ePerformance Supervisor Training



Middle Georgia State University

Agenda

- Importance of Annual Evaluations
- What is ePerformance?
- Goals
- Job Duties
- 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.

Areas of Evaluation

Goals

(25%)

Job Duties

(40%)

Performance Factors

(20%)

MGA Values

(15%)

Goals





Job Duties



Human Resources Generalist Office of Human Resources

JOB SUMMARY

This position performs duties and services to support the operations of the Human Resources (HR) department. The position serves as a subject matter expert in HR related competencies such as recruitment, employment transactions, policy compliance, benefits administration, onboarding, data reporting, and other related HR functional areas. The primary responsibility of this position pertains to managing the onboarding, off-boarding, recruitment, and hiring of employees.

MAJOR DUTIES

70%

- Manages and updates all employee transactions in the HRIS to ensure accurate pay and benefits for employees.
- Performs employee hiring processes; to include background checks, compliance with USCIS Form I-9
 requirements and onboarding of employees.
- · Conducts employee orientations and assists with benefit enrollment.
- · Prepare offer letters for employees to include hires, promotions, transfers, and other changes.
- · Maintain employee personnel files to ensure compliance with record-keeping polices.
- Provides support to employees in various benefits related topics such as FMLA leave, Worker's compensation,
 Shared Sick leave, disability claims, retirement, and other benefits questions.
- Counsels employees on various HR topics and functions; communicates and shares an understanding of
 institution policies and procedures, employment laws, standards and other government regulations.
- Assists with recruitment and hiring processes by review and development of job descriptions, posts job
 openings, administers applicant tracking system, and conducts final review of search materials.
- Advise, train, and troubleshoot on applicant system access and processes for hiring managers and search committee members.
- · Conducts off-boarding of employees to include exit interviews.
- · Participates in developing departmental guidelines and procedures.

30%

- · Process employee separations and notifications to appropriate retirement and benefit administrators.
- Ensures employment verification of rehired retirees.
- · Responds to inquiries pertaining to unemployment claims.
- Assists in monitoring various reports from the Shared Services Center.
- · Assists with annual events such as open enrollment and reception for retirees.
- Assists with the coordination of paperwork associated with the Family and Medical Leave Act (FMLA) and ADA accommodation requests.
- · Assist with the maintenance of the HR webpage and online employee directory.
- · Performs other job related duties as assigned.

KNOWLEDGE REQUIRED TO BE SUCCESSFUL

- . Knowledge of current federal and state employment law and regulations.
- Knowledge of human resources principles, practices, and processes.
- Knowledge of the recruitment process.
- Knowledge of personnel file maintenance.



Human Resources Generalist Office of Human Resources

JOB SUMMARY

This position performs duties and services to support the operations of the Human Resources (HR) department. The position serves as a subject matter expert in HR related competencies such as recruitment, employment transactions, policy compliance, benefits administration, onboarding, data reporting, and other related HR functional areas. The primary responsibility of this position pertains to managing the onboarding, off-boarding, recruitment, and hiring of employees.

MAJOR DUTIES

Recruiting and onboarding 30%

- Performs employee hiring processes; to include background checks, compliance with USCIS Form I-9
 requirements and onboarding of employees.
- · Prepare offer letters for employees to include hires, promotions, transfers, and other changes.
- Assists with recruitment and hiring processes by review and development of job descriptions, posts job
 openings, administers applicant tracking system, and conducts final review of search materials.
- Advise, train, and troubleshoot on applicant system access and processes for hiring managers and search committee members

Employee Administration & Support 40%

- 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.

Benefits Administration 30%

- Process employee separations and notifications to appropriate retirement and benefit administrators.
- · Ensures employment verification of rehired retirees.
- · Responds to inquiries pertaining to unemployment claims.
- · Assists in monitoring various reports from the Shared Services Center.
- Assists with annual events such as open enrollment and reception for retirees.
- Assists with the coordination of paperwork associated with the Family and Medical Leave Act (FMLA) and ADA accommodation requests.
- Assist with the maintenance of the HR webpage and online employee directory.
- · Performs other job related duties as assigned.
- Conducts employee orientations and assists with benefit enrollment.
- Provides support to employees in various benefits related topics such as FMLA leave, Worker's compensation,
 Shared Sick leave, disability claims, retirement, and other benefits questions.

KNOWLEDGE REQUIRED TO BE SUCCESSFUL

- Knowledge of current federal and state employment law and regulations.
- Knowledge of human resources principles, practices, and processes.

Performance Factors

Communication	Customer Service	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.	The extent to which the employee provides a customer friendly environment and superior service to our clients, patients, coworkers, supervisors, subordinates, faculty and students. The employee resolves customer needs with confirmed satisfaction, responsiveness, and outcomes.	The extent to which employee is a self-starter, shares new ideas for doing things, and is willing to assume additional duties when necessary. Displays positive attitude and willingness to improve both personally and professionally in a constantly changing environment.	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 Interpersonal Relationships Reliability/ Attendance Critical Thinking The extent to which employee's work is The extent to which employee The extent to which an employee can be The extent to which the employee consistently accurate, thorough, and is cooperates, works and communicates relied upon regarding task completion demonstrates proper judgment in accomplished in a professional manner. with internal and external customers and follow-up. The employee meets decision-making and displays effective Employee works efficiently and such as clients, patients, coworkers, deadlines with accuracy, work quality problem-solving skills. productively while effectively managing supervisors, subordinates, faculty, and and customer satisfaction. Employee has an acceptable overall punctuality and resources (labor, time, materials, etc). students. The employee has the ability and willingness to work effectively attendance record. within a team and support others as well as accept support and feedback when needed to accomplish task or mission.

Organizational Development	Delegates and directs effectively; shows respect, confidence and trust in others; sets realistic goals and performance objectives; Builds department and personnel capacity through succession planning.
Fiscal/ Budget Management	The effectiveness with which the individual uses and allocates financial resources and keeps expenditures within approved budget.
Innovation	The extent to which the employee is receptive to new ideas and has the ability to adjust to change with minimum disruption to productivity. Contributes useful ideas for improved performance.
Strategic Planning	The effectiveness to which the leader sets priorities, secures and utilizes resources, strengthens operations, ensures that employees and other stakeholders are working toward common goals, establishes agreement around intended outcomes/results, and assesses and adjusts the unit's directives based on the needs of the University.

