Supervisor 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

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 Items

- 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

University Competencies

Employee Instructions:
You will be evaluated annually on your alignment with each of the university competencies listed below. University competencies are set at an institutional level. Review the university competencies to understand the criteria on which you will be evaluated. During your self-assessment, rate and comment on each competency.

For MUS employees there will not be a self evaluation component for the university competencies.

Supervisor Instructions:
University competencies are set at an institutional level. Review the university competencies with your employee so they understand the criteria on which you will evaluate them. During the assessment of your employee, rate and comment on each competency. If you would like to move an employee back one step in the process or review rating scale descriptions, visit the Performance Management Toolkit for instructions.

Click on the Go To Next Step button to move to the next step.

- Quality of work
- Description/Measure
- 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

Professional Development

Employee Instructions:
The content of the Professional Development section is intended to facilitate conversation between you and your supervisor. It will not be part of 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.

- Title
- Description/Measure
- Enter your professional development items here.
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>• Meets the minimal standards for quantity or quality; often misses deadlines, work is regularly incomplete.</td>
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<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>• Takes little to no initiative, even with prompting.</td>
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</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>• Requires more than the expected level of supervision due to lower quality work required to complete role successfully.</td>
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</tr>
<tr>
<td></td>
<td>• Provides accurate and timely assistance to peers, customers, managers, and/or students on a consistent basis.</td>
<td>• Makes a conscious effort to demonstrate professional interactions with peers, customers, managers, and/or students.</td>
<td>• Demonstrates inconsistent and/or unprofessional interactions with peers, customers, managers, and/or students.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Demonstrates a willingness to learn from mistakes in order to adapt conduct effectively.</td>
<td></td>
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Step 2 – Supervisor Completes Evaluation

The supervisor will receive an email notification – they will log in

• Go to Team Performance Reviews
• Locate the employee
• Click on the down arrow
• Click on the Title

Step 2 – Supervisor Completes Evaluation

• Supervisors will rate Job Knowledge & Responsibilities, University Competencies and provide an Overall Rating
• Supervisors will be able add comments to all areas
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</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>
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<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>
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### 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

Step 5 – Supervisor Review Final Acknowledgement

- The supervisor will receive an email notification
- They will log in
- Go to Team Performance Review
- Locate the Employee
- Click the Down Arrow
- Click on the title
- Supervisor can see their final comments and add additional comments, they will also be able to see any employee final comments on the Next Step tab

Once your staff member has had the opportunity to make final comments, review your staff member’s overall comments on the assessment. Once you are finished, click the click on the Go To Next Step button to finalize. Once finalized, you will be unable to move the review back a step.
Step 6 – Evaluation Complete

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**

**Step 6 – Evaluation Complete**

How to View a Completed Review

**Supervisor View**
Log Into the Performance Portal

Go to My Team – Performance Reviews
Step 6 – Evaluation Complete

Supervisor View

Change Status to Complete or All and click Search

Locate your employee and click on View Report

Let's go look at the site

Thank You