ePerformance Annual Review Process

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- Why Change?
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What is ePerformance?

- An electronic PCD:
  - Automated evaluation process for both manager and employee managed via PeopleSoft
  - Job Descriptions / Responsibilities
  - Goals
  - UH Initiatives
  - Competencies

Why Change?

- Promotes the University’s paperless initiative
- Aligns performance to UH strategic principles
- Supports an interactive, ongoing evaluation process
### Former PCD Process Disadvantages

- Was administratively intensive
- Allowed inconsistencies across campus
- Focused on recent behavior

### New ePerformance Advantages

- Archived electronically
- Promotes ongoing feedback
- Encourages consistency
- Will align with training & development opportunities
- Is flexible
Where are we now in the process?

- Today we will highlight:
  - Steps 2 through 5
  - Primarily focusing on Step 3: Establishing Performance Criteria

- Early 2011 we will focus on:
  - Steps 6 through 10.
What is the Performance Criteria?

- **Criteria**: a standard on which a judgment or decision may be made (Merriam Webster)

- **ePerformance Criteria**
  - Section 1: Mission Statement
  - Section 2: Initiatives
  - Section 3: Employee Goals
  - Section 4: Responsibilities
  - Section 5: Customer Service
  - Section 6: Competencies

Comprises Document Template

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How is Criteria Weighted?

- **Not Weighted**:
  - Mission Statement
  - Initiatives

- **Weighted**:
  - Goals
  - Responsibilities
  - Customer Service
  - Competencies: 100%

- **Minimums**:
  - 10%
  - 40%
  - 10%
  - 70%

30% remains to be accounted for
Weighting Items within Sections

- Within each section, you can add items.

  - Goals Section
    - Goal # 1
    - Goal # 2
    - Goal # 3

  - All sections items, must total 100% within that section.

Weightings Example

- Goals 25% (min. 10%)
  - Goal #1 50%
  - Goal #2 50%

- Responsibilities 50% (min. 40%)
  - Responsibility #1 20%
  - Responsibility #2 70%
  - Responsibility #3 10%

- Customer Service 15% (min. 10%)

- Competencies 10% (min. 10%)
  - Competency #1 40%
  - Competency #2 20%
  - Competency #3 40%
### ePerformance Tour – Navigation

**Can’t log on?**
May need security.
Fill out a form today!

- Manager Self Service
  - Performance Management
  - Performance Documents
  - Current Documents

---

### Current Performance Documents

<table>
<thead>
<tr>
<th>Employee</th>
<th>Document Type</th>
<th>Begin Date</th>
<th>End Date</th>
<th>Job Title</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cynthia Bartinger</td>
<td>Performance Document</td>
<td>01/01/2010</td>
<td>12/31/2010</td>
<td>Sr. Bids Maintenance</td>
<td>In Progress</td>
</tr>
<tr>
<td>Robert Pampell</td>
<td>Performance Document</td>
<td>01/01/2010</td>
<td>12/31/2010</td>
<td>Procurement</td>
<td>In Progress</td>
</tr>
<tr>
<td>Sandra Mejia</td>
<td>Performance Document</td>
<td>01/01/2010</td>
<td>12/31/2010</td>
<td>Est. Financial 2</td>
<td>In Progress</td>
</tr>
<tr>
<td>Thomas Lapaglia</td>
<td>Performance Document</td>
<td>01/01/2010</td>
<td>12/31/2010</td>
<td>Coord, Dept HR/Payroll 2</td>
<td>In Progress</td>
</tr>
</tbody>
</table>

- Benefits-Eligible employees appear.
- An employee may not show because:
  - You were not ID’ed as the “Reports To” supervisor.
  - The employee is a new hire whose document should appear within 30 days of hire date.
- Don’t see someone? Contact your CBA or DBA today.
The Document Progress outlines two steps.

We are working through Step 1: Establishing Evaluation Criteria

The deadline is Nov. 1st, 2010.

