preset password

14. Clicks on URL in email

15. Facilitator forced to change password by entering it twice

16. Welcome page displayed, Facilitator presses OK once it is read

17. Facilitator can now perform the Facilitator Functions

FIG. 2
SUBSTITUTE SHEET (RULE 26)
Organise

This page reached by either passing through the registration process or signing in subsequently

21

Edit staff

Select one of the four options

22

For each staff member their details are displayed for modification if required. In addition to fields entered via the offline file, the facilitator is given the ability to:
- Select entities to which they belong
- Select entities for which they can view reports
- Assign as an administrator

Staff details amended, required selections made and saved

Staff details updated

Complete

23

Upload staff file

Prepare staff file offline containing:
- First Name
- Last Name
- User ID
- Email
- Primary entity
- Picture GIF
- Supervisor UserID

Browse to filename

System validates content of file and either uploads the data or returns an error page

Complete

24

Edit Group Structures

A list of the groups entered to date is displayed. Each group has a list of staff membership and a parent group if not at top level. Each entity can be a primary group. The facilitator is given the ability to:
- Add new groups
- Change group membership
- Add/change parent groups
- Designate groups as primary
- Designate which staff are group leaders and can view group reports

Group details amended, required selections made and saved

Complete

System checks data for group relationship integrity and either returns error or updates the group details

Complete

FIG. 3
Create

Enter:
- Evaluation Name
- Evaluation Description
- Target Start Date
- Target End Date

Use a template or previous evaluation as a basis for the new one?

Yes → Select previous evaluation from list

No → System creates Evaluation

FIG. 4
SUBSTITUTE SHEET (RULE 26)
Edit

Choose created but not opened evaluation from list

Amend details as required including survey list

For each Survey

Enter/Review:
- Survey name
- Survey instructions
Select/Review:
- List of Respondents (people)
- List of Subjects to be evaluated
- Report Permissions
- Questions to be asked
- Multiple choice answers for each question
Add:
- New Questions
- New multiple choice answers

Complete

FIG. 5

SUBSTITUTE SHEET (RULE 26)
Launch

51 Select created but unopened evaluation from list

52 Evalu8 checks the status of the evaluation, the staff file and the groups and returns error(s) if not ready

53 Enter text of email to be sent

54 Confirm list of Respondents to be sent email

System asks the Facilitator if new questions authored in the Evaluation may be placed in the Question Bank for selection by other organisations

55

56 Facilitator indicates answers Yes or No

System:
- Composes and sends an email with special URL to aid quick login to every Respondent
- Sets the state of the evaluation to In Progress
- Sets the actual start date
- Freezes groups for evaluation

57

Complete

FIG. 6

SUBSTITUTE SHEET (RULE 26)
Progress

61. Select View Progress on an evaluation from the In Progress list

62. System produces a report showing a line for each respondent in the evaluation indicating whether they have started and whether they have finished.

63. At this point the Facilitator can decide to "unfinish" a session or delete a session

64. Do you want to send reminder mails?
   - No → Complete
   - Yes → To respondents who have not started?
     - No → Facilitator enters text of email to be sent to respondents who have started their evaluations but not completed them
     - Yes → User enters text of email to be sent to people who have not even started their sessions

65. System sends email to the relevant respondents and adds the special URL for each individual to aid quick login

66. Complete

FIG. 7
Close

Facilitator selects Close option for an evaluation from the In Progress list

If there are any started but unfinished sessions, Evalu8 will refuse to close the Evaluation and refer the Facilitator to the Progress page

Facilitator indicates which sessions should be force closed and which sessions should be deleted on the Progress page if necessary

System sets the evaluation state to closed

System sends emails to all people designated to be able to review any of the reports generated by the Evaluation with a special URL for quick login

Complete

**FIG. 8**
Facilitator selects the reports option for an evaluation from the Closed list or somebody logs in from the email sent out for reports.

System produces a list of the reports available to the signed in person.

User selects report (survey or person) that they wish to view.

System generates the report to the screen.

User can choose to print the report via normal browser function.

User selects a ranking (entity) report.

System asks the user which of the groups they want ranked (from the ones that they are allowed to view) by which other groups.

User selects the Subject group(s) and the Respondent groups.

System generates the report to the screen.

User can choose to print the report via normal browser function.

System displays all the questions that have textual answers together with all the answers with a box to edit each set.

User modifies the answers to summarise the comments into consistent, constructive and inoffensive criticism and saves it back.

Complete.

