

# GUIDELINES FOR COMPLETING THE CQ 360 ASSESSMENT

The CQ 360 Assessment assesses individual and observer-rated capabilities in the four factors and 13 sub-dimensions of cultural intelligence (CQ) as well as individual cultural value orientations. This assessment typically takes 15-25 minutes to complete. Both you and your observers will complete the assessment. Please see observer guidelines below.

- **How do I access my assessment?**

There are two different ways that you can be invited to take your assessment:

1. You were emailed a personalized link from [cqaccount@culturalq.com](mailto:cqaccount@culturalq.com). Please double check your spam folder to ensure the invite was not accidentally filtered through there. The subject line will say, “You have been invited to join...”. The following image is an example of the email you should receive.

Hello,  
You are invited to join CQ Pro Assessment for Team 1 where you'll have the opportunity to complete your online learning and development (e.g. assessments, e-learning courses, etc.)  
If you are new to the CQ Learning Portal, you'll be prompted to register when you click on the link below. If you have an existing account you can simply sign in.  
[Participate in CQ Pro Assessment for Team 1](#)

2. You were sent a universal link (open-enrollment link) in an email from your administrator. Your administrator is the person(s) who asked you to take the assessment. Please check your email for the initial email regarding the assessment. Sometimes administrators will say something like, “click on this link to take your assessment.” Click on the link included in the email and then on the “Join” button.

After joining a program through either method, your assessment will appear on your dashboard.

- **I completed my assessment. How do I access my results (feedback report)?**

**If you're attending a face-to-face training:** You will receive a printed copy of your feedback report at the face-to-face training. Access to your completed report may not be granted prior to this time.

**If you're attending a virtual (online) training:** Your feedback report will be made available on your dashboard about a week before your training. Please be sure to download and/or print your report prior to the training. To download your feedback report, log into the CQ Learning Portal ([https://cqcenter.com/users/sign\\_in](https://cqcenter.com/users/sign_in)) and click on the “Download Feedback Report” button next to your completed assessment on your dashboard.

- **I forgot my password.**

Please go to [https://cqcenter.com/users/sign\\_in](https://cqcenter.com/users/sign_in) and click the “forgot password” link. Enter in your email address to receive password reset instructions. After resetting your password, you should immediately be signed in.

- **Can I change the email address that I used to create my account?**

Yes, log in to the CQ Learning Portal ([https://cqcenter.com/users/sign\\_in](https://cqcenter.com/users/sign_in)) and click on the “Options” button on the top right and then on “Edit Account.”

- **My account says that I have not confirmed my email address.**

You should have received an email asking you to confirm your email address. This email was sent from [cqaccount@culturalq.com](mailto:cqaccount@culturalq.com). Please note that this is not the same link as your invitation link. If you cannot locate the confirmation link, go to the CQ Learning Portal ([https://cqcenter.com/users/sign\\_in](https://cqcenter.com/users/sign_in)) and click on the “Didn’t Receive Confirmation Instructions” link. This action will resend confirmation instructions to you.

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## GUIDELINES FOR THE OBSERVER PORTION OF YOUR ASSESSMENT

The Observer portion of your assessment takes place after you complete your assessment. The next step would be to invite others (observers) to complete the assessment.

### **The Importance of Observer Feedback:**

The Observer portion of this assessment is crucial to getting the reporting needed to facilitate this training. After completing your assessment, please be sure to invite “Observers” to take the assessment. Without observers, your results (feedback report) will have incomplete data. If you have any issues with inviting your observers, please contact us at [admin@culturalQ.com](mailto:admin@culturalQ.com).

- **How do I invite my Observers?**

Login to the CQ Learning Portal ([https://cqcenter.com/users/sign\\_in](https://cqcenter.com/users/sign_in)) and click on the “Invite Observers” button under your assessment on your dashboard. Then copy/paste or type your observers' email addresses in the invitation field and then click on "Send Invitations."

Observers will be sent an assessment invite from our system to the email address entered for them. The email will be sent from [cqaccount@culturalq.com](mailto:cqaccount@culturalq.com).

- **My Observer says they did not receive their invitation email (the email asking them to take the assessment).**

First, please double-check that your observer’s email address was entered correctly in the portal.

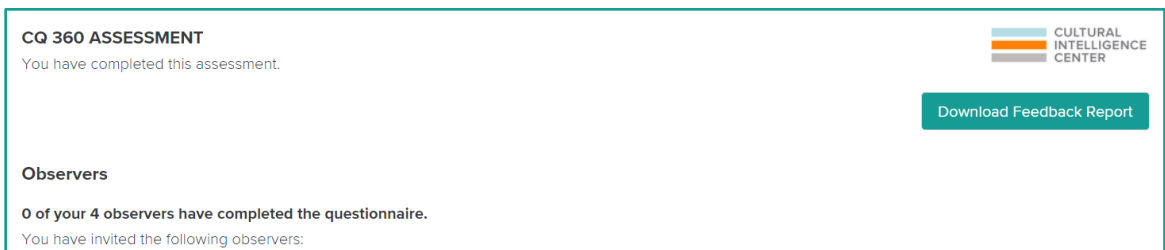
If you entered their email incorrectly, simply click on “Invite Observers” to send a new invitation to the correct email.

If their email is correct, click on “Resend Invitation” next to their email address. Then notify your observer that you have you resent the invitation to them.

Finally, please have your observer check their spam folder to ensure the invite was not accidentally filtered through there. The invite will be sent from [cqaccount@culturalq.com](mailto:cqaccount@culturalq.com).

- **Can I see how many of my Observers have completed the assessment?**

Yes, you can check how many of your observers completed the assessment on your dashboard. Under your assessment, you will see an “Observers” section, and directly under that, you will see how many observers completed the assessment (questionnaire). Please see the image below.



- **Can you tell me which observers have and have not completed the assessment?**

Due to our confidentiality policy, you cannot see specific names of who has and has not completed the assessment.

Instead, you may resend observer invitations, or add additional observers to ensure maximum completion. Additionally, we will be monitoring observer completion and sending out reminders periodically to Certification participants as needed.

- **Can I invite more than 5 Observers?**

Yes, please feel free to invite as many observers as you’d like. Five observers are ideal, but completion by only 3 observers is required to have observer feedback included in your feedback report. If needed, you can add additional observers at any time.