Additional Performance Factors for Leaders Only

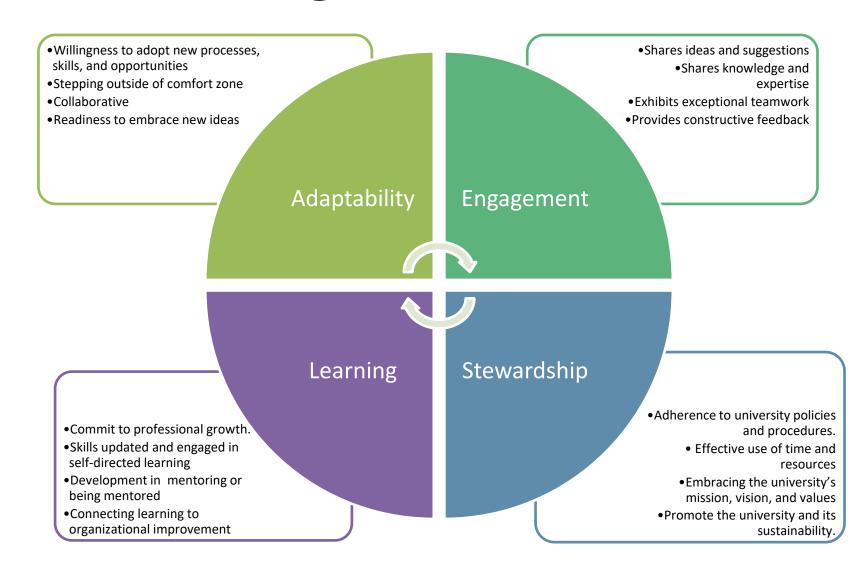


Evaluating MGA Core Values

Stewardship	Engagement	Adaptability	Learning
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.	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.	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

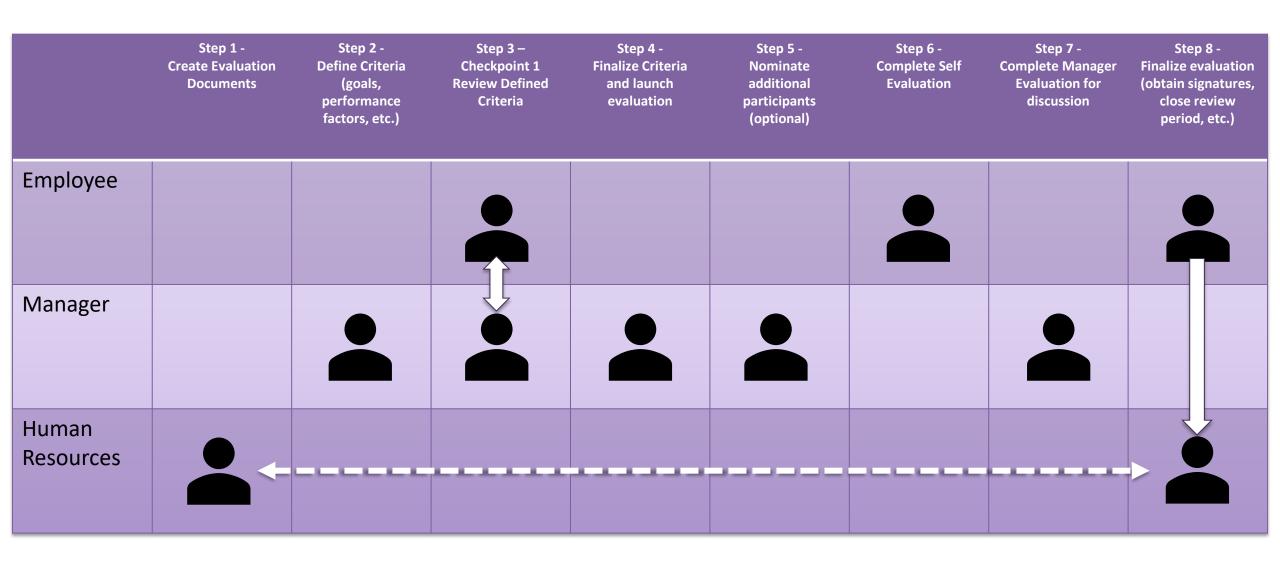
Rating Scale	Definition	Behavioral Indicators
Exemplary	Outstanding performance that constantly exceeds milestones.	 Displays advanced knowledge and skills Proactively seeks new challenges.
Superior	Good, solid performance that fully meets milestones and on occasion exceeds milestones.	Demonstrates strong,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

