

# 2016

## Creating a Performance Document & Establishing Performance Criteria

MANAGER (Rater)



## Creating Performance Documents

There are three types of Performance Documents: Probationary, Annual, and Ad Hoc.

A Probationary Performance Review is conducted for all new hires and employees promoted into a new position, and may have a three (3), six (6), or twelve (12) month review cycle. Additionally, probationary period extensions should be evaluated using this document type.

An Annual Performance Review is completed once a year. Exempt employees' annual review cycle dates have already been predetermined by each agency. Bargaining unit employees will have an annual review cycle based on their applicable collective bargaining agreement.

An Ad Hoc Performance Review will be conducted in conjunction with a Performance Improvement Plan (PIP) or other related special circumstances with no defined cycle period (e.g., a long-term special project which lasts longer than a year).

**NOTE:** It is important that a supervisor or manager identify and communicate clear job performance expectations to the employee. The supervisor (i.e., the Manager (Rater)) will enter the established job performance criteria (Competencies and Goals) into the ePerformance system. This is generally done at the beginning of any evaluation period for all evaluations types.

### STEP 1 – Create a Performance Document (Probationary, Annual, or Ad Hoc)

After determining the job performance criteria, the Manager (Rater) will enter the criteria details into the ePerformance system. The Manager (Rater) must first Create the document in ePerformance, and then access it as a Current document.

1. Manager (Rater) Navigates to: [myOhio.gov](#) > [Career Resources](#) > [Manager Tasks](#) > [ePerformance Performance Docs](#) > [Create Documents](#).
2. Click the checkbox in the Select column next to the identified employee to create the *Performance Document*.
3. Click the **Continue** button.

**Create Performance Documents**

Employee Selection Criteria  
 Select the employees you are creating new performance documents for.

Employee Reporting as of 05/06/2014

CAROL Nelson 's employees						
Select	Name	Empl ID	HR Status	Job Title	Department	
<input type="checkbox"/>	DIEDRE Ferris	10038136	Active	Account Clerk 3	Copy Centers	
<input type="checkbox"/>	MARY Jones	10105126	Active	Account Clerk 3	Commercial Printing	

Select All Deselect All

4. Type the following information:

*Period Begin Date:* 1<sup>st</sup> day of the evaluation period

*Period End Date:* last day of the evaluation period

*Document Type:* Ad Hoc Review, Annual Review or Probationary Review

*Clone from Prior Document:* Click **No** to create a new document; Click **Yes** to copy a prior document (see *Cloning a Document* Job Aid for assistance with the Clone from Prior Document feature)

6. Use the dropdown lists to select the appropriate Document Type and Template values as displayed in the following table:

Performance Document Templates		
Document Type	Template	Used By
Ad Hoc Review	Ad Hoc Performance Review	Most Manager/Raters
	Executive-Level Ad Hoc Review	Direct reports of agency Directors
	Modified Approval Ad Hoc	Manager/Raters at agencies a less hierarchical structure
Annual Review	Annual Performance Review	Most Manager/Raters
	Executive-Level Annual Review	Direct reports of agency Directors
	Modified Approval Annual	Manager/Raters at agencies with a less hierarchical structure
Probationary Review	Probation Performance Review	Most Manager/Raters
	Modified Approval Probationary	Manager/Raters at agencies with a less hierarchical structure

[Click here for a visual explanation of the approval workflows associated with each Template.](#)

- Click the **Create Documents** button.

### Create Performance Documents

Below is a list of employees that you selected for Performance Document Creation. Complete the information in the *Document Creation Details* section below, then select the **Create Documents** pushbutton to generate documents for these employees.

Document Creation Details			
Period Begin Date:	05/06/2014 	Period End Date:	11/06/2014 
Document Type:	PROBATIONARY REVIEW 		
Clone from Prior Document:	No 		
Template:	PROBATION PERFORMANCE REV 		

**Create Documents**

Selected Employees		
Employee ID	Last Name	First Name
10038136	Ferris	DIEDRE

[Return to Select Employees](#)

- After the document has been created, the *Create Performance Documents - Results* page will display the message “Document created successfully.”

### Create Performance Documents - Results

Below is a list of employees you selected for Performance Document Creation and the results of the process. Employees with errors will need to be re-run after correcting the source of the error.

The "Current Documents" hyperlink at the bottom of the page can be used to access individual performance documents.

