



Performance Management

User Guide

SHRA Employee Performance Plans and Appraisals



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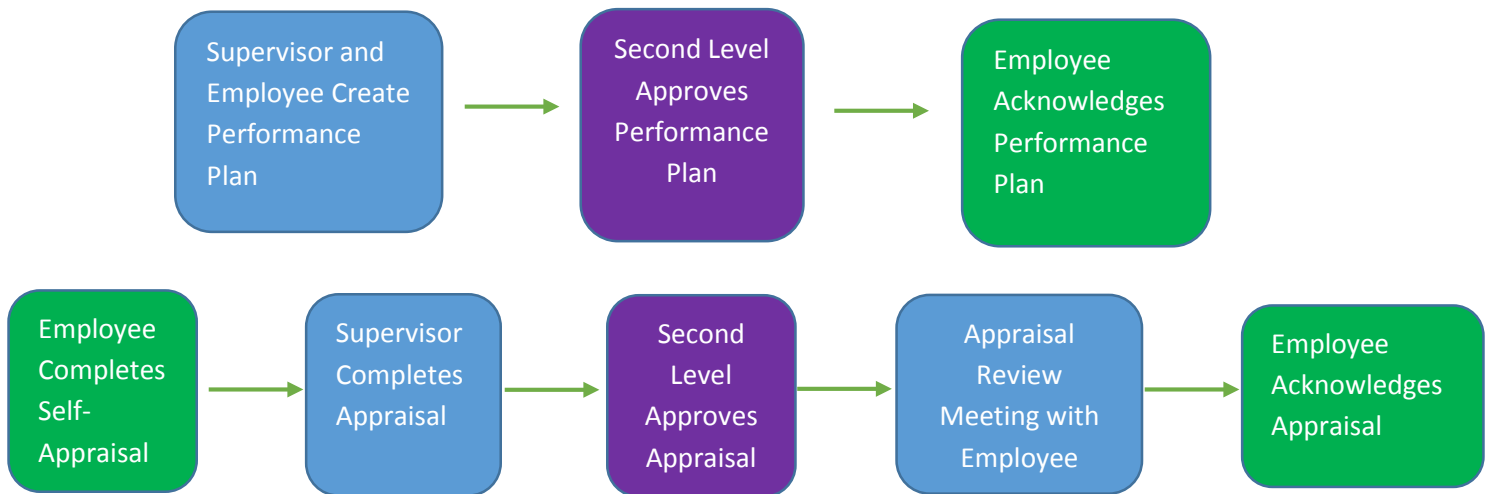
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Approvers Workflow

Blue: Supervisor

Green: Employee

Purple: Second Level



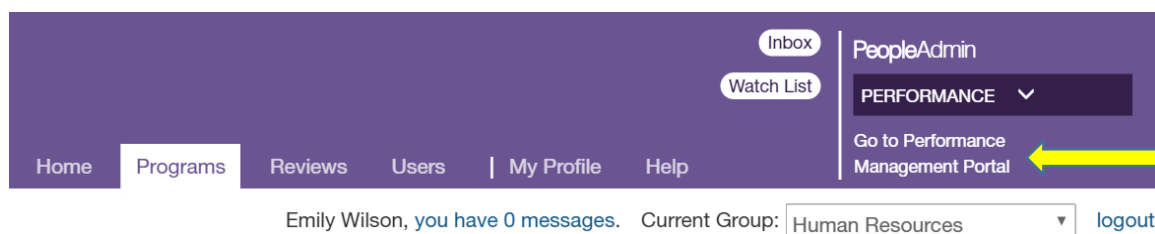
Logging in and Accessing the Employee Portal

Employees, Supervisors and Second Level Managers will work on and view the performance management functions through the Employee Portal.

Log in to AppState Jobs through the AppState Jobs Site for Employees and Hiring Managers.

<https://appstate.peopleadmin.com/hr/shibboleth>

To enter the Employee Portal click on “Go to Performance Management Portal” link in the upper right hand corner of your screen. You do not have to change your module or your user type to access the features assigned to you in the Employee Portal.



When you log in you, you will be taken to your home page. You will see “Your Action Items”, which are all actions that require your attention.

Welcome to the Employee Portal, Mark Bachmeier

Your Action Items

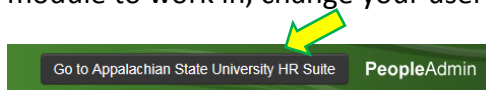
Search: <input type="text"/>				
Item	Description	Due Date	Status	Action
SHRA Performance 2016/2017	Performance Plan Creation	n/a	Available	View

You can select “View” next to an action item, or click on the description of the item, to be taken directly to the appropriate step in the performance process.

Navigation

You can navigate through the Performance Management module by using the forward and back arrows, as well as clicking on individual tabs.

In order to return to the Appalachian State University HR Suite, you will select the button at the top of the screen. You will be returned to the AppState Jobs site and will be able to choose a module to work in, change your user type, etc.