Process Review

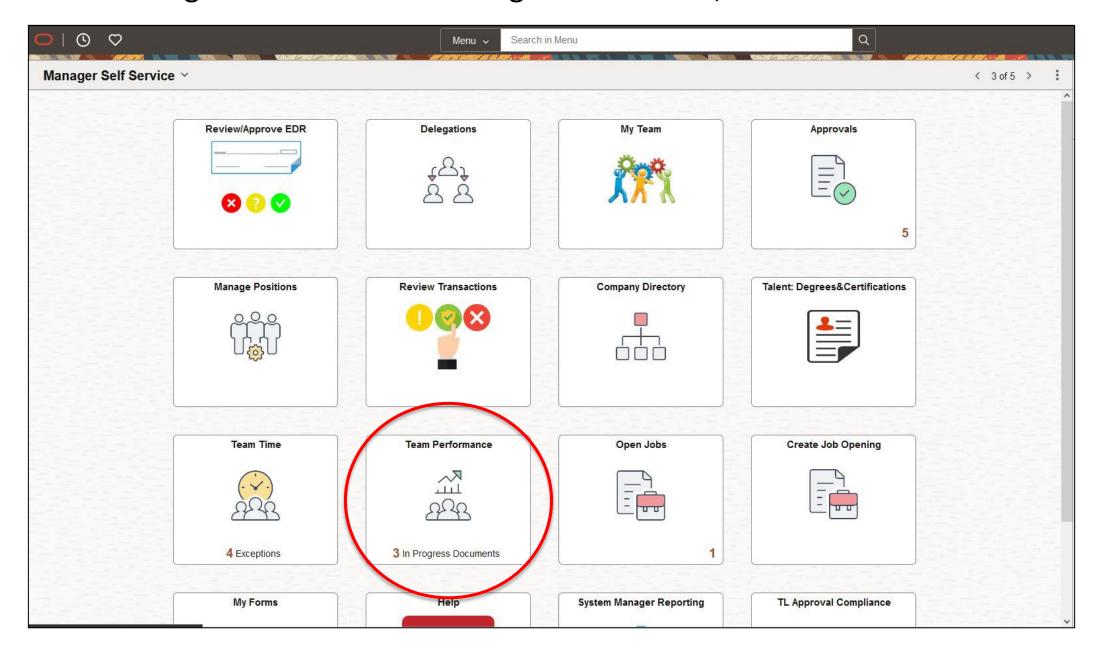


Middle Georgia State University

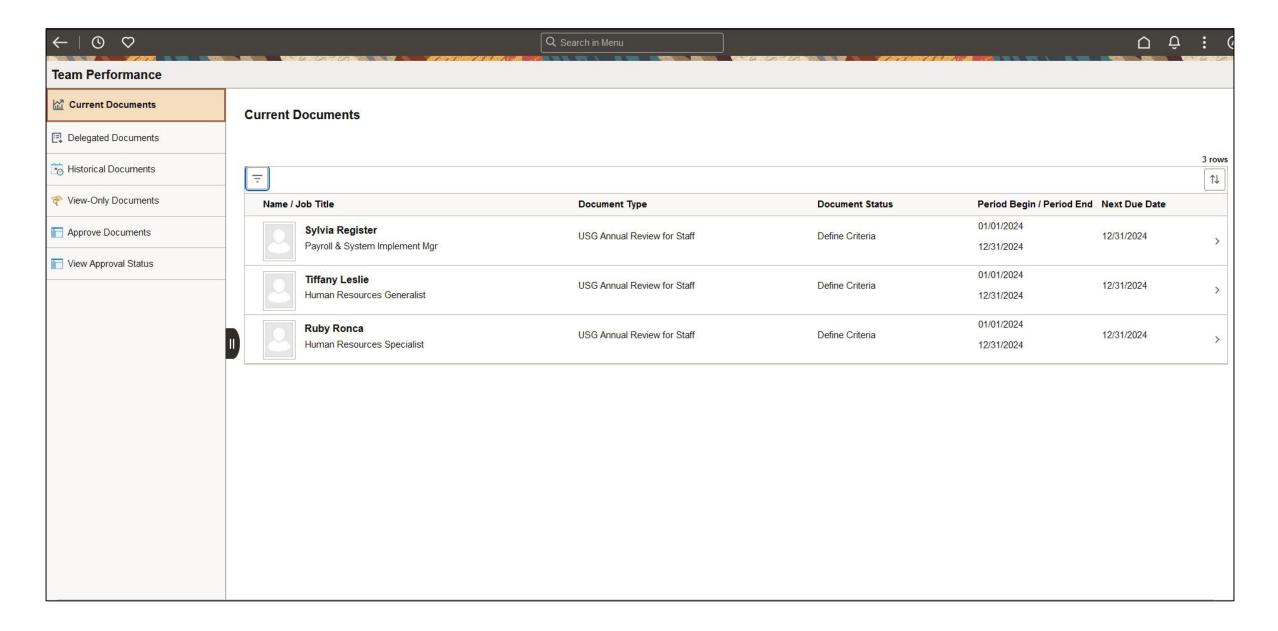
Performance Evaluations Process Flow



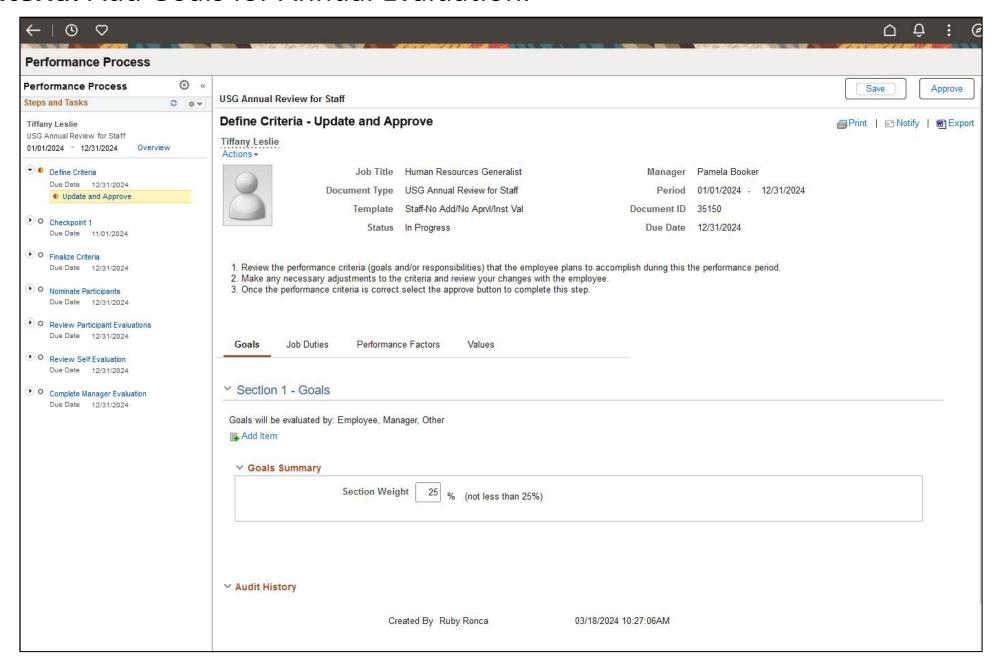
Define Criteria: Log into OneUSG. In Manager Self Service, Choose Team Performance Tile.



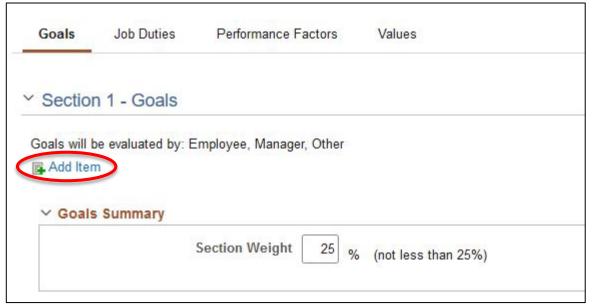
Define Criteria: Under "Current Documents", choose the team member to evaluate.

