



Supervisor Performance Management Training

Maintenance, Grounds and Service



Agenda

Process Overview

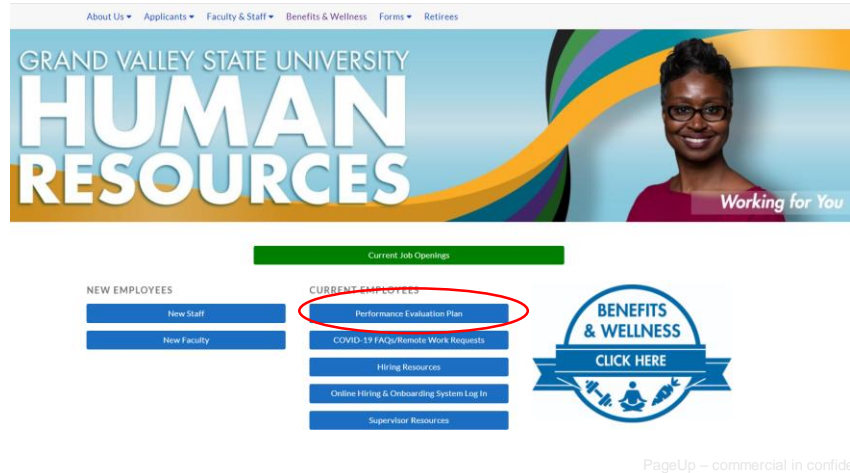
Logging into Performance Management

Navigating

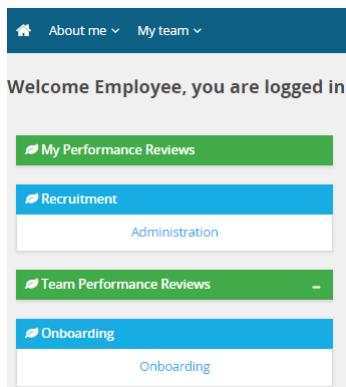
Completing your actions

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

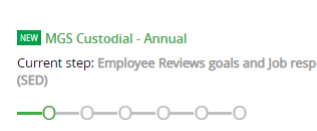
Maintenance - Annual

- ✓ 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

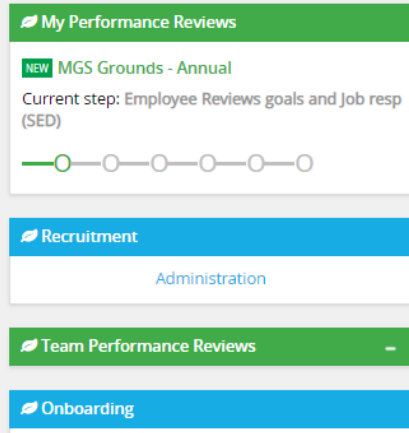
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Step 1 – Employee Reviews Job Responsibilities

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



Welcome Employee, you are logged in



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Starting a New Evaluation Form and the Sections

Employee Performance - MGS Grounds - Annual


Start > Job Knowledge and Responsibilities > University Competencies > Professional Development > Overall Rating > Next steps

Actions ▾

Welcome to the 2022 Annual Review Process

The first step of this appraisal process is for you to review the goals and job responsibilities for the coming period. Click on the Next steps section above to see a summary of your entries, then logout.

Your deadline to finalize goals for the coming period is **22 Jul 2021**.

 GRAND VALLEY STATE UNIVERSITY

Next →

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Section 1 - Job Knowledge and Responsibilities


Review the Job Knowledge Items

Job Knowledge and Responsibilities ✔ Saved Actions ▾

Employee Instructions:
Please review the Job Knowledge and Responsibilities that are included on your review.
Click "Next" to move on to the next step.

Supervisor Instructions:
Please review the job knowledge and responsibilities submitted by your employee and discuss any necessary changes as needed. If you would like to move an employee back one step in the process, visit the [Performance Management Toolkit](#) for instructions.

 Landscape maintenance skills - identify plants, prune as needed, annual flower plantings.

 Perform minor and preventative maintenance on assigned grounds equipment.

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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.

Overall Rating

This information will be available during the evaluation phase.

No action is required at this time. Click "Next" to move on to the next step.

🔒 Overall Rating

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New Rating Scales

Exceeding (E)

- Includes individuals who significantly and consistently exceed expectations and role requirements. Exceeds goals set for the year.
- Demonstrates exceptional depth and breadth of role knowledge.
- Demonstrates exemplary conduct for other supervisors/staff members to emulate; highly regarded by others within the University community.
- Exceeds customer's expectations on a consistent basis.

Succeeding (S)

- Includes individuals who consistently meet and occasionally exceed expectations and role requirements.
- Meets goals set for the year.
- Possesses sufficient depth and breadth of role knowledge.
- Exhibits professional interactions with peers, customers, managers, and/or students.
- Provides accurate and timely assistance to peers, customers, managers, and/or students on a consistent basis.

