Performance Management System FAQs

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General Questions

1. **My employee is not displaying on my list of action items, what do I do?** Please verify that the employee's "reports to" information is correct in EIS. If an update is necessary, please submit an ePAR. Some employees may not appear depending on the program dates and eligibility criteria established for your institution. If you are still having difficulty accessing your employee's information, please contact the Compensation and Performance Management Team

2. **What if I need to redo or edit an item that has already been submitted?** Please contact the Compensation and Performance Management Team and they can reopen a task for you.

3. **How does the supervisor access prior year reviews for their staff members?** From the Performance Management System home page, select My Employees' Reviews. Once on the Reviews Dashboard, select Advanced. Then under Program Status select All and all employee's reviews will display including those previously completed.

4. **Can I enter information into the performance management system and later make revisions or add comments?** Yes, you can save a draft and go back and add comments. There is no auto-save feature but you can select "Save Draft" on any page where data entry or feedback/comments are requested. If you complete a task and need to make revisions, you will need to request to reopen the task (see question #2).

5. **Will administrative professionals have access to the system for other departmental employees?** No, the electronic performance management system is intended for interaction between manager and employee. Administrative professionals will only be able to access their own reviews and reviews for their direct reports.

6. **What if an employee or manager is on leave or a supervisor position is vacant during the performance evaluation window?** Please discuss individual leave scenarios with your System or Campus HR representative. For vacant supervisor positions, it is recommended to submit an ePAR to identify an interim supervisor.

7. **Does a Co-Reviewer have the same permissions as the Supervisor?** Yes, a co-reviewer can create or modify the performance plan and evaluation and can also conduct the mid-year check in and performance review meetings.

8. **Can we use both multi-rater(s) and a co-reviewer?** Yes. Requesting multi-rater feedback is recommended in order to gain stakeholder input. Multiple multi-raters can be invited to provide feedback. The co-reviewer is utilized when you want another individual to aid in establishing the evaluation plan and in conducting the performance review. Only one co-reviewer may be selected.

9. **Is this system also utilized for Faculty and Student evaluations?** No. This tool is for the performance evaluation process for staff employees only. Faculty who supervise employees will need to utilize the system to conduct their staff employee's performance evaluation.

10. **Is there a requirement to receive 2nd level supervisor approval on evaluations?** This varies by institution. For HSC, a 2nd level approval step is configured into the review process. For other campuses and for UNT System, 2nd level approval is not required to complete the evaluation process. A department or division could request that 2nd level approval be sought outside of the performance system, but it would not be included as a mandatory step in the review process. Alternatively, the 2nd level manager could be invited to provide feedback as a multi-rater during the annual review process.

11. **Can employees create progress notes or is this function only available for supervisors?** Both employees and supervisors have the ability to create progress notes. Progress notes can be shared between the supervisor and employee. Notes can be added throughout the year.

12. **What happens if there is a supervisor change after the performance cycle opens, such as if a supervisor leaves or the employee transfers to another department?** After ePARs are fully processed reflecting the change in supervisor, the employee's review information should also update in PeopleAdmin to reflect the change. If the information does not update, please contact Compensation and Performance Management for guidance.

13. **Will the employee be able to see comments from other raters?** Multi-rater feedback will only be accessible and viewable by the supervisor.

14. **What is a Classification Description vs. a Position Description in PeopleAdmin?** In the Position Management section of PeopleAdmin (navigate to jobs.untsystem.edu/hr. In the upper left corner click on the **three dots** and select **Position Management**). The following components are available:

    a. **Classification Description** - The classification description is the generic description developed for each job title and contain basic information about the job title including sample tasks and minimum qualifications. Classification descriptions are the same for all individuals employed in that job title. Edits can be made by Human Resources only.
    b. **Position Description** - The position description reflects position specific information including the Position Overview, Supervisory Responsibilities, Preferred Qualifications, Physical Requirements and Job Duties. Information contained here will be used in future job postings; therefore, be mindful of that when crafting the position description. Content can be edited by the Department and reflects information specific to each individual position.
    c. **Job duties** - Job duties are the regular tasks and responsibilities performed by the position. It is recommended that departments report 7-10 primary responsibilities of the position when listed job duties. Percentages of time spent on each duty can be entered but they do not actually provide weights to the performance review process. For example, I could input that one task is performed 50% of the time and five other tasks are performed 10% of the time each. The performance system will still weigh them all exactly the same.
    d. **Competencies -** A competency is a measurable skill, ability or behavior that is necessary to successfully perform a position. Not all departments utilize competencies or competency-based evaluations. If a department wants to explore the use of competencies, contact Human Resources who will partner with the department to develop appropriate department-wide competencies.

UNT Specific Questions

1. **Because 2nd level manager approval is not configured into the UNT's performance program, is there a way to obtain 2nd level review before the assessment is finalized and shared with the staff member?** There is not a way to share a draft document within the online tool other than using the Co-Reviewer feature. It is recommended that 2nd level manager approval be obtained outside of the system by sharing a PDF via email.

2. **Job duties from PeopleAdmin are populated in both the job postings and the performance review template. Where do you suggest that supervisors provide performance standards that might not be appropriate to include in a job posting?** It is recommended that job duties be written to serve dual purposes. Performance standards can be included as goals. Alternatively, a supervisor can utilize the "Progress Notes" feature in the Performance tool to document conversations regarding performance expectations.

3. **For UNT, how is the overall performance score calculated and where can it be found? Is it a number score or a word score?** For UNT, individual goals and job duties are equally weighted at 50%. Once the supervisor enters all scores and clicks complete, the overall rating will be displayed. The supervisor can locate the overall score in the right-hand section of the Supervisor Evaluation page.

4. **What is the distinction between individual goals and job duties?** Job duties are the day-to-day tasks/responsibilities that make up an employee's job. Goals, on the other hand, look at the whole job and what the employee is expected to achieve and accomplish. For example, if a custodian has job duties related to cleaning, mopping floors and sanitizing surfaces, then a goal may be built around creating a safe environment for our students, faculty and staff – which is the end result that the job duties contribute to achieving, and aligns with the mission of the area that they work in, and ultimately to the university as a whole. Other goals may be project or initiative based and build on skillsets that an employee has as a result of their job duties and responsibilities.