FIG. 9
Respond

111 Respondent signs in using special URL provided in launch evaluation email

112 System produces page for the first survey

113 Respondent reads it and presses NEXT or selects different page from navigation bar

114 More pages?

115 System produces the next page selected. It will contain instructions and can contain lists of people or objects to rank on specified criteria, questions, assessments on objectives etc.

116 After checking that all mandatory answers have been given, System saves answers and ranks

117 System produces the last page called the Finish page where checks on completeness are made prompting the Respondent to return to incomplete surveys

118 Respondent returns to surveys if necessary or finishes the session

119 System sets the session to finished

Complete

FIG. 10

SUBSTITUTE SHEET (RULE 26)
Use this option to perform a bulk entry of your staff/customer details. This will be your database of people who you will later select to be the Respondents, Report Viewers and, where appropriate, the Subjects of your Surveys.

To enter all your staff/customer details at once:

- Download and save the sample Excel spreadsheet
- Delete the sample details and add your own staff in the same format using Excel
- Click the browse button and select the spreadsheet from your system
- Click Upload Staff/Customer Spreadsheet

**Warning:** A few browsers may experience difficulties refreshing this window. If after uploading your spreadsheet you do not receive a message that it has been posted, please close this window and refresh the main window to confirm that your details have been loaded.
Create an Evaluation

Step 1: Select Product Evaluation

You will select the name of the new evaluation, then (without pressing the ENTER key) click on one of the links in Step 2.

Step 2: Choose the style of evaluation you wish to create and then click on either "Blank" or the name of a previous evaluation. You will then have a short head-up, while the applet is displayed. Use one of your earlier evaluations as your template. If you choose this option, you can add, remove or alter existing questions.

FIG. 15

FIG. 16
FIG. 17
FIG. 20
The evaluation named above is ready to be launched.

Before you launch it, please:
- Confirm that people's details are correct. The current details will be preserved as the data relevant to this evaluation.
- Indicate whether any new or changed questions can go into the public bank of questions.
  - Yes they may
  - No they may not
- Write the subject and text of the email inviting people to participate in the evaluation.

Here is the current email subject. You may alter it directly here:

First Evaluation

Here is the current email text. You may alter it directly here. This email will be sent when you open the evaluation.

As part of commitment to improving performance throughout the company, we are asking you to participate in an evaluation.

Launch the evaluation
Your evaluation has been successfully launched. The following respondents have been sent an email inviting them to participate.

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>UserID</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthony</td>
<td>Managing</td>
<td>Tony</td>
<td><a href="mailto:support@evalus.com.au">support@evalus.com.au</a></td>
</tr>
<tr>
<td>John</td>
<td>Mike</td>
<td>PL0</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L3AAA</td>
<td>P</td>
<td>PL1A</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L4AAA</td>
<td>P</td>
<td>PL2AA</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L4AAAAB</td>
<td>P</td>
<td>PL3AAA</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>Mark</td>
<td>Harry</td>
<td>PL4AAA</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>Smith</td>
<td>David</td>
<td>PL5AA</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>Balcombe</td>
<td>Margaret</td>
<td>PL6</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>Craig</td>
<td>Jenny</td>
<td>PL1C</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L2CB</td>
<td>P</td>
<td>PL2CA</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L2CC</td>
<td>P</td>
<td>PL2CB</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>Camacho</td>
<td>Dave</td>
<td>PL2CC</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L2DA</td>
<td>P</td>
<td>PL1D</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L2DB</td>
<td>P</td>
<td>PL2DA</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L2DC</td>
<td>P</td>
<td>PL2DB</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L3DD</td>
<td>P</td>
<td>PL2DC</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L3DDA</td>
<td>P</td>
<td>PL3DDA</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L3DC</td>
<td>P</td>
<td>PL3DB</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L3DDA</td>
<td>P</td>
<td>PL3DC</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L3DC</td>
<td>P</td>
<td>PL3DDC</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
<tr>
<td>L4DC</td>
<td>P</td>
<td>PL4DC</td>
<td><a href="mailto:mth@evalus.com.au">mth@evalus.com.au</a></td>
</tr>
</tbody>
</table>

FIG. 22
Dear John,

As part of commitment to improving performance throughout the company, we are asking you to participate in an evaluation...

Please note your User ID and other details below and click this link to start your evaluation:
Login to Evalu8

If this link does not work, type in the following URL and enter your User ID and organisation details as shown below:
User ID = PL1A
Organisation = PATENT
Password = 5073
John Doe
First Evaluation

Employee Opinion (general questions)

Please take this opportunity to provide some feedback about the company by answering the following questions. All of your answers will remain strictly confidential, and for report purposes, will be summarised only by groups. Any mandatory questions are marked with an asterisk.