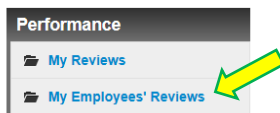


Searching and Dashboard

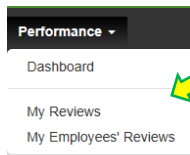
You can search reviews by program, supervisor, subject, reporting org unit, program type and whether the evaluation is in the open or closed status. In order to search your own reviews, select “My Reviews” from the “Performance” menu on the left.



To search your employees' reviews, select “My Employees' Reviews”.



You can also choose these two options from the “Performance” tab at the top of the screen. Click on the tab and you will have a drop down box with both options.



Once you have selected the type of review you would like to search, the search options appear on the left of the screen.

You can select any or all of these search options to narrow your search.

A screenshot of a search options form. The form contains several dropdown menus for filtering search results. A red bracket on the left side of the form groups the search options. The search options are: Program (SPA 7-2015), Supervisor (Mark Bachmeier (Me)), Subject (All Subjects), Reporting org unit (All Org Units), Program Type (All Types), Open/Completed (Open), and Performance/eligibility (Eligible).

Program	SPA 7-2015
Supervisor	Mark Bachmeier (Me)
Subject	All Subjects
Reporting org unit	All Org Units
Program Type	All Types
Open/Completed	Open
Performance/eligibility	Eligible

You can select any or all of these search options to narrow your search.

Office of Human Resources
APPALACHIAN STATE UNIVERSITY

Emily Wilson

Program
All Programs

Reporting org unit
All Org Units

Program Type
All Types

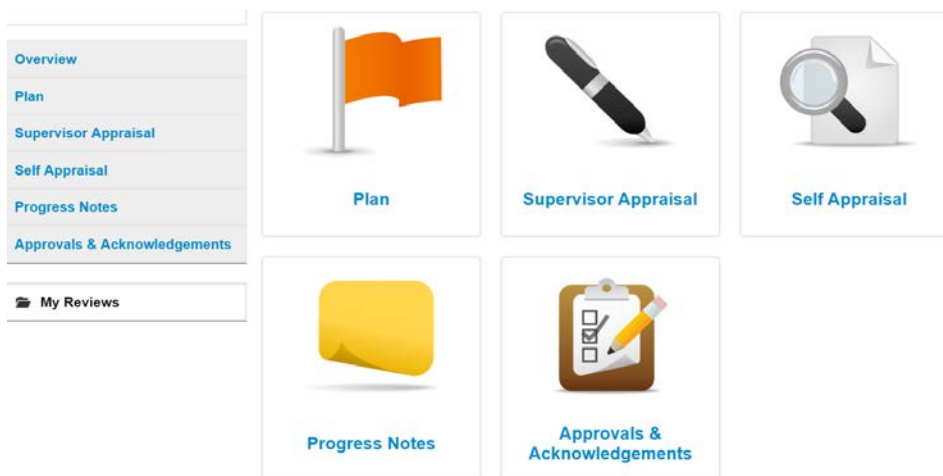
Open/Completed
All

From the search screen:

- 1) Select “View Review” to open the overview page.

Emily Wilson **SHRA** Focal - **Open** **View Review**

You can view any completed or open item from the “Overview” screen at any time. For example: to begin or view the employee’s Performance Plan, click on the “Plan” tile. To begin or view the Self Appraisal, click on the “Self Appraisal” tile.



Selecting “Dashboard” from the drop down menu under the “Performance” tab, you can access the dashboard feature. This feature provides a visual picture of complete and incomplete reviews, as well as what action items are overdue.

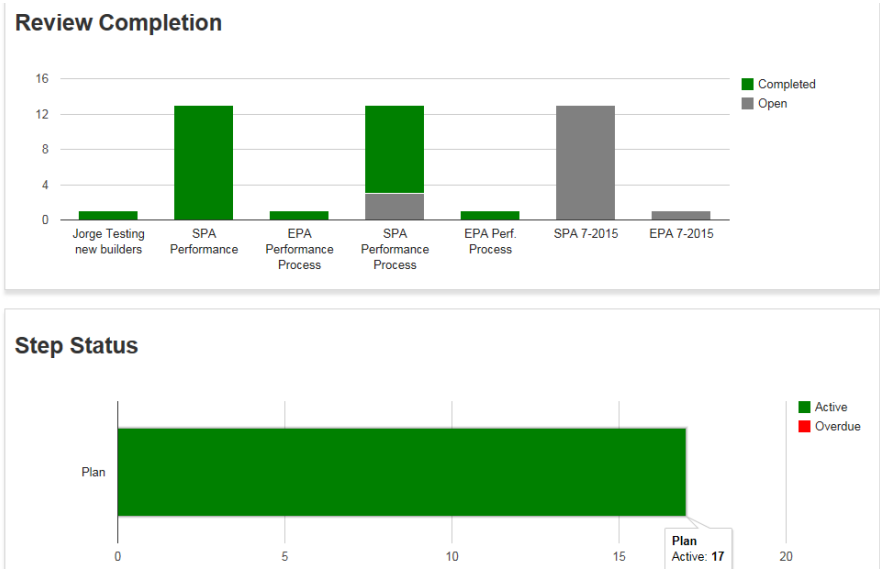
Home 6 Performance

Dashboard

My Reviews

My Employees' Reviews

Welco



Creating an SHRA Work Plan

From the Action Items Page:

- 1) To begin the performance process, the supervisor will select “Performance Plan Creation” or “View”. Selecting either of these options from your “Action Items” screen will take you directly to the page where you will create the plan.