Selected Employees				
Employee ID	Name	Template	Successful Creation?	Status
10038136	DIEDRE Ferris	PROBATION PERFORMANCE REVIEW	Yes	Document created successfully

Go To: [Create Documents](#)  
[Current Documents](#)

## STEP 2 – Establish Criteria

Once the Performance Document is created, a Manager (Rater) can now enter the performance criteria into the document.

1. Navigate to the employee’s performance review: [myOhio > Career Resources > Manager Tasks > ePerformance Performance Docs > Current Documents](#).
2. Click the [Document Type](#) hyperlink for the applicable employee.

**Current Performance Documents**

Listed below are the current performance documents for which you are the Manager.

Performance Documents <span style="float: right;">Customize   Find    First 1-2 of 2 Last</span>					
Employee	Document Type	Begin Date	End Date	Job Title	Status
DIEDRE Ferris	<a href="#">PROBATIONARY REVIEW</a>	11/12/2012	11/29/2012	Customer Service Assistant 1	In Progress

3. Click the [Start](#) hyperlink next to the *Establish Evaluation Criteria* step.

Establish Evaluation Criteria	<input type="radio"/>	Not Started	01/29/2012	<a href="#">Start</a>
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4. Click the [Expand All](#) hyperlink located above Section 1.

[Expand All](#)      [Collapse All](#)      [Expand Sections](#)  
 ▾ **Section 1 - PURPOSE OF ORGANIZATION & POSITION**

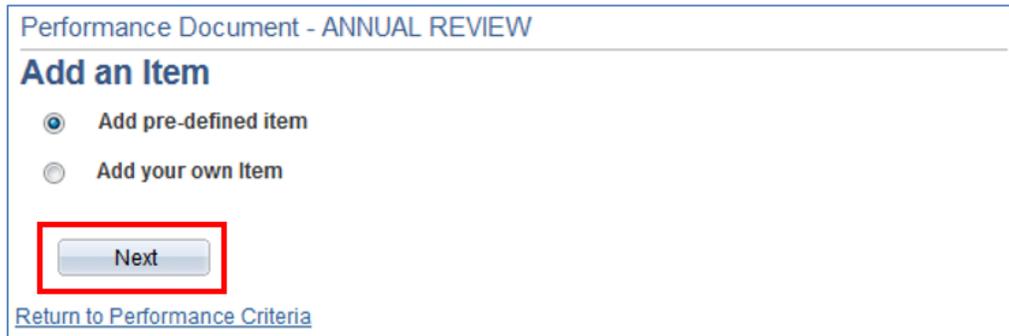
5. Update the Purpose of Organization & Position Section by clicking the [Add Purpose of Organization & Position](#) hyperlink in *Section 1*.

▾ **Section 1 - PURPOSE OF ORGANIZATION & POSITION**

PURPOSE OF ORGANIZATION & POSITION will be evaluated by: Employee, Manager, Nominator

[+ Add PURPOSE OF ORGANIZATION & POSITION](#)

6. Select *Add Your Own Item*, then click the **Next** button.



Performance Document - ANNUAL REVIEW

**Add an Item**

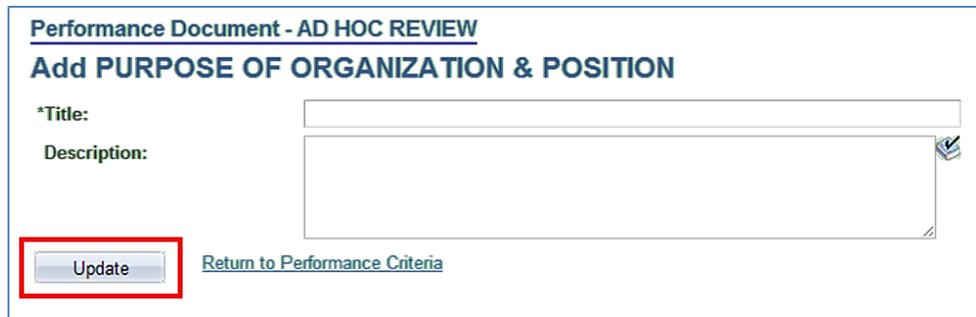
Add pre-defined item

Add your own Item

**Next**

[Return to Performance Criteria](#)

7. Click in the *Title* field and enter the applicable title.
8. Click in the *Description* field and enter the applicable description.
9. Click the **Update** button.