Please answer a minimum of 2 questions.

1. Do you feel fulfilled in your job?
   - [ ] Almost never
   - [ ] Some of the time
   - [ ] Most of the time

2. Rate your overall satisfaction with your job in this Company (1=low, 5=high)
   - [ ]
   - [ ]
   - [ ]
   - [ ]
   - [ ]

3. I am given a every opportunity to improve my skills
   - [ ] Strongly agree
   - [ ] Agree

|-------------|-----------|--------------------------------------------------------|

FIG. 24
Colleague Review: Margaret Balcombe

We would like you to answer some questions about colleagues. Please respond absolutely honestly to these questions safe in the knowledge that your responses remain 100% confidential. No respondents names will appear on any report.

Please answer at least 5 questions.

1. Do you find this colleague approachable?
   - Very Approachable
   - Generally approachable
   - Not at all approachable

2. Tick any adjectives you feel apply to this person
   - Honest
   - Punctual
   - Hard working
   - Socialable
   - Fun to be with
   - Outgoing
   - Timid
   - Efficient
   - Attentive to detail
   - Big picture person

FIG. 25
John Dover
First Evaluation

Colleague Review: Question 1
In this mode you can answer questions about your colleagues, issue by issue

Do you find this colleague approachable?

<table>
<thead>
<tr>
<th>Very Approachable</th>
<th>Generally approachable</th>
<th>Not at all approachable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Margaret Balcombe</td>
<td>c</td>
<td>c</td>
</tr>
<tr>
<td>Dave Cambracho</td>
<td>c</td>
<td>c</td>
</tr>
<tr>
<td>Mark Cannon</td>
<td>c</td>
<td>c</td>
</tr>
<tr>
<td>Jenny Craig</td>
<td>c</td>
<td>c</td>
</tr>
<tr>
<td>Managing Director</td>
<td>c</td>
<td>c</td>
</tr>
<tr>
<td>Harry Lenkave</td>
<td>c</td>
<td>c</td>
</tr>
<tr>
<td>Anthony Harre</td>
<td>c</td>
<td>c</td>
</tr>
<tr>
<td>David Smith</td>
<td>c</td>
<td>c</td>
</tr>
<tr>
<td>Mike Sporos</td>
<td>c</td>
<td>c</td>
</tr>
</tbody>
</table>

Patent Registration Authority

FIG. 26
# Colleague Review: Question 2

In this mode you can answer questions about your colleagues, issue by issue.

Tick any adjectives you feel apply to this person.

<table>
<thead>
<tr>
<th></th>
<th>Honest</th>
<th>Punctual</th>
<th>Hard working</th>
<th>Sociable</th>
<th>Fun to be with</th>
<th>Outgoing</th>
<th>Timid</th>
<th>Efficient</th>
<th>Attentive to detail</th>
<th>Big picture person</th>
<th>Trustworthy</th>
<th>Clock watchful</th>
</tr>
</thead>
<tbody>
<tr>
<td>Margaret Balcombe</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Dave Cammacho</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Mark Cannon</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Jenny</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Craig</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Managing Director</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Harry</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Leccevao</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Anthony</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Patent</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>David Smith</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Mike Spantos</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
Self Assessment

Please help us to improve the quality of our workplace by taking the time to answer some questions about yourself, your needs, your performance, and how you view your current work situation.

1. Please outline in the text box below, in point form, your principal current job responsibilities

2. Please list in point form any specific goals or objectives that were set in your last Performance Review

3. Describe any specific contributions or achievements you feel you have made during the past appraisal period

4. Are there any specific changes or improvements you would like to make in your performance over the next appraisal period?

