Creating a Performance Document & Establishing Performance Criteria

MANAGER (Rater)

Revised: 7/16/2018
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.


2. Click the checkbox in the Select column next to the identified employee to create the Performance Document.

3. Click the Continue button.
4. Type the following information:
   - **Period Begin Date**: 1st 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:

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Template</th>
<th>Used By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ad Hoc Review</td>
<td>Ad Hoc Performance Review</td>
<td>Most Manager/Raters</td>
</tr>
<tr>
<td></td>
<td>Executive-Level Ad Hoc Review</td>
<td>Direct reports of agency Directors</td>
</tr>
<tr>
<td></td>
<td>Modified Approval Ad Hoc</td>
<td>Manager/Raters at agencies a less hierarchical structure</td>
</tr>
<tr>
<td>Annual Review</td>
<td>Annual Performance Review</td>
<td>Most Manager/Raters</td>
</tr>
<tr>
<td></td>
<td>Executive-Level Annual Review</td>
<td>Direct reports of agency Directors</td>
</tr>
<tr>
<td></td>
<td>Modified Approval Annual</td>
<td>Manager/Raters at agencies with a less hierarchical structure</td>
</tr>
<tr>
<td>Probationary Review</td>
<td>Probation Performance Review</td>
<td>Most Manager/Raters</td>
</tr>
<tr>
<td></td>
<td>Modified Approval Probationary</td>
<td>Manager/Raters at agencies with a less hierarchical structure</td>
</tr>
</tbody>
</table>

   [Click here for a visual explanation of the approval workflows associated with each Template.]
7. Click the **Create Documents** button.

8. After the document has been created, the *Create Performance Documents - Results* page will display the message “Document created successfully.”
STEP 2 – Establish Criteria
Once the Performance Document is created, a Manager (Rater) can now enter the performance criteria into the document.


2. Click the **Document Type** hyperlink for the applicable employee.

3. Click the **Start** hyperlink next to the *Establish Evaluation Criteria* step.

4. Click the **Expand All** hyperlink located above Section 1.

5. Update the Purpose of Organization & Position Section by clicking the *Add Purpose of Organization & Position* hyperlink in Section 1.
6. Select **Add Your Own Item**, then click the **Next** button.

![Add Item](image)

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.
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.

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

<table>
<thead>
<tr>
<th>JOB LEVEL</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| 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:  
  • Performing a variety of clerical, procedural and/or administrative tasks  
  • Planning and/or coordinating activities within an assigned area  
  • Recommending and influencing standard practices and process improvements |
| 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 |
| 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:  
  • Formulates policy on behalf of the public employer  
  • Responsibly directs the implementation of policy or may be required on behalf of the public employer to assist in preparation of negotiations |
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:

- Responsibility for the hire, transfer, suspension, promotion, discharge, assignment, rewarding, or disciplining of direct staff
- Formulates policy on behalf of the public employer
- Responsibly directs the implementation of policy or may be required on behalf of the public employer to assist in preparation of negotiations

Notice that the Job Level has been added.

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.

![Search Button](image)

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**.

![Search Results](image)

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.

**Employee Measures**

Employee Measures is an optional feature that gives additional space for supervisors to outline how they will measure employee performance. For example, a supervisor may outline his or her measurements that will warrant “Meet Expectations” as well as how the employee may achieve “Exceeds Expectations” for each competency and goal/performance expectation.

**Employee Measures: Competencies**

In order to access the Employee Measures component for each competency, supervisors must access the Edit Details area.

1. Click the *Edit Details Icon* within competency.
Employee Measures (cont’d)

2. The Employee Measurement area will be accessible.

![Employee Measurement Area]

3. Click the *Update* button to return to the evaluation document.

**NOTE:** When using the Clone function, performance documents that do not contain the Employee Measures area will *not* include the area in the newly cloned document.

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
Employee Measures

Employee Measures is an optional feature that gives additional space for supervisors to outline how they will measure employee performance. For example, a supervisor may outline his or her measurements that will warrant “Meet Expectations” as well as how the employee may achieve “Exceeds Expectations” for each competency and goal/performance expectation.

Employee Measures: Goals & Performance Expectations

Employee Measures for each Goal & Performance Expectation is available as each item as added to the evaluation document.

1. Click the Add Goals and Performance Expectations link.

2. The Employee Measures area is available below the Title and Description fields.

3. Click the Update button to return to the evaluation document.

**NOTE:** When using the Clone function, performance documents that do not contain the Employee Measures area will *not* include the area in the newly cloned document.
18. Click the **Update** button.

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.

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

21. Click the **Complete** button again.
Review the details on the *Document Details* page.

### Current Performance Documents

**Document Details**

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

- **You have successfully completed the Establish Criteria step.**

<table>
<thead>
<tr>
<th>Performance Document Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employee:</strong> DIEDRE Ferris</td>
</tr>
<tr>
<td><strong>Document Type:</strong> PROBATIONARY REVIEW</td>
</tr>
<tr>
<td><strong>Template:</strong> PROBATION PERFORMANCE REVIEW</td>
</tr>
<tr>
<td><strong>Manager:</strong> LISA Baker</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Document Progress</th>
<th>Status</th>
<th>Due Date</th>
<th>Action</th>
<th>Next Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish Evaluation Criteria</td>
<td>✔ Completed</td>
<td>01/29/2012</td>
<td>View</td>
<td></td>
</tr>
</tbody>
</table>

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