The “Plan” screen is where you will work with the employee to create the performance plan for the year. SHRA employees and supervisors will set goals together.

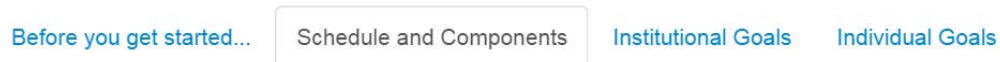
- 2) The first tab is titled “Before you get started...” and contains a short video tutorial on how to use the system. Please watch this tutorial prior to beginning the performance plan. *You can access the SHRA Performance Management User Guide from this screen by selecting the “Click here for the SHRA Performance Management User Guide” link.



****Select “Save Draft” or “Next” at the bottom of each page to save the plan and/or move to the next tab. Selecting “Next” will save the plan as a draft in case you are logged out.**



- 3) On the second tab, you will find reference information such as the approvers workflow, the schedule, the components of the system, and the rating scale.



- 4) The next tab is entitled “Institutional Goals”. The institutional goals should encompass all aspects of an employee’s work and conduct. You and your employee will discuss each institutional goal, and how it relates to his/her current job duties. Comments are not required in this section, but are suggested if you have performance deficiencies that need to be focused on during the cycle. You may open the “Institutional Goals” document by clicking on the link.

Institutional Goals



[Click HERE to open the Institutional Goals Document.](#)

Each institutional goal has supporting information to help you relate the concept to the position description. Follow the instructions for setting institutional goals.

To set institutional goals:

1. Set the weight for each goal **as discussed in the employee's calibration session**. Weights for each goal do not have to be equal, but no goal can be weighted below 5%.
2. Enter comments or performance improvement plans for the goal as needed.
3. If your employee does not supervise, enter the weight for "Leadership" as 0. **If your employee is a supervisor, you must enter a weight for "Leadership".**

****THE TOTAL OF THE WEIGHTS ON THIS PAGE MUST ADD UP TO 50.****

Enter the weight for each goal that was decided during the calibration session. Make sure the weights equal 50 on this page.



EXPERTISE

- **Precision:** Produces work that is accurate, thorough, and demonstrates sufficient analysis and decision-making to meet the requirements of the employee's position and profession.
- **Resourcing:** Makes efficient and appropriate use of materials.
- **Innovation:** Continuously looks for ways to improve efficiency or quality.
- **Development:** Maintains technical skills and relevant professional credentials.

* Weight

The total of the weights on this page must add up to 50.

Comments

- 5) The third tab of the performance plan is the “Individual Goals” tab. Follow the instructions on how to set individual goals.

Individual Goals

In the fields below:

1. Set at least 3 but not more than 5 individual goals for your employee.
2. Add a description and weight for each goal. Weights for each goal do not have to be equal, but no goal can be weighted below 5%.
3. Select "Add Entry" to add a new field.

****THE TOTAL OF THE WEIGHTS ON THIS PAGE MUST ADD UP TO 50.****

Enter a name for the goal, a description.

Enter the weight for each goal that was decided during the calibration session. Make sure the weights equal 50 on this page.

* Goal name

* Goal Description

* Weight

The total of all weights on this page must add up to 50.

Add Entry

Select “Add Entry” to add a new goal field.

- 6) On the Individual Goals tab, there is an additional “Organizational Values Goal” for all SHRA and EHRA Non-Faculty employees. You will set a weight for this goal of no less than 5%.

Organizational Values Goal

All ASU Staff (SHRA and EHRA Non-Faculty) will have this goal in their performance plan. The weight for this goal should be set at **no less than 5%**.

I will contribute positively to the work environment through positive interactions with others.

For Supervisors: I will maintain a safe and productive work environment for all employees.

* Weight

*The total of the weights on this page must add up to 50. This field should contain numerals only.

☐ Remove Entry?

- 7) The fifth tab, entitled “Career Development Plan”, provides an opportunity to set some professional development goals for your employee.

[Before you get started...](#)

[Schedule and Components](#)

[Institutional Goals](#)

[Individual Goals](#)

[Career Development Plan](#)

Enter professional development activities you would like your employee to pursue.



Career Development Activity

- 8) Once you have entered all of the goals, select “Complete” at the bottom of the page. You will be asked to confirm that you do want to complete the plan. Once you have selected “OK”, the plan will be sent to the Second Level Supervisor for approval.

[Save Draft](#) [Complete](#)



appstate-sb.peopleadmin.com says:

Are you sure you want to complete this plan?