Please note, once you choose the “Start” function the status will changed to “In Progress” and the function choices will change to “Edit” and “Complete.”
Performance Document Functions

- **Save**: Works like a bookmark to save changes you have made within this session.
- **Cancel**: Erases any input or edits you have made in this session.
- **Complete**: Ends the “Establishing Criteria” step and sends an email notification to employee.
- **Notify**: Allows you to email employee without accessing Outlook (Tip: Copy yourself.)
Section 1 – Mission Statement

UHS Mission Statement is mandatory.

You may add your own department or college mission statement.

Section 2 – Initiatives

Initiatives are not weighted or rated.

- You can refer to the UH strategic initiatives as building block for goals.
- You can add or delete initiatives specific to your department or college.
Section 3 – Employee Goals

Goal title goes here.

Details
Description:
Create goals for your employees using the SMART format. Be sure the goal is Specific, Measurable, Attainable, Realistic and Time-Bound. See the example below.

Please DELETE this item and ADD your own.

Example Goal: Increase customer satisfaction ratings to 80% satisfactory or above for student assistance, by exceeding customers’ needs and proactively addressing any additional concerns. Distribute initial customer service survey by 07/15/10 and redistribute by 11/15/10 to evaluate progress.

Employee Goals: Guidelines

- The default is a placeholder with an example goals. Delete it upon entering your employee’s goal.
- Copy and paste from the goals you already set.
- Create a title for the goal.
- The description can be approximately 1300 hundred characters.
- Use the spell check function.
- Use the SMART goal format.
Section 3 – Employee Goals

Employee Goals: Guidelines

- The Employee Goals Section is weighted and pre-set to a 10% minimum.
- As you add a goal (a section item), you must weight each item as well.
- The total of the section items must equal 100%.
- The system will not allow you to complete the criteria if the sections and section items don’t calculate correctly.
- You will receive an alert and must re-distribute your allowances. (See next page for an example.)
Section 3 – Employee Goals

This is the alert you will see when you choose "Complete" if your calculations do not add up to 100% for both the Section Summary and the items within each section.

You will not get this alert when you choose "Save", only "Complete".

Tip! Keep a calculator or scratch paper handy.

Problem(s) completing your request:
- Please adjust the Employee Goals section’s item weighting by 85%, so that item weights add up to 100%.
- Please adjust the section weighting by 15%, so that the total section weight adds up to 100%.
Section 4 - Responsibilities

Finance - Duty

Item Weight: 0%

Description: Oversees audits of all payroll paperwork which may include: timesheets, paychecks, payroll reports, and Personal Action Requests (PARs)

Edit Details

Add Responsibility
Delete Responsibility

! Use caution when choosing “delete” with pre-defined responsibilities. !

Recommendation: Weight the item at 0%.
You may use delete with responsibilities you add.

Responsibility: Guidelines

- Pre-defined responsibilities are pulled from the job code.
- The responsibility title is generated from the job family.
  - Ex. Finance – Duty
- If you delete a pre-defined responsibility it is difficult to get back.
  - You will need to reference the job description and re-enter it manually using the “add” function.
- The “Edit Details” function works within the responsibilities you add.
Sections 5 & 6: Competencies

Section 5 & 6 – Competencies

- What is a competency? It is the specific....
  - Behavior (ex. adaptability)
  - Knowledge/Skills (ex. safety awareness)
  - Motivation (ex. passion for results)

that an employee must demonstrate in order to be effective in a given job.*

*Copyright DDI
Section 5 & 6 – Competencies

- What are advantages of incorporating competencies?
  - Creates a platform of consistent standards
  - Promotes relevant development opportunities

- How were competencies determined?
  - Partnered with DDI to build a library
  - Established a core competency: Customer Service
  - Established competency clusters according to job category.

