Employee Performance Management Training

Maintenance, Grounds and Service

Agenda

Process Overview
Logging into Performance Management
Navigating
Completing your actions
How to Access the Supervisor and Employee Performance Portal

Direct link: https://grandvalleysu.pageuppeople.com/
Human Resources website: www.gvsu.edu/hro

Welcome to GVSU Performance

- Employees will use My Performance Review
- Supervisors will use My Performance Review for your own review and Team Performance Reviews to locate your employees
MGS Evaluation Processes

Three Review Processes use the same steps
- Custodial - Annual
- Grounds - Annual
- Service - Annual

✓ Step 1 - Employee Reviews Job Responsibilities
✓ Step 2 - Supervisor Completes Evaluation
✓ Step 3 - Supervisor/Employee Review Discussion
✓ Step 4 - Employee Acknowledges Evaluation
✓ Step 5 - Supervisor Reviews Final Acknowledgement
✓ Step 6 - Evaluation Complete

4th Review Process
- Maintenance - Annual

✓ Step 1 - Employee Identifies Job Responsibilities
✓ Step 2 - Supervisor Reviews and Approves the Goals
✓ Step 3 - Supervisor Completes Evaluation
✓ Step 4 - Supervisor/Employee Review Discussion
✓ Step 5 - Employee Acknowledges Evaluation
✓ Step 6 - Supervisor Reviews Final Acknowledgement
✓ Step 7 - Evaluation Complete

MGS Evaluation Processes

Employee only steps
- MGS Custodial - Annual
- MGS Grounds - Annual
- MGS Service – Annual

✓ Step 1 - Employee Reviews Job Responsibilities
✓ Step 3 - Supervisor/Employee Review Discussion
✓ Step 4 - Employee Acknowledges Evaluation
✓ Step 6 - Evaluation Complete

4th Review Process
- MGS Maintenance-Annual

✓ Step 1 - Employee Identifies Job Responsibilities
✓ Step 3 - Supervisor/Employee Review Discussion
✓ Step 5 - Employee Acknowledges Evaluation
✓ Step 7 - Evaluation Complete
Step 1 – Employee Reviews Job Responsibilities

- The employee will receive an email notification
- They will log in – their review will have a green New button
- Click on the Title

Starting a New Evaluation Form and the Sections
Section 1 - Job Knowledge and Responsibilities

Review the Job Knowledge and Responsibilities

- Landscape maintenance skills - identify plants, prune as needed, annual flower plantings.
- Perform minor and preventative maintenance on assigned grounds equipment.

Section 2 - University Competencies

Review the Competencies that they will be rated on

- Quality of work
  - Generate quality work at appropriate quantity levels, meeting timelines, including accuracy, thoroughness, effectiveness and dependability
  - Make appropriate decisions considering potential impacts
  - Manage work with appropriate planning, interaction with faculty/staff, students and other customers, and focus on quality
  - Demonstrate accountability and a drive for results
Section 3 – Professional Development

Add Professional Development items

Employee Instructions:

The content of the Professional Development section is intended to facilitate conversation between you and your supervisor. It will no during the evaluation process. This gives you and your supervisor the opportunity to discuss your development and career goals.

- For each development area, please click on the “Add Professional Development” button below and complete the box that appears.
- In the “Title” field, input a brief description of the development area (e.g., become more succinct in my communications or improve in Microsoft Office skills).
- In the “Description/Measure” field, input additional details (e.g., by when, how you will know you’re successful, etc.).
- Upload a supporting document with the “Upload document” button, if desired.
- After you’ve entered each item, they will save automatically. If you later need to edit the item, simply update the text in any of your development areas, and they will save automatically, or you can select the trash can icon in the upper right-hand corner to remove.
- Click “Next” to move on to the next step.

Section 4 – Overall Rating

In the early part of the process no action will be required here, this will only be available during the rating period.
## New Rating Scales

<table>
<thead>
<tr>
<th>Exceeding (E)</th>
<th>Succeeding (S)</th>
<th>Developing (D)</th>
<th>Needs Improvement (NI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Includes individuals who significantly and consistently exceed expectations and role requirements. Exceeds goals set for the year.</td>
<td>Includes individuals who consistently meet and occasionally exceed expectations and role requirements.</td>
<td>Includes new employees who are still learning specific skills or key job responsibilities. Not a reflection on the employee’s skills, but simply a product of time in the position.</td>
<td>Demonstrates inconsistent required role knowledge and does not fully perform all requirements and duties.</td>
</tr>
<tr>
<td>Demonstrates exceptional depth and breadth of role knowledge.</td>
<td>Meets goals set for the year.</td>
<td>Needs to gain proficiency in certain skills, knowledge, processes, speed, and/or job standards due to new process.</td>
<td>Meets the minimal standards for quantity or quality; often misses deadlines, work is regularly incomplete.</td>
</tr>
<tr>
<td>Demonstrates exemplary conduct for other supervisors/staff members to emulate; highly regarded by others within the University community.</td>
<td>Possesses sufficient depth and breadth of role knowledge.</td>
<td>Makes a visible effort to improve. Requires support/direction, however, performance demonstrates the ability to meet expectations.</td>
<td>Takes little to no initiative, even with prompting.</td>
</tr>
<tr>
<td>Exceeds customer’s expectations on a consistent basis.</td>
<td>Exhibits professional interactions with peers, customers, managers, and/or students.</td>
<td>Makes a conscious effort to demonstrate professional interactions with peers, customers, managers, and/or students.</td>
<td>Requires more than the expected level of supervision due to lower quality work required to complete role successfully.</td>
</tr>
<tr>
<td></td>
<td>Provides accurate and timely assistance to peers, customers, managers, and/or students.</td>
<td>Demonstrates a willingness to learn from mistakes in order to adapt conduct effectively.</td>
<td>Demonstrates inconsistent and/or unprofessional interactions with peers, customers, managers, and/or students.</td>
</tr>
</tbody>
</table>

## Step 3 – Supervisor/Employee Review Discussion

At this step, the employee and supervisor will meet to review the combined comments and the review.

Once complete, the employee will have the opportunity to acknowledge their review.
Step 4 – Employee Acknowledges Review

- The employee will receive an email notification
- They will log in
- Go to My Performance Review
- Click on the Title
- Employees can review the evaluation and add their final comments on the Next Step tab

How to View a Completed Review

Employee View

Log Into the Performance Portal

Go to About Me–Performance Reviews

Change Status to Complete or All and search

Find your Review and click on View Report
Let's go look at the site

Thank You