Performance Document - AD HOC REVIEW

**Add PURPOSE OF ORGANIZATION & POSITION**

\*Title:

Description:

**Update**

[Return to Performance Criteria](#)

The Statewide Competencies Section has been auto-populated with the Statewide Competency of Customer Focus, so no action is necessary.

10. Click the [Select Job Level](#) hyperlink in order to select the appropriate Customer Focus Job Level.



Section 2 - STATEWIDE COMPETENCIES

STATEWIDE COMPETENCIES will be evaluated by: Employee, Manager, Nominator  
[Expand](#) [Collapse](#)

CUSTOMER FOCUS

Description : Customer Focus is required for use in all state of Ohio performance evaluations. The Customer Focus competency centers on the employee interaction with the customer. It can be either an internal or external customer. It must be demonstrated that the employee understands the need(s) of the customer. The demonstration should include the employee level of knowledge, the tone and the timeliness of the employee responses. The employee should know when to seek assistance to ensure the customer has an overall positive experience. Finally, the evaluation should include examples that the employee evaluates his/her practices based on customer feedback.

[+ Select Job Level](#)

Created By: Template 07/16/2014 3:09PM

[+ Add STATEWIDE COMPETENCIES](#)

11. Click the **Search** button.

Performance Document - AD HOC REVIEW

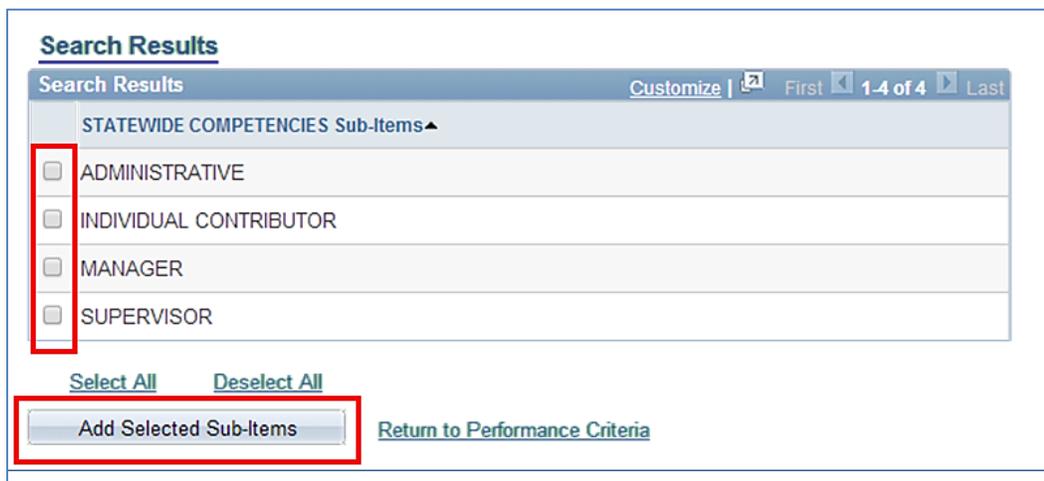
Add a STATEWIDE COMPETENCIES Sub-Item

Search Criteria

Sub-Title:

[Search](#) [Clear](#)

12. Select the checkbox next to the appropriate Job Level, and then click the **Add Selected Sub-Items** button.



The screenshot shows a web interface titled "Search Results". At the top, there are navigation options: "Customize", "First", "1-4 of 4", and "Last". Below this is a table with the following content:

STATEWIDE COMPETENCIES Sub-Items▲	
<input type="checkbox"/>	ADMINISTRATIVE
<input type="checkbox"/>	INDIVIDUAL CONTRIBUTOR
<input type="checkbox"/>	MANAGER
<input type="checkbox"/>	SUPERVISOR

Below the table are two buttons: "Select All" and "Deselect All". At the bottom, there is a button labeled "Add Selected Sub-Items" which is highlighted with a red box, and a link labeled "Return to Performance Criteria".