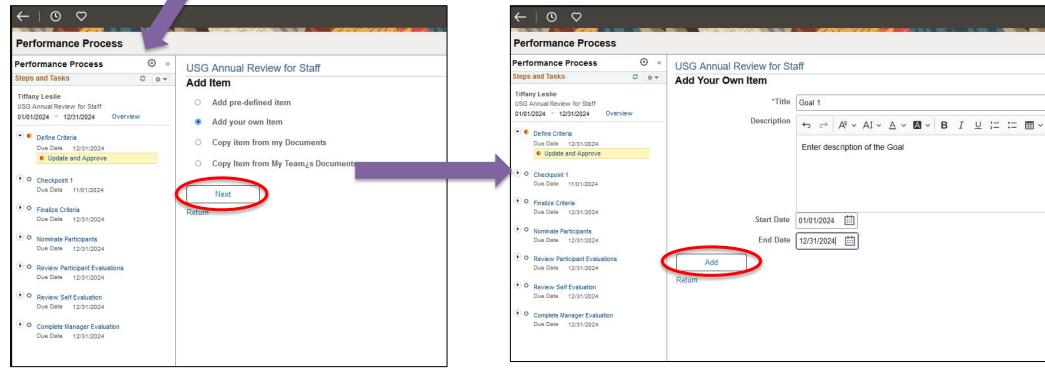


Define Criteria: Add Goals for Annual Evaluation.

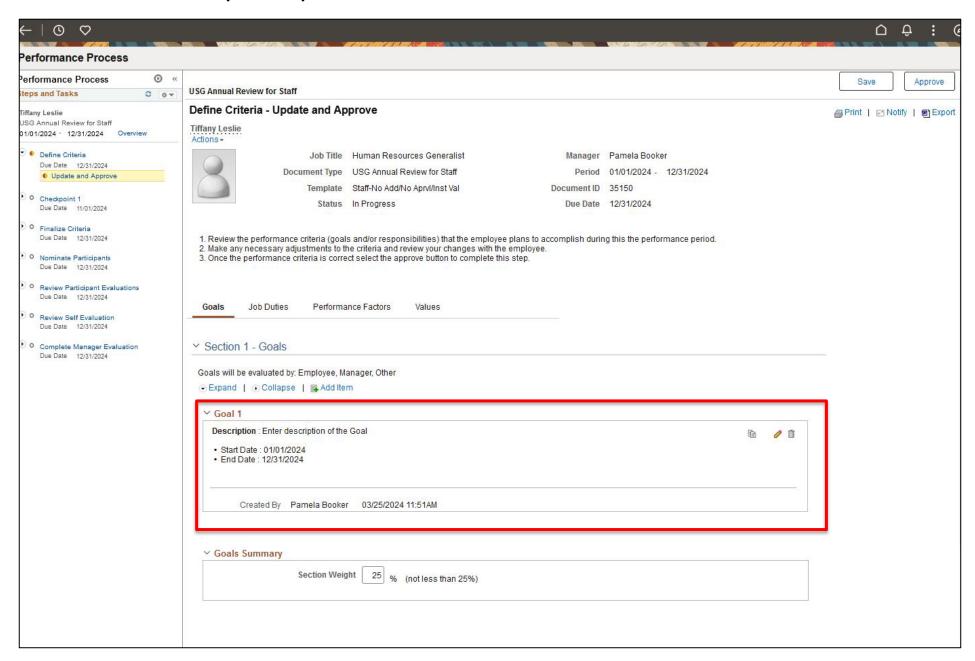


Define Criteria: Add Goals (cont.)



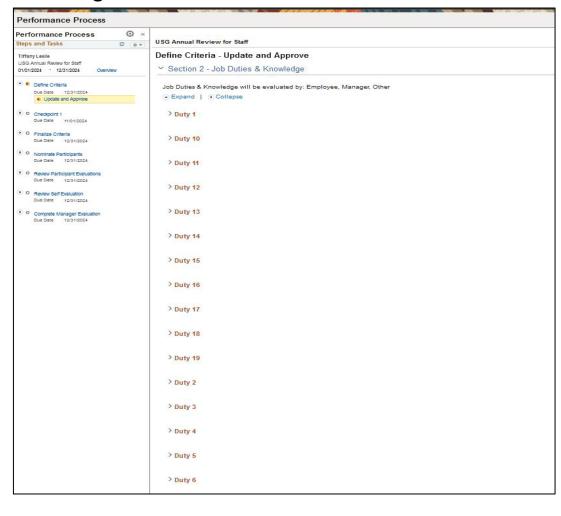


Define Criteria: Add Goals (cont.)