Developing (D)

- 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.
- Needs to gain proficiency in certain skills, knowledge, processes, speed, and/or job standards due to new process.
- Makes a visible effort to improve. Requires support/direction, however, performance demonstrates the ability to meet expectations.
- Makes a conscious effort to demonstrate professional interactions with peers, customers, managers, and/or students.
- Demonstrates a willingness to learn from mistakes in order to adapt conduct effectively.

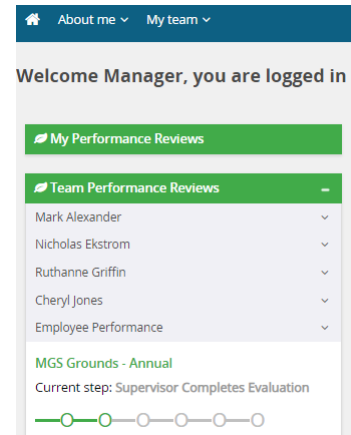
Needs Improvement (NI)

- Demonstrates inconsistent required role knowledge and does not fully perform all requirements and duties.
- Meets the minimal standards for quantity or quality; often misses deadlines, work is regularly incomplete.
- Takes little to no initiative, even with prompting.
- Requires more than the expected level of supervision due to lower quality work required to complete role successfully.
- Demonstrates inconsistent and/or unprofessional interactions with peers, customers, managers, and/or students.

Step 2 – Supervisor Completes Evaluation

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

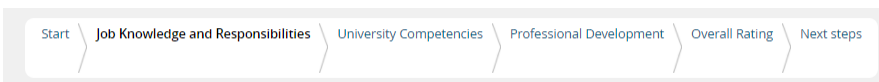
- Go to Team Performance Reviews
- Locate the employee
- Click on the down arrow
- Click on the **Title**



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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



▼ Landscape maintenance skills - identify plants, prune as needed, annual flower plantings.

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Manager Performance

★★★★★
Not rated

▼ University Values

- align work-related vision, values and goals with the University strategic plan (http://www.gvsu.edu/strategic_planning)
- align work-related vision, values and goals with those of the college, division and unit
- demonstrate knowledge and application of University values and ethics
- treat everyone with dignity and respect
- accept leadership, coaching and instructions from others
- exhibit a positive work ethic

Manager Performance

★★★★★
Succeeding (G)

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Manager Performance

★★★★★
Not rated

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Manager Performance

★★★★★
Succeeding (G)

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Manager Performance

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Manager Performance

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Succeeding (G)

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New Rating Scales

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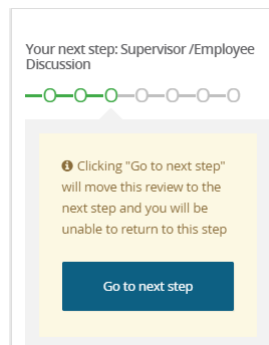
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Step 3 – Supervisor/Employee Review Discussion

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 6 – Evaluation Complete

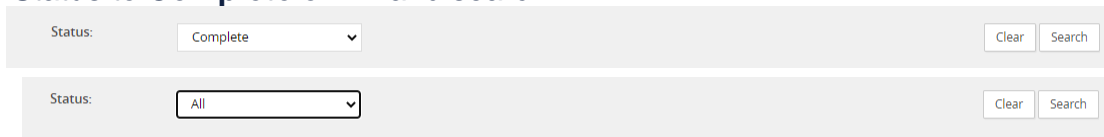
How to View a Completed Review

Employee View

Log Into the Performance Portal

Go to About Me – Performance Reviews

Change Status to **Complete** or **All** and search



2022 I want to...
 View the report
 View the review process

Find your Review and click on **View Report**

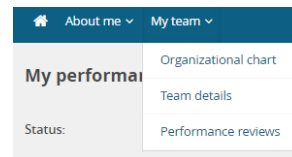
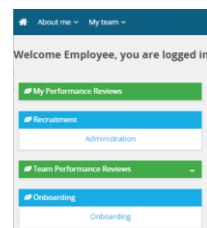
Step 6 – Evaluation Complete

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

The screenshot shows a search interface for performance reviews. It includes fields for 'Employee first name' and 'Employee last name', a 'Level' dropdown set to 'All', and a 'Review process step' dropdown set to 'Select'. The 'Status' dropdown is open, showing 'Current' (selected), 'Complete', 'Status (Archived)', and 'All'. There are 'Clear' and 'Search' buttons.

Locate your employee and click on View Report

Employee Performance	Staff Annual Evaluation (Full-Time) <small>STATUS</small> <small>ARCHIVED</small>	Evaluation Complete	N4-Payroll Asst	5 Nov 2020	15 Jan 2021	I want to... <small>▼</small>	View report
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Let's go look at the site

Thank You