5. Please list any coaching, training or development activities you feel would enhance your performance in future

FIG. 30
# Draft Evaluations

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Created</th>
<th>Launch Date</th>
<th>Closing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Records</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

# Evaluations in Progress

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>% Responded</th>
<th>Created</th>
<th>Launched</th>
<th>Closing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Evaluation</td>
<td>This is the first evaluation for this organisation. It will contain three surveys on one of the type</td>
<td>2 from 24 (8%)</td>
<td>20 May 02</td>
<td>20 May 02</td>
<td>Jun 14 2002 12:00AM</td>
</tr>
</tbody>
</table>

# Closed Evaluations

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Created</th>
<th>Launched</th>
<th>Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Records</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**FIG. 32**
**Name:** First Evaluation  
**Description:** This is the first evaluation for this organisation. It will contain three surveys; one of each type.  
**Start Date:** 20 May 2002

### Survey Summary

<table>
<thead>
<tr>
<th>Title</th>
<th>Type</th>
<th>Questions</th>
<th>Respondents</th>
<th>Number of Subjects</th>
<th>Number of Report Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees Opinion (general questions)</td>
<td>Confidential Survey</td>
<td>20</td>
<td>24</td>
<td>24</td>
<td>1</td>
</tr>
<tr>
<td>Colleague Review</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self Assessment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Confidential Sur</td>
<td></td>
<td>24</td>
<td>24</td>
<td>24</td>
<td>2</td>
</tr>
</tbody>
</table>

### Session Details

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Number of Surveys</th>
<th>Status</th>
<th>Date Started</th>
<th>Last Login</th>
<th>Number of Logins</th>
<th>Number of Answers</th>
<th>Number of Ranks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balcombe</td>
<td>Margaret</td>
<td>3</td>
<td>Not Started</td>
<td>May 22, 2002</td>
<td>3:18 PM</td>
<td>126</td>
<td>9</td>
<td>179</td>
</tr>
<tr>
<td>Camacho</td>
<td>Dave</td>
<td>3</td>
<td>Not Started</td>
<td>May 22, 2002</td>
<td>3:18 PM</td>
<td>126</td>
<td>9</td>
<td>179</td>
</tr>
<tr>
<td>Cannon</td>
<td>Mark</td>
<td>3</td>
<td>Not Started</td>
<td>May 22, 2002</td>
<td>3:18 PM</td>
<td>126</td>
<td>9</td>
<td>179</td>
</tr>
<tr>
<td>Craig</td>
<td>Jenny</td>
<td>3</td>
<td>Not Started</td>
<td>May 22, 2002</td>
<td>3:18 PM</td>
<td>126</td>
<td>9</td>
<td>179</td>
</tr>
<tr>
<td>Director</td>
<td>Managing</td>
<td>3</td>
<td>Finished</td>
<td>May 22, 2002</td>
<td>3:18 PM</td>
<td>126</td>
<td>9</td>
<td>179</td>
</tr>
<tr>
<td>Dozer</td>
<td>John</td>
<td>3</td>
<td>Finished</td>
<td>May 22, 2002</td>
<td>3:18 PM</td>
<td>224</td>
<td>9</td>
<td>179</td>
</tr>
<tr>
<td>LCB</td>
<td>A</td>
<td>3</td>
<td>Not Started</td>
<td></td>
<td></td>
<td></td>
<td>9</td>
<td>179</td>
</tr>
</tbody>
</table>
You have successfully closed this evaluation.
Your respondents have received an email informing them that the evaluation is closed. Those people listed below will also receive an invitation to view reports.

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>UserID</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patent</td>
<td>Anthony</td>
<td>Tony</td>
<td><a href="mailto:support@evalus.com.au">support@evalus.com.au</a></td>
</tr>
<tr>
<td>Director</td>
<td>John</td>
<td>PL1A</td>
<td><a href="mailto:mhl@evalus.com.au">mhl@evalus.com.au</a></td>
</tr>
<tr>
<td>Spartos</td>
<td>Mike</td>
<td>PL2AA</td>
<td><a href="mailto:mhl@evalus.com.au">mhl@evalus.com.au</a></td>
</tr>
</tbody>
</table>

Thank you.

180
If you wish to make changes to your database of names, click on the Set Up Staff/Customer List menu item above. The applet will download and you can make the necessary alterations.

### Draft Evaluations

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Created</th>
<th>Launch Date</th>
<th>Closing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No Records

### Evaluations in Progress

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>% Responded</th>
<th>Created</th>
<th>Launched</th>
<th>Closing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Closed Evaluations

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Created</th>
<th>Launched</th>
<th>Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Evaluation</td>
<td>This is the first evaluation for this organisation. It will contain three surveys; one of each type</td>
<td>20 May 02</td>
<td>20 May 02</td>
<td>24 May 02</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Choose an action</th>
<th>Choose an action</th>
<th>Choose an action</th>
<th>Choose an action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports</td>
<td>Change event</td>
<td>Change event</td>
<td>Change event</td>
</tr>
<tr>
<td>Archive</td>
<td>Archive</td>
<td>Archive</td>
<td>Archive</td>
</tr>
</tbody>
</table>

Show Archived Evaluations

FIG. 35
Report Viewer: Anthony Patent
Evaluation: First Evaluation

Description: This is the first evaluation for this organisation. It will contain three surveys; one of each type to demonstrate the product’s capability.

