Performance Management Training

Professional Support Staff

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
Professional Support Staff Evaluation Process

Steps

✓ Step 1 - Employee Identifies Goals and Job Responsibilities
✓ Step 2 - Supervisor Reviews/Approves Goals
✓ Step 3 - Employee Complete Self Assessment
✓ Step 4 - Supervisor Completes Evaluation
✓ Step 5 - Supervisor/Employee Review Discussion
✓ Step 6 - Employee Acknowledges Evaluation
✓ Step 7 - Supervisor Reviews Final Acknowledgement
✓ Step 8 - Evaluation Complete

Professional Support Staff Evaluation Process

Employee Only Steps

✓ Step 1 - Employee Identifies Goals and Job Responsibilities
✓ Step 3 - Employee Complete Self Assessment
✓ Step 5 - Supervisor/Employee Review Discussion
✓ Step 6 - Employee Acknowledges Evaluation
✓ Step 8 - Evaluation Complete
Step 1 – Employee Identifies Goals and 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 – Goals and Projects

Employees will enter their goals and projects

Section 2 - Job Knowledge and Responsibilities

Add key Job Knowledge and Responsibilities.
Section 3 - University Competencies

Review the Competencies that employees 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 MGU employees there will 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
  - 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 4 – 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 included in 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 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

Please enter Professional Development title here...

Enter your professional development items here.
Section 5 – Overall Rating

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

Journaling

There is a period between steps in the review process where there is no required entry in the system. This period is set up so your employee can work on meeting their goals. During this period, both the supervisor and the employee can log in at any time and add Journal entries.

You will receive system notifications when action is required.
Journaling

Supervisors and the Employees can also use the Everyday Performance app to log Journal entries.

Journal your performance

Observe and capture everyday successes in words (and photos), record conversations and keep track of your progress. Journal is available in desktop and mobile app.

Step 3 – Employee Completes Self Evaluation

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

- Go to My performance review
- Click on the Title
- They will be able add comments to all areas
- They will be asked to rate the Job Knowledge & Responsibilities, University Competencies and Overall Rating
### 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 5 – 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 – 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 8 – 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**
Let's go look at the site

Thank You