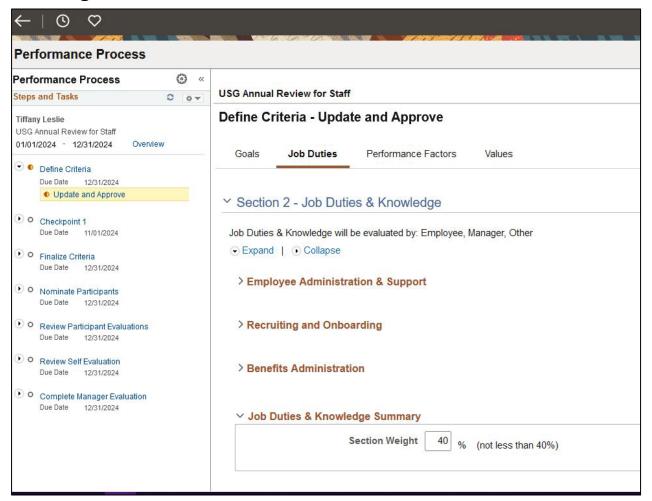


Define Criteria: Review Job duties

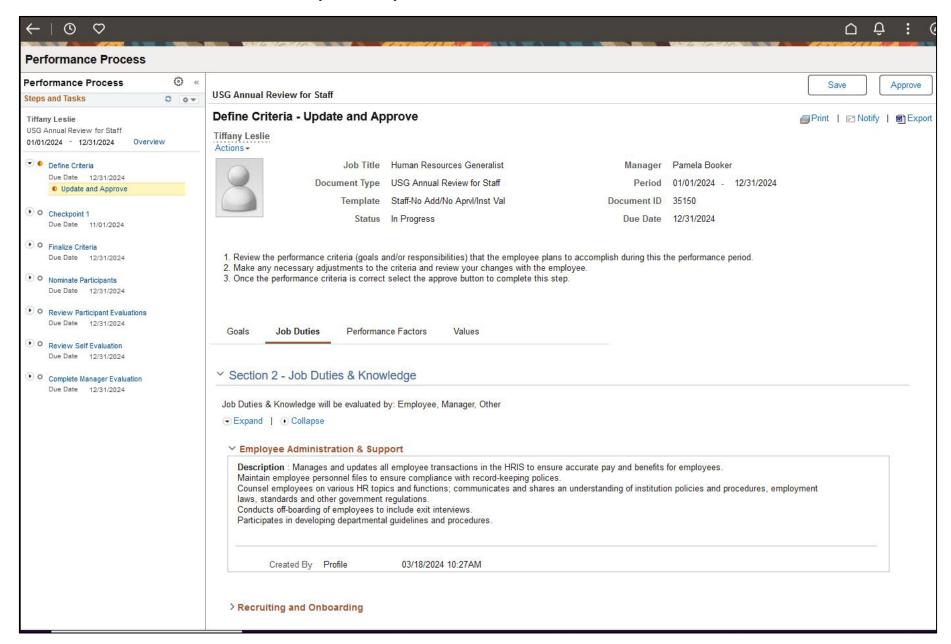
Uncategorized Job Duties



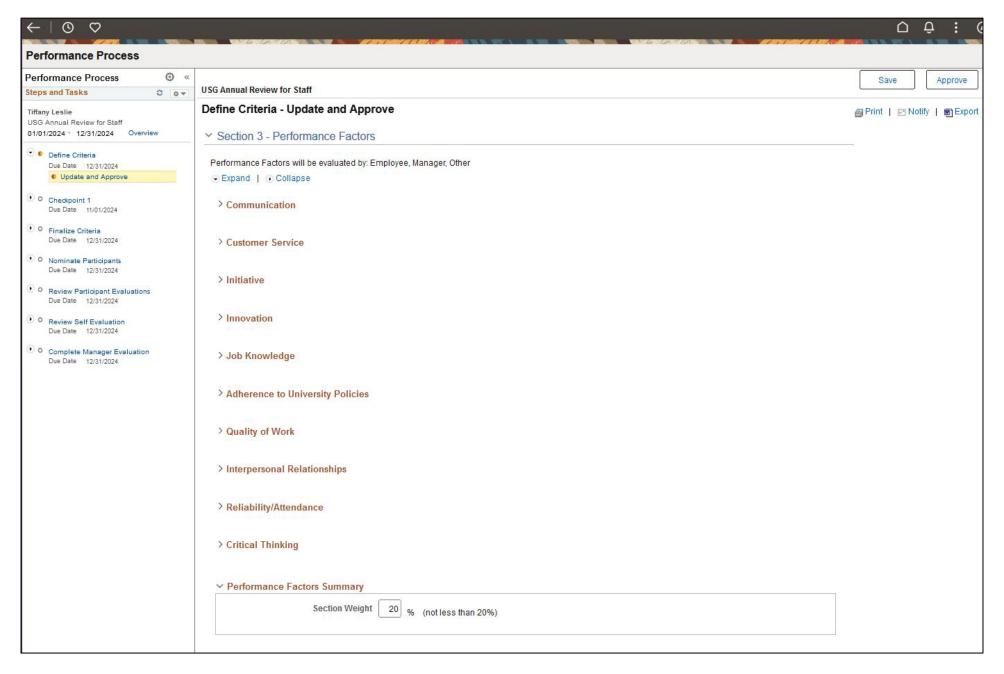
Categorized Job Duties



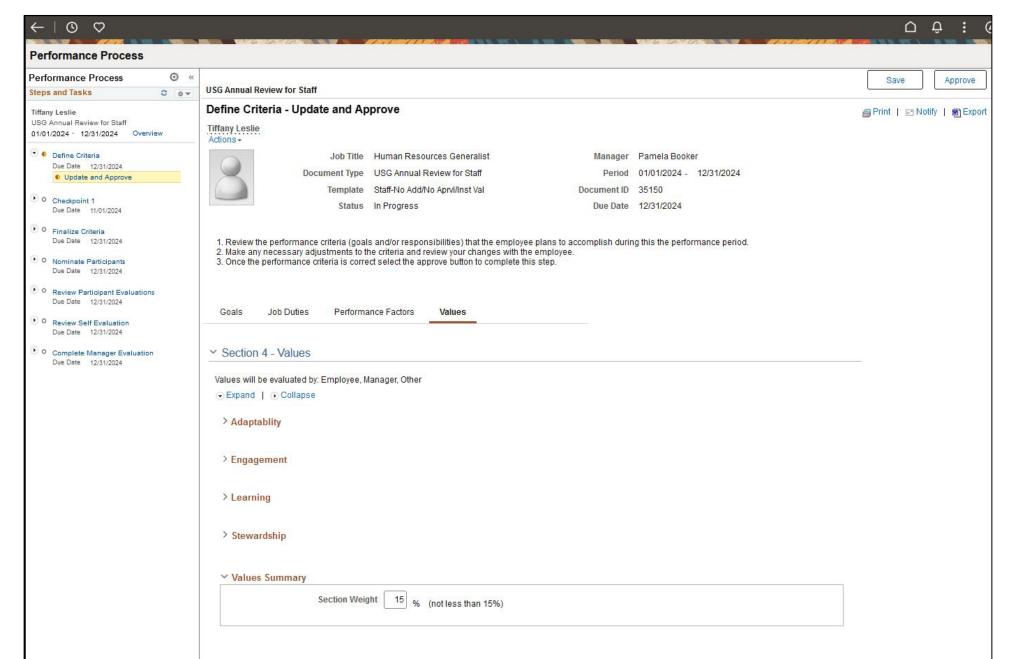
Define Criteria: Review Job duties (cont.)



