# ePerformance Employee Training

April 2, 2024



# Agenda

- Importance of Annual Evaluations
- What is ePerformance?
- Areas of Evaluation
- Performance Factors
- MGA Core Values
- Process Review
- Process Flow
- Timeline
- Resources & Tools
- FAQs
- Questions?

### Importance of Annual Evaluations

- Increase Employee Engagement
- Create career growth
- Identify training needs
- Clarify expectations
- Evaluate goals



# What is ePerformance?



ePerformance is a robust, web-based, self-service performance solution that will improve the evaluation process.



## **Performance Factors**

Communication	Custor	mer Service	ervice Initiative		Job Knowledge		Adherence to University Policies	
The extent to which employee is proficient and professional in oral and written communication. This includes listening, understanding, remembering, and following oral or written instructions; asking for clarification when necessary and providing information to others in a clear, complete and concise manner.	employe friendly superior patients subordi student custome	ent to which the ee provides a customer environment and r service to our clients, s, coworkers, supervisors, nates, faculty and s. The employee resolves er needs with confirmed tion, responsiveness, and es.	The extent to wh a self-starter, sha for doing things, assume additionant necessary. Displa attitude and will improve both pe professionally in changing enviror	ares new ideas and is willing to al duties when ays positive ingness to rsonally and a constantly	The extent to which employee understands their job duties and responsibilities and applies the practical and technical knowledge and skills required for the position.		The extent to which the employee follows system, college/university and department-specific policies and procedures (dress guidelines, professionalism, administrative policies & procedures).	
Quality of Work	Quality of Work Int		onships	Reliability/ A	ttendance	Critica	al Thinking	
consistently accurate, thorough, and is accomplished in a professional manner. Employee works efficiently and productively while effectively managing resources (labor, time, materials, etc). Cooperates, works and with internal and external such as clients, patient supervisors, subordina students. The employer and willingness to work within a team and sup as accept support and		The extent to which emp cooperates, works and co with internal and externa such as clients, patients, supervisors, subordinates students. The employee and willingness to work e within a team and suppo as accept support and fee needed to accomplish tag	ommunicates al customers coworkers, s, faculty, and has the ability effectively rt others as well edback when	relied upon rega and follow-up. T deadlines with a and customer sa	hich an employee can be arding task completion The employee meets accuracy, work quality atisfaction. Employee has verall punctuality and ord.	demon decisio	tent to which the employee strates proper judgment in n-making and displays effective m-solving skills.	



### **Evaluating MGA Core Values**

Reminding us of our moral and public commitment to the people we serve on and off campus and tasking each of us with the responsibility to marshal our time, talents, and resources for the "Common Good". Recognizing that learning is a social activity and that we cannot fulfill our mission of public higher education without collaborating with those on our campuses and outside our doors in our communities.

### Adaptability

A cornerstone of human growth, individual and collective, and necessary hallmark of progress and success, requiring us to lead and manage change – not be simply affected by it.

#### Learning

These values underpin that of learning, the reason we exist as an institution and why students entrust us and also what we each must do continuously as faculty and staff to stay abreast of expanding and changing fields of knowledge and grow professionally.

"Our Values unify us and help us to "SEAL" our success as a university." President Christopher Blake

## **Evaluating MGA Core Values**



## **Rating Scale**

Rating Scale	Definition	Behavioral Indicators
Exemplary	Outstanding performance that constantly exceeds milestones.	<ul> <li>Displays advanced knowledge and skills</li> <li>Proactively seeks new challenges.</li> </ul>
Superior	Good, solid performance that fully meets milestones and on occasion exceeds milestones.	<ul> <li>Demonstrates strong, consistent leadership.</li> <li>Results add value.</li> </ul>
Successful	Good solid performance that meets all milestones.	<ul> <li>Shares knowledge and skills appropriately.</li> <li>Meets expectations.</li> </ul>
Emerging	Performance falls short of the minimum criteria and standards of milestones. Immediate and substantial improvement is needed to address this area.	<ul> <li>Work behavior occasionally fall below required levels.</li> <li>Improvement required.</li> <li>Could be attributed to newness on the job, missing skills, etc.</li> </ul>
Not Successful	Performance in this area is inconsistent and does not meet milestone. Performance feedback and efforts to reinforce competency may provide the tools to achieve success.	<ul> <li>Lacks the knowledge of the position to accomplish goals.</li> <li>Has not demonstrated the ability to retain key job knowledge.</li> <li>Does not seek development opportunities.</li> </ul>