[OK](#)

[Cancel](#)



***If you have not completed all of the required fields, you will receive an error message like the one below:

EXPERTISE requires at least 1 entries, ACCOUNTABILITY requires at least 1 entries, CUSTOMER-ORIENTED requires at least 1 entries, TEAM-ORIENTED requires at least 1 entries, COMPLIANCE & INTEGRITY requires at least 1 entries, LEADERSHIP (for managers/supervisors) requires at least 1 entries, Individual Goals requires at least 3 entries

You can print, revise, or copy the employee’s work plan at any time prior to the start of the appraisal.

[Actions](#)

[Print](#)
[Revise](#)
[Copy](#)

Second Level Approval of Performance Plan

Once the performance plan has been completed, it must be approved by the second level supervisor. You will receive an email that you have an action to complete.

- 1) Log into the performance management portal, and look for the action on your “Action Items” screen.

SHRA Performance 2016/2017 [Second Level Performance Plan Approval](#) n/a [Available](#) [View](#)

- 2) Review the employee’s performance plan for accuracy and to ensure that the weight for the goals adds up correctly. Select “Return” or “Approve” at the bottom of the page. If you select “Return”, you must enter comments.



- 3) Once you have approved the plan, it will be forwarded to the employee for acknowledgment.

Employee Acknowledgement of Performance Plan

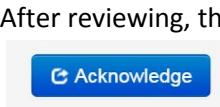
Employee will receive a message that their work plan is ready for acknowledgement.

- 1) They will log into the Employee Portal and click on the description of the step to review the plan.

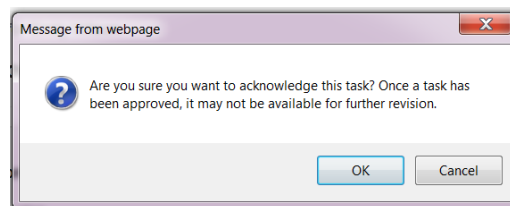
Your Action Items

Item ▾	Description ▾	Action
SHRA Performance 2016/2017	Employee Acknowledges Performance Plan	View

- 2) After reviewing, they will select “Acknowledge” at the bottom of the page as desired.



- 3) Select “OK”, to confirm the acknowledgement. This will conclude the work plan process, and allow the employee and supervisor to begin their appraisal at the appropriate time.



Completing a Self-Appraisal

The employee will receive an email indicating that their Self-Appraisal is ready.

- 1) The employee will log into the employee portal and go to their “Action Items” screen. They will select “Employee Self-Appraisal” or “View” to access the self-evaluation.

Your Action Items

Item ▾	Description ▾	Due Date ▾	Status ▾	Action
SHRA Performance 2016/2017	Employee Self-Appraisal	n/a	Available	View

- 2) This will take you to the self-appraisal screen. The first tab is an introduction tab with definitions.
*You can access the SHRA Performance Management User Guide from this screen by selecting the “Click here for the SHRA Performance Management User Guide” link.

Self Appraisal for Elizabeth Pouder

The self-appraisal is designed to provide you with an opportunity to participate in performance conversations. Once you have completed your appraisal, your supervisor will be notified to begin their appraisal.

Introduction	Personal Self-Assessment	Career Development Plan	Overall Performance	Attachments 📎
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You may select “Next” to move through the evaluation, or click on the tab you would like to view.

[Save Draft](#) [Next >](#)

- 3) The second tab is the “Personal Self-Assessment” tab, where the employee will answer four questions regarding their performance during the previous year and their goals for the future. There is no numerical value or overall score attached to the employee’s self-assessment. This is designed for the employee to put into their own words how they feel they performed and what they would like to achieve.

Personal Self-Assessment for Previous Year

Please answer the questions in this section.

****Do not click "Remove Entry".****

* What do you think you did well this year? What are you the most proud of?

* What do you feel you could have done better? Did you encounter obstacles that prevented you from doing as well as you had hoped?

☐ Remove Entry?

You must enter a response to each question. Use this opportunity to reflect on what you achieved this year and how you want to improve.

Personal Self-Assessment for Upcoming Year

Please answer the questions in this section.

****Do not click "Remove Entry".****

* What are your priorities for the upcoming year?

* What personal or professional goals do you want to achieve this year? What support do you need to achieve those goals?

☐ Remove Entry?

You must enter a response to each question. Use this opportunity to think about where your strengths are and what career goals you would like to pursue.

- 4) Once you have completed the personal self-assessment, select "Next" to go to the Career Development Plan tab. Career development activities are not rated, but you have the option to add comments.

Career Development Activities


Please add any comments regarding the professional development activities you engaged in this year.

Career Development Activity:

on work policies, standards and expectations for the unit. Organizational units include application development and management, database management, enterprise imaging, workflow and security and access privileges.

Comments

- 5) The final tab is the “Overall Performance Comments”. Enter any comments and select “Complete” at the bottom of the page. The comments that you enter will be viewed by both your supervisor and second level supervisor, some make sure you are satisfied prior to completing the self-appraisal.