Competency Matrix (partial screenshot)

<table>
<thead>
<tr>
<th>Job Level</th>
<th>Core Competency</th>
<th>Job Competency</th>
<th>Coach and Develop Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>Customer Service</td>
<td>Business Savvy</td>
<td>Building Org Talent</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Building Trust</td>
</tr>
<tr>
<td>Manager</td>
<td>Customer Service</td>
<td>Building Partnerships</td>
<td>Team Building</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Building Trust</td>
</tr>
<tr>
<td>Supervisor</td>
<td>Customer Service</td>
<td>Planning and Organizing</td>
<td>Selecting Talent</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Building Trust</td>
</tr>
<tr>
<td>Lead</td>
<td>Customer Service</td>
<td>Building Work Relationships</td>
<td>Team Building</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Gaining Commitment</td>
</tr>
<tr>
<td>Professional</td>
<td>Customer Service</td>
<td>Building Work Relationships</td>
<td>Managing Conflict</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Work Standards</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Initiating Action</td>
</tr>
<tr>
<td>Clerical</td>
<td>Customer Service</td>
<td>Managing Conflict</td>
<td>Collaboration</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Tenacity</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Initiating Action</td>
</tr>
</tbody>
</table>

[http://www.uh.edu/hr/emprelations/eperformance.htm](http://www.uh.edu/hr/emprelations/eperformance.htm)
Customer Service (Core Competency)

- Supports the UH System-Wide Effort
  - To meet and surpass customers’ expectations

- Supports our road to Tier 1 Status
  - Delineates us from the competition
    “If we don’t take care of our customers, someone else will.” – unknown

- It’s the rewarding thing to do.
  - For our clients and ourselves.

Ex. – Parking Enforcement Assistant

- **Responsibility:** Assists motorists in unlocking cars, jump-starting vehicles, changing tires, and other assistance.

- **Related Competency:** Customer Focus – Making customers and their needs a primary focus of one’s actions; developing and sustaining productive customer relationships.

- **Goal:** Increase customer satisfaction ratings (Customer Service Survey) from 70% satisfactory or above to 80% satisfactory or above for motor vehicle assistance, by concentrating on customer’s need and proactively address any additional needs.
Section 5 - Customer Service
(core competency)

- Customer Focus

Details

Description:
Ensuring that the customer perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet customers’ and own organization’s needs.

Section Summary

Save

Section Weight: 19%

(not less than 10%)

Section 6 – Job Competencies

Communication

Item Weight: __%

Details

Description: Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

Add Competency

Delete Competency

Save
Section 6 – Job Competencies

Add a Competency

Using the Title search box and the Search button, you may search for competencies to add to your evaluation. Select the check box next to each competency you want to add. When you are finished, select the Save Selected Competencies button to save your entry.

Search Criteria

<table>
<thead>
<tr>
<th>Competency:</th>
<th>Communication</th>
</tr>
</thead>
</table>

Search Results

- High-Impact Communication
- Communication
- Communication Skills

Competency Guidelines:

- Expanding on Customer Service?
  - You can revisit the Goals Section and create a goal that is built around service. *(recommended)*
  - You can add an additional customer-centric competency from the DDI library.
    - From within Section 6 (Job Competencies), click “Add” and search “Customer”.

- Refining Job Competencies?
  - 12 are pre-defined.
  - Choose 2 or 3 for the employee to focus on.
  - Delete the rest or weight at 0%.
  - Is a competency not listed?
    - Reference the Competency Library and choose “Add.”
Completing Step 1: Establishing Performance Criteria

Once you complete the criteria, the "Reopen" function will appear allowing you to re-active and make edits.
Document Details

You have successfully completed the Establish Criteria step.

Performance Document Details

- **Employee**: Thomas Lapaglia
- **Job Title**: Coord. Dept HR/Payroll
- **Document Type**: Performance Document
- **Period**: 01/01/2010 - 12/31/2010
- **Manager**: Zapui Paredes
- **Status**: In Progress

**Template Name**: UH Staff Performance CY2010

<table>
<thead>
<tr>
<th>Step</th>
<th>Status</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish Criteria</td>
<td>Completed</td>
<td>11/01/2010</td>
</tr>
<tr>
<td>Complete Manager Evaluation</td>
<td>Not Started</td>
<td>3/31/2011</td>
</tr>
</tbody>
</table>

Return to Select Documents

Email Notification Sent to Employee

Subject: Performance Criteria completed for document: Performance Document

Performance Criteria has been completed for the Performance Document document.