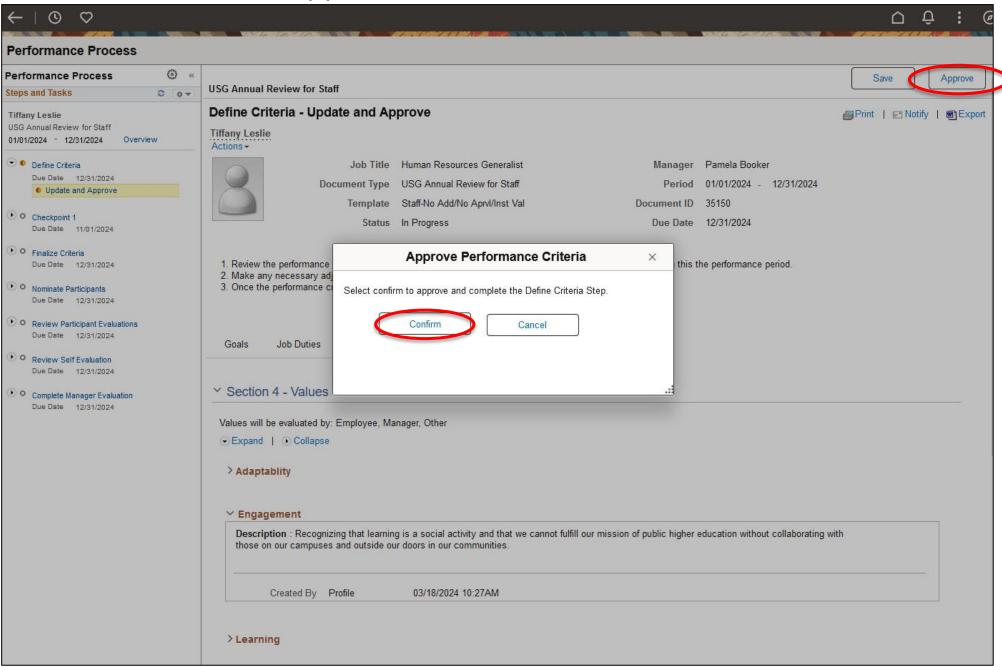
Define Criteria: Review Performance Factors



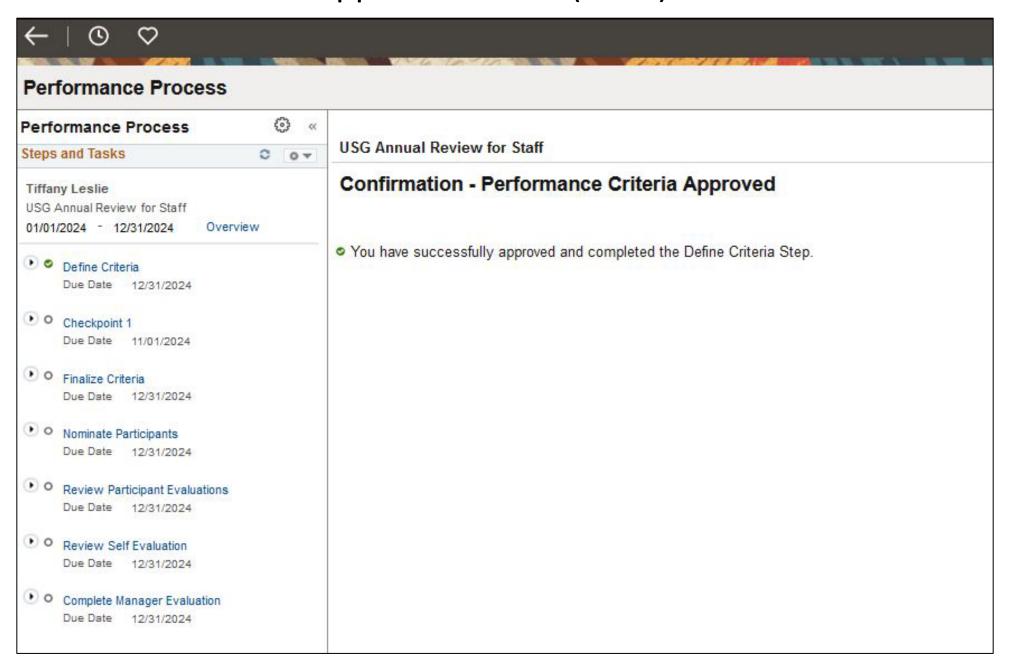
Define Criteria: Review MGA Core Values



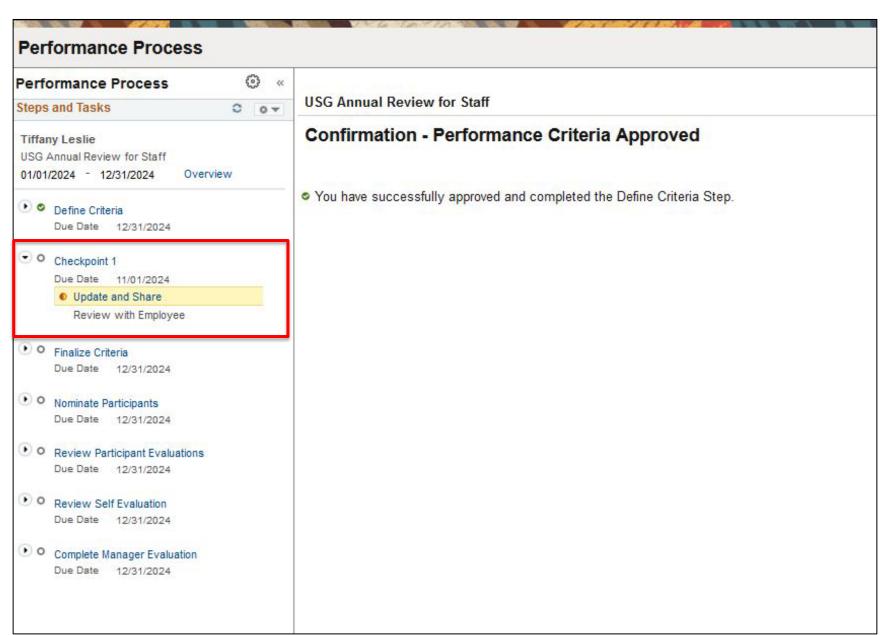
Define Criteria: Confirm and Approve Criteria