[Introduction](#) [Personal Self-Assessment](#) [Career Development Plan](#) [Overall Performance](#) [Attachments](#) 


Please enter comments regarding your overall performance this year.


Once you select "Complete", your self-appraisal will be sent to your supervisor. Please ensure that you are satisfied with your responses prior to selecting "Complete". **

Overall Performance Comments

Overall Performance Comments

 Save Draft

 Complete



Completing a Supervisor Appraisal

When the appraisal period opens, you will receive an email to login and complete the evaluation.

- 1) Once you login, look at your “Action Items” screen and select “Supervisor Appraisal” or “View” for the appropriate employee.



- 2) This will take you to the evaluation screen. The first tab is titled “Before you get started...” and contains a video tutorial to help you learn how to use the system. Please watch this tutorial before starting your employee’s appraisal. Please also take note of the instructions on this screen regarding the new UNC system policy and scoring guidelines.

Supervisor Appraisal for Emily Wilson (Score: Unrated)

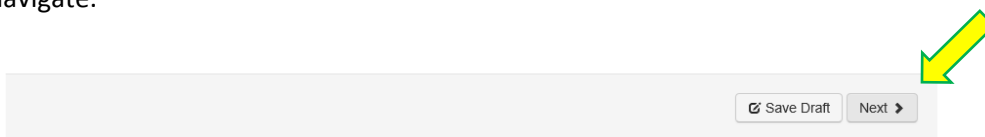
Actions ▾

Once you have completed your appraisal, the second level supervisor will be notified to approve it. You will meet with your employee after the second level supervisor has approved the appraisal.

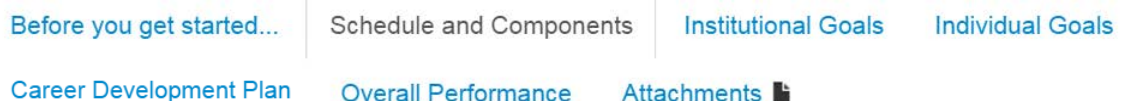
**Please be sure to read all of the instructions on the "Overall Comments" tab regarding the new scoring guidelines for the UNC system policy.



You may select “Next” to move through the evaluation, or click on the tab you would like to view to navigate.



- 3) The second tab is the “Schedule and Components” tab and provides information regarding the schedule, process, and components for the performance cycle.



- 4) The third tab is the “Institutional Goals” tab where you will rate each institutional goal for your employee. You will assign a score from the drop down menu and enter comments. Comments are required. Do this for each institutional goal. *For the sixth competency of “Leadership”, the

rating is not required, so you will leave this blank if your employee does not supervise any employees.

EXPERTISE

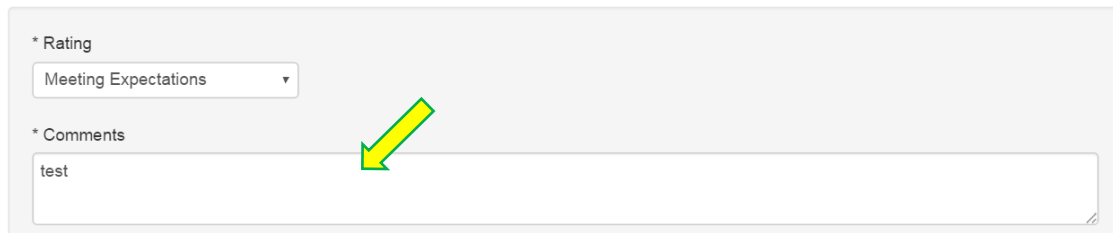
- **Precision:** Produces work that is accurate, thorough, and demonstrates sufficient analysis and decision-making to meet the requirements of the employee's position and profession.
- **Resourcing:** Makes efficient and appropriate use of materials.
- **Innovation:** Continuously looks for ways to improve efficiency or quality.
- **Development:** Maintains technical skills and relevant professional credentials.

Weight:

10

Comments:

test



* Rating
Meeting Expectations

* Comments
test

- 5) The fourth tab is the “Individual Goals” tab where you will rate each individual goal for your employee, including the “Organizational Values Goal”. You will assign a score from the drop down menu and enter comments. Comments are required.

Individual Goal

Please rate your employee's performance on each individual goal and add comments.