Please review by navigating to the following link:

(Please do not respond to this automatic notification.)

Manager establishes Performance Criteria

Workflow notification email sent to employees with link to document
Employee View

Main Menu
Self Service
Performance Management
My Performance Documents
Current Documents

Employee View

Document Details
Thomas Lapaglia, Coord, Dept HR/Payroll 2
Performance Document: 01/01/2010 - 12/31/2010

<table>
<thead>
<tr>
<th>Performance Document Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee: Thomas Lapaglia</td>
<td>Job Title: Coord, Dept HR/Payroll 2</td>
</tr>
<tr>
<td>Document Type: Performance Document</td>
<td>Period: 01/01/2010 - 12/31/2010</td>
</tr>
<tr>
<td>Manager: Zagui Paredes</td>
<td>Status: In Progress</td>
</tr>
<tr>
<td>Template Name: UH Staff Performance CY2010</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Document Progress</th>
<th>Status</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish Performance Criteria</td>
<td>Completed</td>
<td>11/01/2010</td>
</tr>
<tr>
<td>Review Manager Evaluation</td>
<td>Not Started</td>
<td>03/31/2011</td>
</tr>
</tbody>
</table>
Employee View

Performance Document - Performance Document
Performance Criteria - Draft
Thomas Lapaglia, Director, Dept IT/HR Payroll
Performance Document: 01/01/2018 - 12/31/2018

Section 1 - Mission Statement
Mission Statement will be evaluated by:
Manager
UH H sacks Mission Statement

ePERFORMANCE PROCESS

1. HR creates Performance Documents
2. Manager attends training
   - HR & Manager partner to communicate ePerformance transition to employees
3. Manager establishes Performance Criteria
4. Workflow notification sent to employees with link to document
5. Manager updates document throughout the year
Other Functions for Managers

Performance Note Example

Existing Performance Notes for this Employee

<table>
<thead>
<tr>
<th>Created</th>
<th>Subject</th>
<th>Complete</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/27/2020 9:31AM</td>
<td>Goal Settings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07/27/2020 9:25AM</td>
<td>ePerformance Transition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07/25/2020 19:59PM</td>
<td>Excellent Communication Skills</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Subject: ePerformance Transition

Note Text: Meet to discuss transition to new ePerformance system. Introduced employee to new competencies associated with the job. Offered support and assistance to employee to identify resources needed.
Administrative Tasks

**Transfer Document**

Transfer a performance document to another manager.

Use when:

- Employee transfers to a new manager.
- You (the manager) go on leave and transfer supervisory duties while on leave.

Administrative Tasks

**Reset Document Status**

Change the status of a performance document to In Progress.

Use when:

- You need to change a performance document back to “In Progress.”
  - Ex. After the performance discussion with the employee, you need to edit the item.
Administrative Tasks

Use when:

- An employee leaves the University.
  (The document will be removed from your queue, but will be archived and available for retrieval by HR.)

Tips to Remember

- Save often and use the navigation buttons.
  (Not the back buttons at the top of webpage.)
- Calculate sections (and items) as you work.
- Use your contacts.
  - Department Liaison
  - HR (Generalist & HR Service Center ext. 3-3988)
Support Materials

- ePerformance Guidebook (from class)
- Online training module (*Coming soon!*)
- Employee Slideshow & Notes (abbreviated)
- Job Aid: Setting SMART Goals
- Competency Matrix & Library
- FAQs

Visit the ePerformance webpage at
http://www.uh.edu/hr/emprelations/eperformance.htm

Contacts

- Employee Development Questions:
  - Connie Kemp ckeemp2@uh.edu 713-743-5703
  - Robin Hill rylhill@uh.edu 713-743-5758
  - Anna Schauman aborro2@uh.edu 713-743-5754
- PeopleSoft System Administrator
  - Sandra Armstrong SGMedellin@uh.edu 713-743-1962
- General Questions
  - Your Department’s ePerformance Liaison
  - HR Service Center 713-743-3988