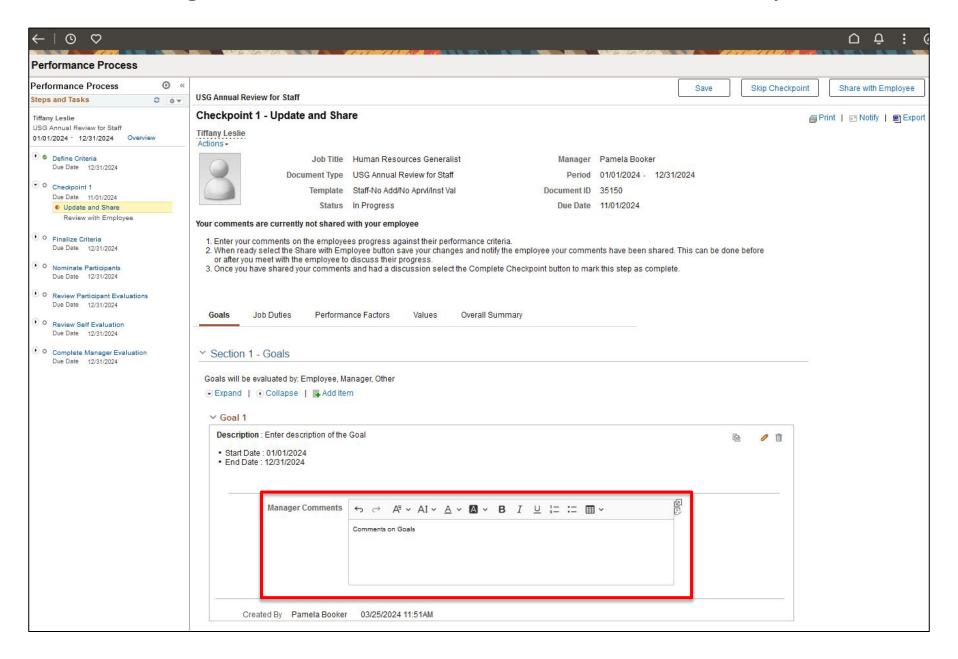
Define Criteria: Confirm and Approve Criteria (cont.)



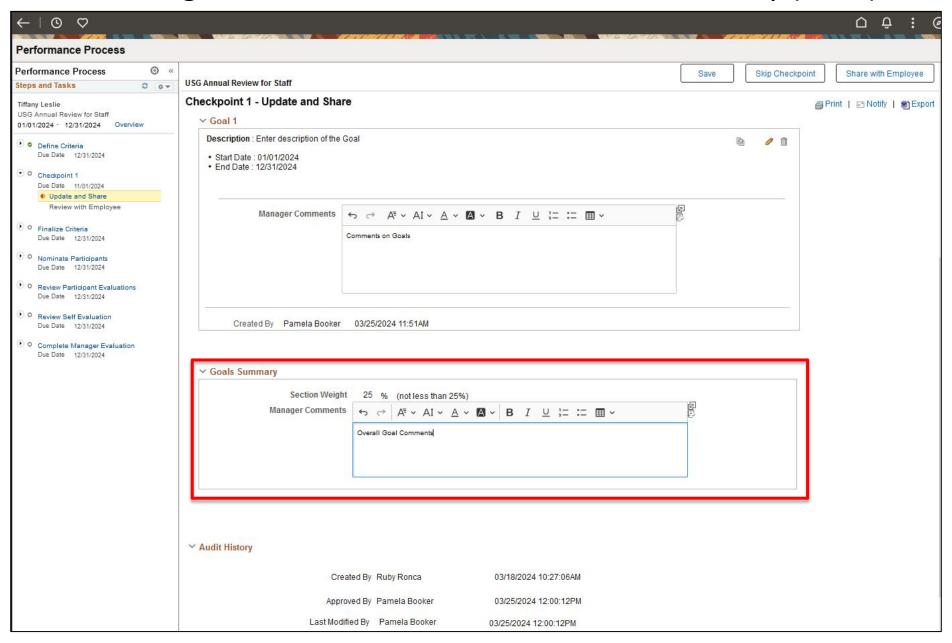
Checkpoint 1: Click on "Checkpoint 1" on left side of the screen. Then select "Update and Share"



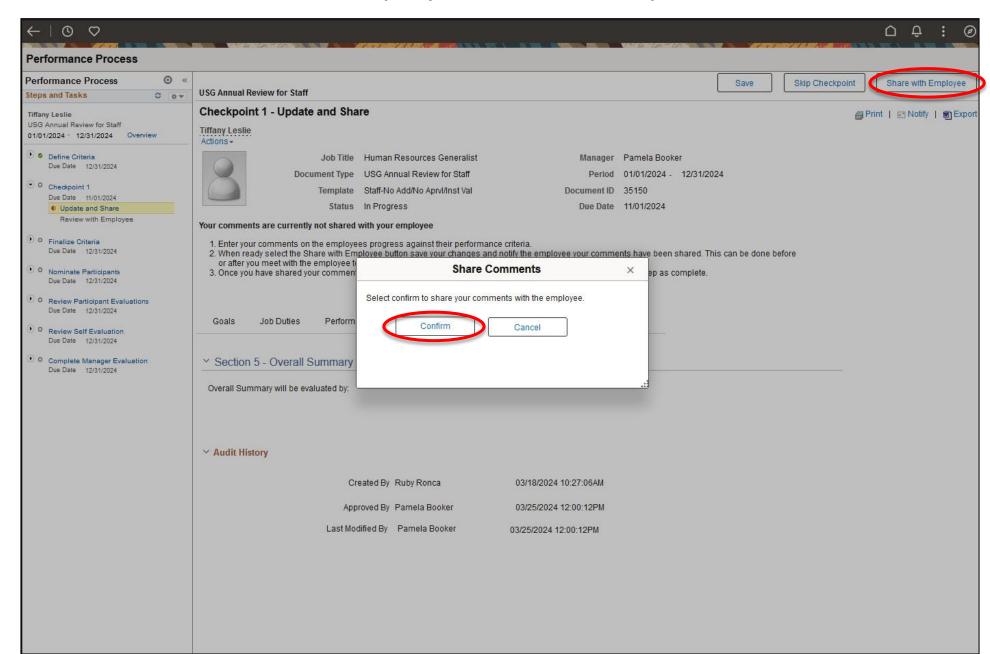
Checkpoint 1: Add Manager Comments on Goals and Goals Summary