****If you enter a rating of "Not Meeting Expectations" for any goal, you must enter the reason and suggestions for improvement.****

Goal Name:

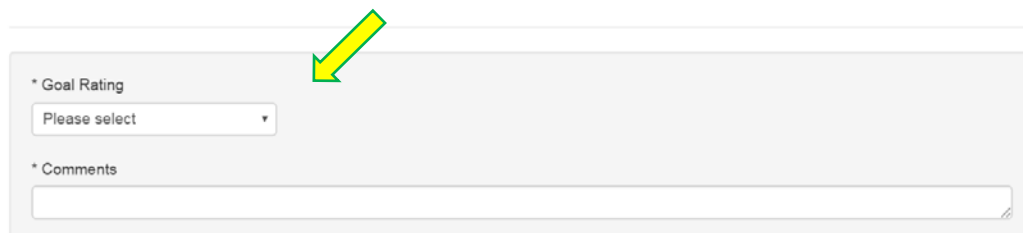
test

Goal Description:

test

Weight:

10



* Goal Rating
Please select

* Comments

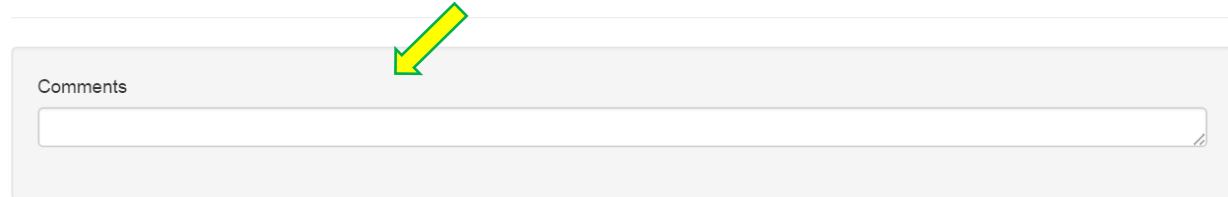
- 6) Once you have completed the ratings for each institutional goal and individual goal, select “Next” to go to the fifth tab, “Career Development Plan”. Career development activities are not rated, but you have the option to add comments to this section. Then select “Next” to go to the “Overall Performance” tab.

Career Development Activities

Please provide any comments regarding the employee's career development plan.

Career Development Activity:

test



- 7) Add comments regarding the employee’s overall performance in the field provided and then click “Complete” to finish the evaluation. PLEASE READ ALL OF THE INSTRUCTIONS ON THIS PAGE! There are new scoring guidelines for SHRA appraisals, so please familiarize yourself with this information.

[Before you get started...](#) [Schedule and Components](#) [Institutional Goals](#) [Individual Goals](#)

[Career Development Plan](#) [Overall Performance](#) [Attachments](#) 

Pursuant to the new UNC system-wide SHRA Performance Appraisal policy, employees who receive a rating of “Not Meeting Expectations” on any goal, or for whom a formal disciplinary action (warning or greater) was initiated after April 1st, 2016, may not receive an overall rating of “Exceeding Expectations”. **

Therefore:

- IF you answer “yes” to either of the questions below,
- AND the overall score calculation results in a rating higher than “Meeting Expectations”,

PLEASE CONTACT THE **SECOND LEVEL SUPERVISOR** as soon as possible to request that the appraisal be returned to you for revision.

***** (For more information on these scoring guidelines, please consult the UNC SHRA Performance Appraisal Policy.)

Required fields are indicated with an asterisk (*).

Overall Performance Comments

Please enter comments regarding the employee's overall performance and select "Complete" when you are finished with your evaluation. The employee's overall rating is calculated as a weighted average of the rating on each goal.

THIS CALCULATION DOES NOT OCCUR UNTIL AFTER YOU SELECT "COMPLETE" TO FINISH THE EVALUATION.

****There are two questions that you must answer, in addition to the required comments regarding overall performance. Select "Yes" or "No" from the drop down box to answer these questions.**

* Overall Performance Comments

* Was there a formal disciplinary action initiated for this employee after April 1st, 2016?

If you answer "yes" to this question, your employee's overall score cannot be "Exceeding Expectations".

* Did you enter a rating of 'Not Meeting Expectations' on ANY goal (institutional or individual)?

If you answer "yes" to this question, your employee's overall score cannot be "Exceeding Expectations".

- 8) When you are finished with the appraisal, Select "Complete" and then "Ok" when the confirmation window appears. This will complete the appraisal and send it to the Second Level Supervisor for approval.

Save Draft Complete

Message from webpage

Are you sure you want to complete this self evaluation?

OK Cancel

Second Level Approval of SHRA Appraisal

When the Supervisor Appraisal has been completed, it will be sent to the Second Level Supervisor and they will be notified by email that it is time to approve the appraisal.

- 1) The second level will log into the Employee Portal, view their “Action Items”, and select the appropriate employee’s evaluation by clicking on “Second Level Approves Supervisor Appraisal” or “View”.

test 5-14 for Emily Wilson

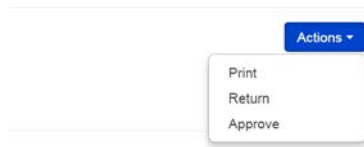
Second Level Approves Supervisor Appraisal

n/a

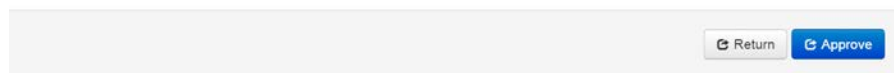
Available

View

- 2) The Second Level Manager can view the plan, self-appraisal, and supervisor appraisal by clicking on the desired document on the left of the screen. Once they have reviewed the appraisal, they will choose from the options under the “Actions” button. The Second Level can choose to “Print”, “Return”, or “Approve” the evaluation. They can also click on “Approve” or “Return” at the bottom of the screen. If they choose return, it will return the evaluation to the supervisor for revision. The Second Level Manager must leave comments if they choose to return the review.