JOB LEVEL	DESCRIPTION
Administrative	Administrative level positions are assigned to provide operational and/or programmatic support to supervisors, managers, employees, and/or customers. Employees may be in a Bargaining Unit or Exempt classification. Scope of work activities may include: <ul style="list-style-type: none"> <li>• Performing a variety of clerical, procedural and/or administrative tasks</li> <li>• Planning and/or coordinating activities within an assigned area</li> <li>• Recommending and influencing standard practices and process improvements</li> </ul>
Individual Contributor	Individual Contributor level positions are assigned specialized functions or programs. Employees may be in a Bargaining Unit or Exempt classification. Scope of work activities may include: <ul style="list-style-type: none"> <li>• Providing guidance, consultation or expert advice in specialized technical or professional area(s)</li> <li>• Remaining current in area of expertise/body of knowledge</li> <li>• Monitoring, maintaining and/or inspecting assigned persons, programs or equipment</li> <li>• Recommending and influencing standard practices and process improvements</li> </ul>
Manager	Manager level positions are assigned to direct activities for an area or program, multiple work units, or a multi-unit project team; manages other managers and/or supervisors. Employees will be in an Exempt classification. Scope of work activities may include: <ul style="list-style-type: none"> <li>• Formulates policy on behalf of the public employer</li> <li>• Responsibly directs the implementation of policy or may be required on behalf of the public employer to assist in preparation of negotiations</li> </ul>

Supervisor	<p>Supervisor level positions are assigned to direct activities of individuals and work unit(s). Employees will be in an Exempt classification. Scope of work activities may include:</p> <ul style="list-style-type: none"> <li>• Responsibility for the hire, transfer, suspension, promotion, discharge, assignment, rewarding, or disciplining of direct staff</li> <li>• Formulates policy on behalf of the public employer</li> <li>• Responsibly directs the implementation of policy or may be required on behalf of the public employer to assist in preparation of negotiations</li> </ul>
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Notice that the Job Level has been added.

**Section 2 - STATEWIDE COMPETENCIES**

STATEWIDE COMPETENCIES will be evaluated by: Employee, Manager, Nominator  
[Expand](#) [Collapse](#)

**CUSTOMER FOCUS**

**Description :** Customer Focus is required for use in all state of Ohio performance evaluations. The Customer Focus competency centers on the employee interaction with the customer. It can be either an internal or external customer. It must be demonstrated that the employee understands the need(s) of the customer. The demonstration should include the employee level of knowledge, the tone and the timeliness of the employee responses. The employee should know when to seek assistance to ensure the customer has an overall positive experience. Finally, the evaluation should include examples that the employee evaluates his/her practices based on customer feedback.

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**INDIVIDUAL CONTRIBUTOR**

Individual Contributor level positions are assigned specialized functions or programs. Employees may be in a Bargaining Unit or Exempt classification. Scope of work activities may include:

- \* Providing guidance, consultation or expert advice in specialized technical or professional area(s)
- \* Remaining current in area of expertise/body of knowledge
- \* Monitoring, maintaining and/or inspecting assigned persons, programs or equipment
- \* Recommending and influencing standard practices and process improvements

[+ Select Job Level](#)

Created By:      Template      07/16/2014 3:09PM

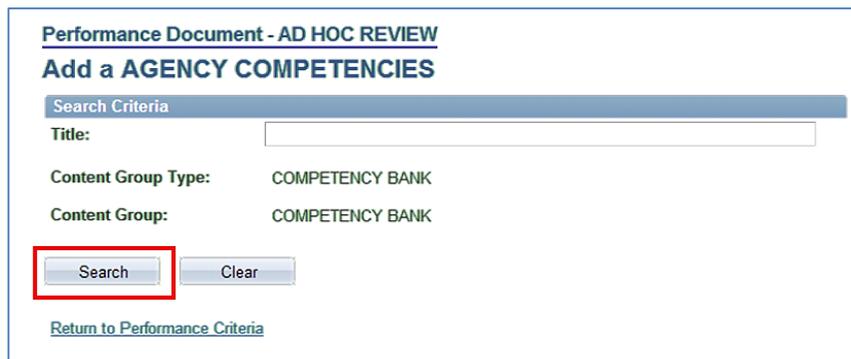
[+ Add STATEWIDE COMPETENCIES](#)

Refer to the Agency’s approved Performance Evaluation Policy to determine whether Agency Competencies will be utilized.

If applicable, update the Agency Competencies Section by clicking the [Add Agency Competencies](#) hyperlink in *Section 3*.



13. Click the **Search** button.





14. Select items from the list as communicated by the agency. Each agency has the option to assign one or more Agency Competency as it chooses. More than one item may be selected from the list. Once completed, click **Save**.