# Process Review



## **Performance Evaluations Process Flow**



**Checkpoint 1:** Log into OneUSG. In Employee Self Service, Choose the Performance Tile.



**Checkpoint 1**: In My Current Documents, you will see an USG Annual Review for Staff in the Status of "Track Progress – Checkpoint 1". Click on this tile.

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## **Checkpoint 1**: Review your Goals, Job Duties, Performance Factors, and Values. Meet with Supervisor to review this Checkpoint.

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### **Checkpoint 1**: Review your Goals and Manager Comments

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### **Checkpoint 1**: Review Job Duties

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Review Manager Evaluation     Due Date 12/31/2024	Goals Job Duties Performance Factors Values Overall Summary	
	<ul> <li>Section 2 - Job Duties &amp; Knowledge</li> <li>Job Duties &amp; Knowledge will be evaluated by: Employee, Manager, Other</li> <li>Expand   O Collapse</li> <li>Employee Administration &amp; Support</li> <li>Description : Manages and updates all employee transactions in the HRIS to ensure accurate pay and benefits for employees. Maintain employee personnel files to ensure compliance with record-keeping polices. Counsel employees on various HR topics and functions; communicates and shares an understanding of institution policies and procedures, employment laws, standards and other government regulations. Conducts off-boarding of employees to include exit interviews. Participates in developing departmental guidelines and procedures.</li> </ul>	
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### **Checkpoint 1**: Review Performance Factors

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	> Reliability/Attendance > Critical Thinking	
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### **Checkpoint 1**: Review MGA Core Values

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# **Self Evaluation:** Complete the "Self Evaluation". This can be saved and worked through out the year until completed.

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### **Self Evaluation:** Complete an evaluation on Goals and add Employee Ratings and Comments. Click on the Calculator to Calculate your Summary Rating

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## **Self Evaluation:** Complete an evaluation on your Job Duties and add Employee Ratings and Comments.

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• Review Manager Evaluation     Due Date 12/31/2024	laws, standards and other government regulations. Conducts off-boarding of employees to include exit interviews. Participates in developing departmental guidelines and procedures.	-		
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# **Self Evaluation:** Add Comments to Job Duties & Knowledge Summary. Click on the Calculator to Calculate your Summary Rating.

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**Self Evaluation:** Complete an evaluation on your Performance Factors and add Employee Ratings and Comments. Click on the Calculator to Calculate your Summary Rating.

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## **Self Evaluation:** Complete an evaluation on the MGA Core Values and add Employee Ratings and Comments. Click on the Calculator to Calculate your Summary Rating.

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## **Self Evaluation:** Complete an Overall Summary and add Employee Comments. Click on Calculate All Ratings before completing this section.

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### **Self Evaluation:** Add attachments to Evaluation if necessary.

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### Self Evaluation: Add Attachment (cont.)

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## **Self Evaluation:** Once completed, click "Complete" in the top right corner and Confirm you have finalized your Self Evaluation.



### Self Evaluation: "Complete" (cont.)

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**Manager Evaluation:** In "My Current Documents" you will see an USG Annual Review for Staff in the Status of "Pending Acknowledgment". Click on this tile.

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# **Manager Evaluation:** Review the evaluation AND meet with manager to review, ask questions, give feedback, etc.