OR



- 3) The Second Level will approve only the Supervisor Appraisal. Once the appraisal has been approved, this will open up the “Evaluation Review Meeting” step for the Supervisor to meet with the employee.

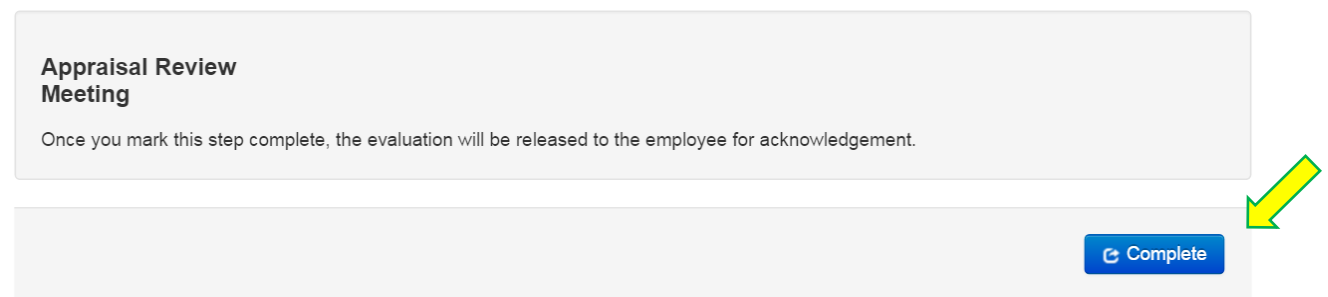
Appraisal Review Meeting with Employee

The Supervisor will receive an email that the second level has approved the appraisal.

- 1) The supervisor will then log into the Employee Portal, access their “Action Items” and choose “Appraisal Review Meeting” from the options.



- 3) When the supervisor and employee have met, the supervisor will select “Complete”.



Employee Acknowledgment of Appraisal

The employee will receive an email that their appraisal needs acknowledgement.

- 1) The employee will log into the employee portal and select “Employee Acknowledges Appraisal” or “View”.



- 2) Once they have reviewed the evaluation they will choose “Acknowledge” from the “Action” button, or at the bottom of the screen. This screen has instructions regarding grievance rights. If the employee wishes to file a grievance regarding your rating of “Not Meeting Expectations”, you must contact the Office of Human Resources.

Supervisor Appraisal for Emily Wilson

Actions ▾

Select "Acknowledge" to indicate that you and your supervisor have met and discussed your appraisal. You may use the text box below to enter any comments you wish to leave.

This acknowledgment does not indicate your agreement with the appraisal.

(*Note: If you receive an overall rating of "Not Meeting Expectations", you have may elect to file a grievance within 15 days. For more information on the grievance policy, please contact the Office of Human Resources.)

- 3) After reviewing the appraisal, the employee will select “Acknowledge at the top or bottom of the page. There is a text box at the bottom of the page to indicate that the employee has met with and discussed their appraisal with their supervisor. They will select “OK” when the confirmation box appears and this will conclude the evaluation process.

Supervisor Evaluation for Emily Wilson

Definitions

Actions ▾

Print

Acknowledge

⌕ Acknowledge

Overall

Overall
Comments

Message from webpage

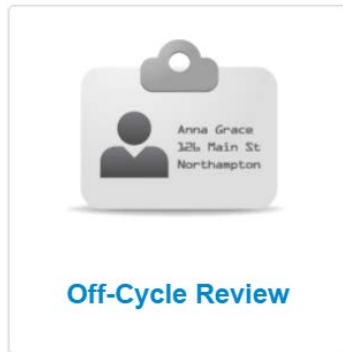
Are you sure you want to acknowledge this task? Once a task has been approved, it may not be available for further revision

OK Cancel

Off-Cycle/Peer Reviews

At any point during the performance cycle, supervisors can request additional informal feedback by using the “Off-Cycle/Peer Feedback” form.

- 1) They will open the review “Overview” page and select the “Off-Cycle Review” tile.



- 2) When the menu pops up, the supervisor will enter the username of anyone they want to invite to provide feedback and click “Save”. If the supervisor wants to use this feature themselves, they can enter their own username. ****CAUTION:** This feature is not required, which means that if you invite someone, they DO NOT have to provide feedback. Please use caution when inviting peer feedback.

Select Peer Reviewers

Begin typing a name or login to search available users. Then select users from the list.

<input checked="" type="checkbox"/>	Name	Login	Department	Supervisor
<input checked="" type="checkbox"/>	Emily Wilson	null	170100 - The Office of Human Resources	Mark Bachmeier

- 3) After the invitation is sent, the selected user will log in and select “Off Cycle/Peer Feedback” from their “Action Items” screen.