Below are the available reports for the above named evaluation. Click on the name of the report you wish to view.

If you wish to view a report not listed below (i.e., for another evaluation), click here for a full list of your reports.

<table>
<thead>
<tr>
<th>Survey Name</th>
<th>Report Name</th>
<th>Date Launched</th>
<th>Date Closed</th>
<th>Report Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Opinion</td>
<td>Survey Report by Group</td>
<td>May 20, 2002</td>
<td>May 24, 2002</td>
<td>Produces a summary of answers to questions asked in a General Survey, individual answers remain confidential</td>
</tr>
<tr>
<td>Colleague Review</td>
<td>Ranking Report</td>
<td>May 20, 2002</td>
<td>May 24, 2002</td>
<td>This report allows the viewer to produce a ranking of any group (for which they have been given permission) based on the answers given by any group</td>
</tr>
<tr>
<td>Colleague Review</td>
<td>Person Ranking Report</td>
<td>May 20, 2002</td>
<td>May 24, 2002</td>
<td>This report allows the viewer to produce a ranking of any group (for which they have been given permission) based on the answers given by any group</td>
</tr>
<tr>
<td>Colleague Review</td>
<td>Anthony Patent’s Person Ranking Report</td>
<td>May 20, 2002</td>
<td>May 24, 2002</td>
<td>This report produces ranking results and a summary of the questions answered for each individual subject.</td>
</tr>
<tr>
<td>Colleague Review</td>
<td>Managing Director’s Person Ranking Report</td>
<td>May 20, 2002</td>
<td>May 24, 2002</td>
<td>This report produces ranking results and a summary of the questions answered for each individual subject.</td>
</tr>
<tr>
<td>Colleague Review</td>
<td>John Cooper’s Person Ranking Report</td>
<td>May 20, 2002</td>
<td>May 24, 2002</td>
<td>This report produces ranking results and a summary of the questions answered for each individual subject.</td>
</tr>
</tbody>
</table>
### Question 1. Do you feel fulfilled in your job?

**Optional - Multiple Choice (one answer only)**

<table>
<thead>
<tr>
<th>Groups</th>
<th>Almost never</th>
<th>Some of the time</th>
<th>Most of the time</th>
</tr>
</thead>
<tbody>
<tr>
<td>PATENT</td>
<td>2</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Staff</td>
<td>1</td>
<td>2</td>
<td>-</td>
</tr>
<tr>
<td>Human Resources</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>3</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Construction</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Machining</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Marketing</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Sales</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Northern Region</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Sydney</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Southern Region</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Interest Groups</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Process</td>
<td>-</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Software</td>
<td>-</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Skill Groups</td>
<td>-</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Design</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Testing</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Groups</td>
<td>Almost never</td>
<td>Some of the time</td>
<td>Most of the time</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>--------------</td>
<td>------------------</td>
<td>------------------</td>
</tr>
<tr>
<td><strong>PATENT</strong></td>
<td>2</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Staff</td>
<td>2</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Managing Director</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Human Resources</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Anthony Patent</td>
<td>1</td>
<td>2</td>
<td>-</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Margaret Balcombe</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Construction</td>
<td>1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>David Smith</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Machining</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Jenny Craig</td>
<td>1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Marketing</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Dave Cinnamco</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sales</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>John Dower</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Northern Region</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Mike Spartos</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sydney</td>
<td>1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Mark Cannon</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Southern Region</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Harry Locciavo</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Interest Groups</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Process</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Mike Spartos</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Software</td>
<td>-</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Jenny Craig</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Skill Groups</td>
<td>-</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>C. Facione</td>
<td>-</td>
<td>1</td>
<td>3</td>
</tr>
</tbody>
</table>