**Performance Document - AD HOC REVIEW**  
**Add a AGENCY COMPETENCIES**

**Search Criteria**  
Title:   
Content Group Type: COMPETENCY BANK  
Content Group: COMPETENCY BANK

**Search Results**  
Search Results Customize | First 1-41 of 41 Last

**AGENCY COMPETENCIES**

- GENERAL PHYSICAL ACTIVITIES
- COMMUNICATING OUTSIDE THE ORG
- COMMUNICATE SPV/PEERS/SUBS
- ANALYZING DATA/INFORMATION
- PERFORM ADMIN ACTIVITIES
- PERFORM/WORK FOR PUBLIC
- WORKING WITH COMPUTERS
- GETTING INFORMATION
- INTERPRET INFORMATION
- PROCESSING INFORMATION
- DOCUMENT/RECORD INFORMATION
- MAKE DECISIONS/SOLVE PROBLEMS
- GUIDE/DIRECT/MOTIVATE STAFF
- COORDINATE WORK ACTIVITIES
- COACH/DEVELOP OTHERS

[Select All](#) [Deselect All](#)  
  
[Return to Performance Criteria](#)

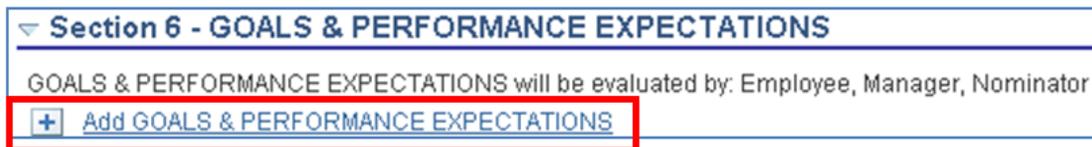
Follow steps 10 through 12 above to insert the appropriate Job Level for each Agency Competency.

Classification Competencies are utilized for all positions and appear automatically when a document is created. The below is for illustrative purposes only.



Follow steps 10 through 12 above to insert the appropriate Job Level for each Classification Competency.

Update the Goals & Performance Expectations Section by clicking the **Add GOALS & PERFORMANCE EXPECTATIONS** hyperlink in Section 6.



15. Select the **Add your own Item** radio button on the Add an Item screen. Click the **Next** button.



16. Click in the *Title* field and enter the applicable title.

- 17. Click in the *Description* field and enter the applicable description
- 18. Click the **Update** button.

**Performance Document - AD HOC REVIEW**  
**Add GOALS & PERFORMANCE EXPECTATIONS**

\*Title:

Description:

**Update** [Return to Performance Criteria](#)

- 19. Continue to add additional goals as needed by clicking the **Add GOALS & PERFORMANCE EXPECTATIONS** hyperlink. Once all goals have been added, Click the **Save** button.

**Audit History**

**Created By:** 07/16/2014 3:09:45PM

**Last Modified By:** 07/16/2014 4:33:59PM

**Save** **Complete** [Return to Document Detail](#)

- 20. Once you are ready to begin rating employee performance, click the **Complete** button to finalize all criteria.

**Audit History**

**Created By:** 07/16/2014 3:09:45PM

**Last Modified By:** 07/16/2014 4:33:59PM

**Save** **Complete** [Return to Document Detail](#)

21. Click the **Complete** button again.

**Performance Document - PROBATIONARY REVIEW**

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**Complete Performance Criteria**

You have almost finalized your performance criteria document. If you have no further entries, select the Complete button at the bottom of this page to complete this document.

Complete
Cancel

Review the details on the *Document Details* page.

**Current Performance Documents**

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**Document Details**

DIEDRE Ferris, Customer Service Assistant 1  
PROBATIONARY REVIEW: 11/12/2012 - 11/29/2012

You have successfully completed the Establish Criteria step.

Performance Document Details			
<b>Employee:</b>	DIEDRE Ferris	<b>Job Title:</b>	Customer Service Assistant 1
<b>Document Type:</b>	PROBATIONARY REVIEW	<b>Period:</b>	11/12/2012 - 11/29/2012
<b>Template:</b>	PROBATION PERFORMANCE REVIEW	<b>Document ID:</b>	728
<b>Manager:</b>	LISA Baker	<b>Status:</b>	In Progress

Document Progress				
Step	Status	Due Date	Action	Next Action
Establish Evaluation Criteria	<input checked="" type="checkbox"/> Completed	01/29/2012	<a href="#">View</a>	

**NOTE:** Notice how the *Establish Evaluation Criteria* step now has a status of **Completed**.