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Adknowledge     View	printed document acknowledging that the review was held.	
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**Manager Evaluation:** Once meeting is complete, employee will click "Acknowledge" in the top right corner. Employee must write a comment for evaluation to be completed. "Confirm"

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	Attachments					

### Manager Evaluation: "Acknowledge" (cont.)

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Performance Process	
Performance Process ③ « Steps and Tasks	USG Annual Review for Staff
Tiffany Leslie USG Annual Review for Staff 01/01/2024 - 12/31/2024 © Define Criteria Due Date 12/31/2024 © Checkpoint 1 Due Date 11/01/2024 © Finalize Criteria Due Date 12/31/2024 © Complete Self Evaluation Due Date 12/31/2024 © Review Manager Evaluation Due Date 12/31/2024 View	You have successfully acknowledged this document.

**Historical Documents:** Performance documents will be maintained in the "My Historical Documents" section of the Performance Tile in Employee Self Service.

←   ③ ♡		Q Search in M		
Performance				
Tiffany Leslie ⊙ Human Resources Generalist 0242811				
My Current Documents 0	My Historical Documents			
My Historical Documents	Document Type	Document Status	Period Begin / Period End	
Evaluations of Others 0			01/01/2024	
Historical Evaluations of Others	USG Annual Review for Staff	Completed	12/31/2024	>
	-			



### **Timeline for 2024 Annual Evaluations**

Evaluative Period January 1, 2024 – December 31, 2024



### **Resources & Tools**





#### **RECRUITMENT & HIRING PROCESS** EMPLOYEE ORIENTATION

ONEUSG CONNECT

PAYROLL OFFICE ADDITIONAL RESOURCES

#### Performance Evaluations

Performance management is an ongoing process, which helps foster communication and planning for future success for supervisors and employees. Performance evaluations provide information for professional development and growth, by setting goals and expectations for the coming year. Finally, performance reviews provide a documented account of each employee's performance during the review period and are required by the University System of Georgia's Board of Regents

#### **Key Information:**

Annual performance review period: Jan. 1 to Dec. 31.

Annual performance evaluations should be completed as close to the end of the performance period, i Dec. 31.

#### Performance FAOs

Which employees are required to receive an annual performance review?	+
I am a manager and I do not see one or more of my employees listed under my team performance tile.	+
What are the components of performance evaluation?	+
What if an employee's supervisor has changed during the performance period?	+
What are some best practices for completing reviews?	+
What if an employee doesn't agree with their review?	+
Who should employees contect for help with performance evaluations?	4

#### **Resources And Tools:**

Manager:

- ePerformance Manager Guide
- Steps to Launch Evaluation
- USG ePerformance Evaluation Factors

	Human Resources
W	Career Opportunities
vv	Dates and Schedules
	Employee Benefits
	Employee Wellness
.e.,	Teleworking/Flextime Policy
	Mandatory Training
	Performance Evaluations
+	Training Request Approval
+	Faculty Classification and Compe Study
	USG Executive Leadership Progra
•	Separation of Employment
	Documents & Forms
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#### **Manager Job Aids**

- Manager Define Criteria
- Manager Navigate to Checkpoint 1
- Manager & Employee Review Criteria
- Manager Nominate Participants
- Manager View Participants Evaluation
- Manager Review Employee's Self-Evaluation
- Manager Share Eval with Employee and Submit for Approval

#### **Employee Job Aids**

- **Employee Define Criteria** •
- **Employee Navigate to Checkpoint 1 and Finalize Criteria**
- **Employee Complete Their Self-Evaluation**
- **Employee Ackowledge Performance Evaluation**

#### **Nominated Participants**

**Participant Complete an Evaluation** 

Employees:

Performance Evaluation guide

### FAQs



#### When are Annual Evaluations due?

Annual Evaluations are now in a calendar year setting. The evaluation period will be January through December. Annual evaluations will be due by March 1, 2025.



### When will Goals for the next year be established?

In the future, Performance Evaluations will be sent out in January. This is when Goals will be established for the year.