Your Action Items

Search: <input type="text"/>				
Item	Description	Due Date	Status	Action
SHRA Performance 2016/2017	Off-cycle/Peer Feedback	n/a	Available	View
Showing 1 to 1 of 1 entries				

- 4) This will open the “Off-cycle/Peer Feedback” form. Select the type of review from the drop-down menu, enter comments and select “Complete” to submit the form.

Off-Cycle/Peer Feedback Attachments

This form is designed for documenting feedback during times other than the designated appraisal period. This form should be used for probationary, interim, or as needed reviews as well as peer feedback. Please choose the appropriate type of review and enter comments in the box provided. Please note: completion of this form is not required and will not hinder the performance process from moving forward.

Required fields are indicated with an asterisk (*).

Feedback

* Review Type
Probationary

* Comments

Save Draft Complete

- 5) This completed form will only be viewable by the person submitting it and the supervisor.

Attachments

You can add attachments to a Progress Note, appraisal, or Off-Cycle/Peer Feedback form by clicking on the “Attachments” tab. You will enter a name for the document, a description, click “Choose File” to browse for the document on your computer.

Attachments

Off-Cycle/Peer Feedback Attachments

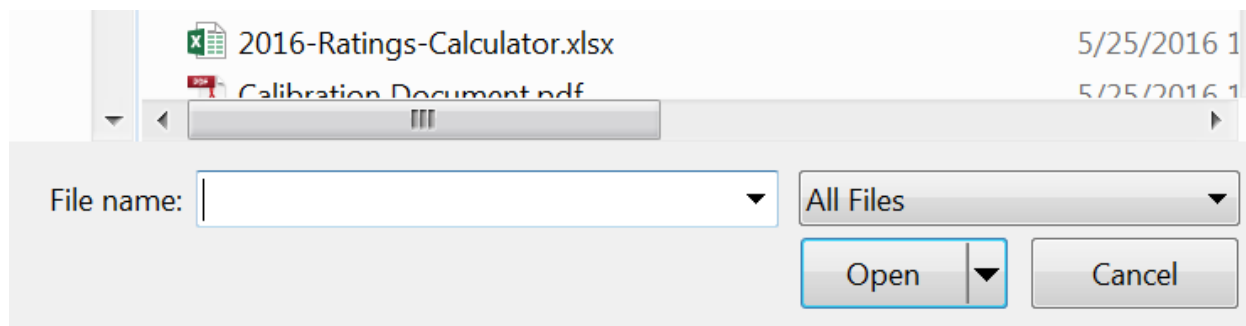
* Name New Attachment

Description

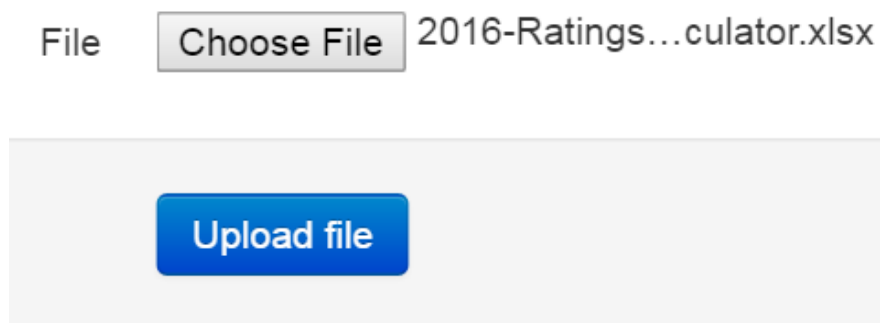
File Choose File No file chosen

Upload file

Once you have chosen your file, select “Open”.



Click on “Upload File” to attach the document.




Once the file is attached, you will see a list of attached documents. You can now navigate back to your desired tab in the document or add another attachment.

Attachments

[Off-Cycle/Peer Feedback](#)

Attachments 






[New Attachment](#)

Name	Description	File Type	Size	Delete
Ratings Calculator		application/vnd.openxmlformats-officedocument.spreadsheetml.sheet	16.1 KB	

Progress Notes

The employee, supervisor, and second level manager can leave progress notes in the plan or review at any time. From the Overview page, you can click on the “Progress Notes” tile and open the notes screen.

test 5-14		Overall Rating: Meeting Expectations (2.33)	
Evaluation Type:	Focal	Review Status:	Complete
Program Timeframe:	05/14/16 to -	Last Updated:	May 19, 2016 11:20
Co-reviewer:	N/A	Last Completed Step:	Employee Acknowledges Appraisal

 Plan	 Supervisor Appraisal	 Self Appraisal
 Progress Notes	 Approvals & Acknowledgements	

Type your notes in the box provided and click “save”.

Progress Notes		New Progress Note
Title (Optional)	<input type="text"/>	
* Note	<input type="text"/>	
<input type="button" value="Add attachment"/>		
<input type="button" value="Save"/>		

END

For questions about this guide, the AppState Jobs system, or technical assistance, contact the Office of Human Resources, (828) 262-3187.