**FIG. 38**
## Ranking Report for:

**Subject Groups:** Sales  
**Respondent Groups:** Manufacturing, Marketing

<table>
<thead>
<tr>
<th>Pos</th>
<th>Name</th>
<th>Group</th>
<th>Relative Score</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mike Spartos</td>
<td>Northern Region</td>
<td>.75</td>
<td>7</td>
</tr>
<tr>
<td>2</td>
<td>David Brampton</td>
<td>Brisbane</td>
<td>.83</td>
<td>8</td>
</tr>
<tr>
<td>3</td>
<td>Simon Schouten</td>
<td>Cairns</td>
<td>.84</td>
<td>7</td>
</tr>
<tr>
<td>5</td>
<td>Maggie Smith</td>
<td>Townsville</td>
<td>.84</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>James Day</td>
<td>Melbourne</td>
<td>1.12</td>
<td>11</td>
</tr>
<tr>
<td>6</td>
<td>Harry Losciavo</td>
<td>Southern Region</td>
<td>1.58</td>
<td>8</td>
</tr>
<tr>
<td>7</td>
<td>John Dower</td>
<td>Sales</td>
<td>1.91</td>
<td>12</td>
</tr>
</tbody>
</table>

**FIG. 39**
### INTERNATIONAL SEARCH REPORT

**A. CLASSIFICATION OF SUBJECT MATTER**

**Int. Cl.:** G06F 17/60

According to International Patent Classification (IPC) or to both national classification and IPC

**B. FIELDS SEARCHED**

Minimum documentation searched (classification system followed by classification symbols)

IPC: G06F 15/21, 15/40, 17/30, 17/60, 19/00

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic database consulted during the international search (name of database and, where practicable, search terms used)

WPAT, INSPEC, Google. Eg keywords: 360 feedback, performance, apprais/assess/evaluat, staff/employee/personnel

**C. DOCUMENTS CONSIDERED TO BE RELEVANT**

<table>
<thead>
<tr>
<th>Category*</th>
<th>Citation of document, with indication, where appropriate, of the relevant passages</th>
<th>Relevant to claim No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>WO 01/13296 (Miesionczek) 22 February 2001.</td>
<td>1-30</td>
</tr>
<tr>
<td>X</td>
<td>WO 00/55792 (KPT Corporation) 21 September 2000. See in particular figs 10 and 11.</td>
<td>1-30</td>
</tr>
<tr>
<td>X</td>
<td>WO 00/41110 (D'alessandro) 13 July 2000.</td>
<td>1-30</td>
</tr>
<tr>
<td>X</td>
<td>WO 99/45489 (NFO Worldwide, Inc.) 10 September 1999.</td>
<td>1-30</td>
</tr>
<tr>
<td>X</td>
<td>US 5909669 (Havens) 1 June 1999.</td>
<td>1-30</td>
</tr>
</tbody>
</table>

| X | Further documents are listed in the continuation of Box C | X | See patent family annex |

* Special categories of cited documents:
  - "A" document defining the general state of the art which is not considered to be of particular relevance
  - "E" earlier application or patent but published on or after the international filing date
  - "L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)
  - "O" document referring to an oral disclosure, use, exhibition or other means
  - "P" document published prior to the international filing date but later than the priority date claimed

"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art

"&" document member of the same patent family

Date of the actual completion of the international search 31 July 2002

Date of mailing of the international search report

Name and mailing address of the ISA/AU

AUSTRALIAN PATENT OFFICE
PO BOX 200, Woden ACT 2606, AUSTRALIA
E-mail address: pct@ipaustralia.gov.au
Parc mail No. (02) 6285 3929

Authorized officer

SEAN APPLEGATE
Telephone No: (02) 6283 2207

Form PCT/ISA/210 (second sheet) (July 1995)
# INTERNATIONAL SEARCH REPORT

**INTERNATIONAL APPLICATION No.**

PCT/AU2/00722

<table>
<thead>
<tr>
<th>Category</th>
<th>Citation of document, with indication, where appropriate, of the relevant passages</th>
<th>Relevant to claim No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>&quot;Bringing the Power of the Internet to 360 Degree Feedback&quot;, 360-DegreeFeedback.com <a href="http://www.360-degreefeedback.com/">http://www.360-degreefeedback.com/</a></td>
<td>1-30</td>
</tr>
</tbody>
</table>
This Annex lists the known "A" publication level patent family members relating to the patent documents cited in the above-mentioned international search report. The Australian Patent Office is in no way liable for these particulars which are merely given for the purpose of information.

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>WO 200113296</td>
<td>AU 200065298</td>
</tr>
<tr>
<td>WO 200055792</td>
<td>AU 200038979</td>
</tr>
<tr>
<td>WO 200411110</td>
<td>EP 1222600</td>
</tr>
<tr>
<td>WO 9945489</td>
<td>CA 2322470</td>
</tr>
<tr>
<td>US 5909669</td>
<td>NONE</td>
</tr>
</tbody>
</table>

END OF ANNEX