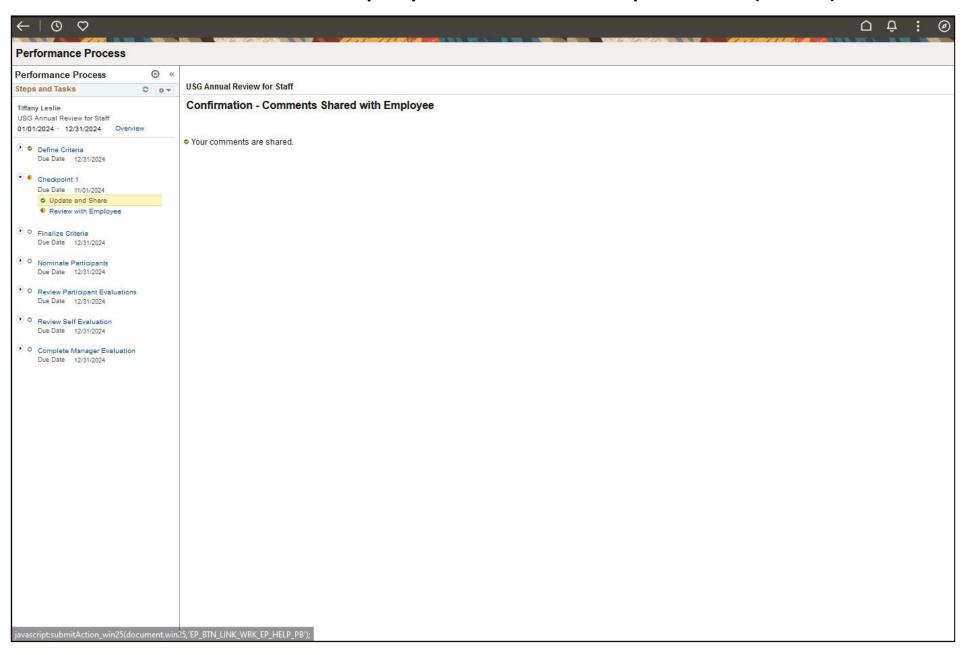
Checkpoint 1: Add Manager Comments on Goals and Goals Summary (cont.)



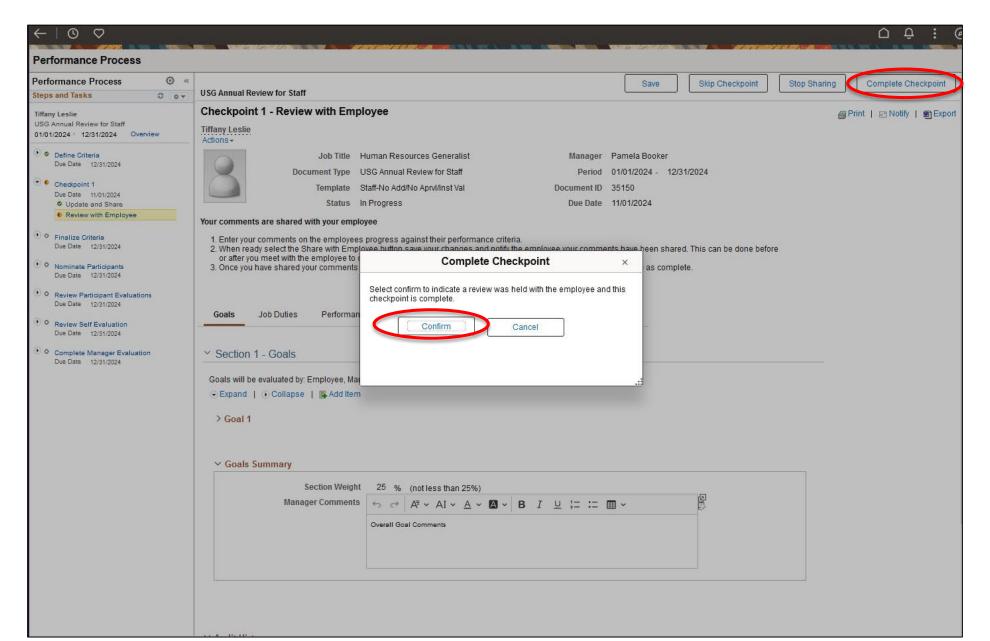
Checkpoint 1: Choose "Share with Employee" from the top menu.



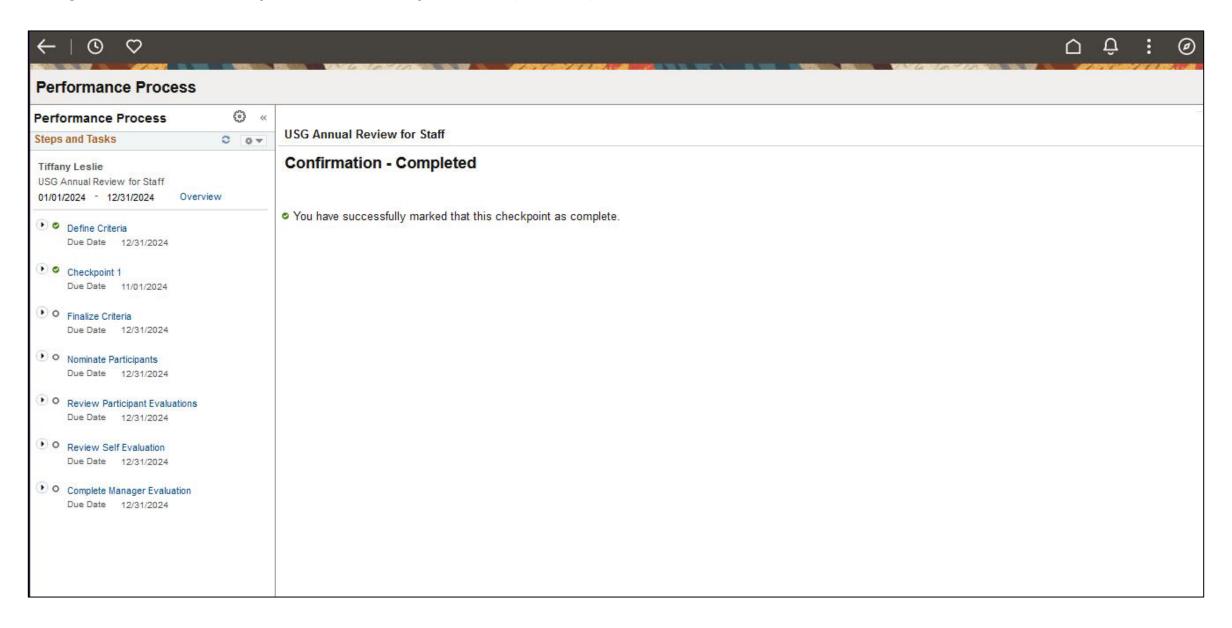
Checkpoint 1: Choose "Share with Employee" from the top menu. (cont.)



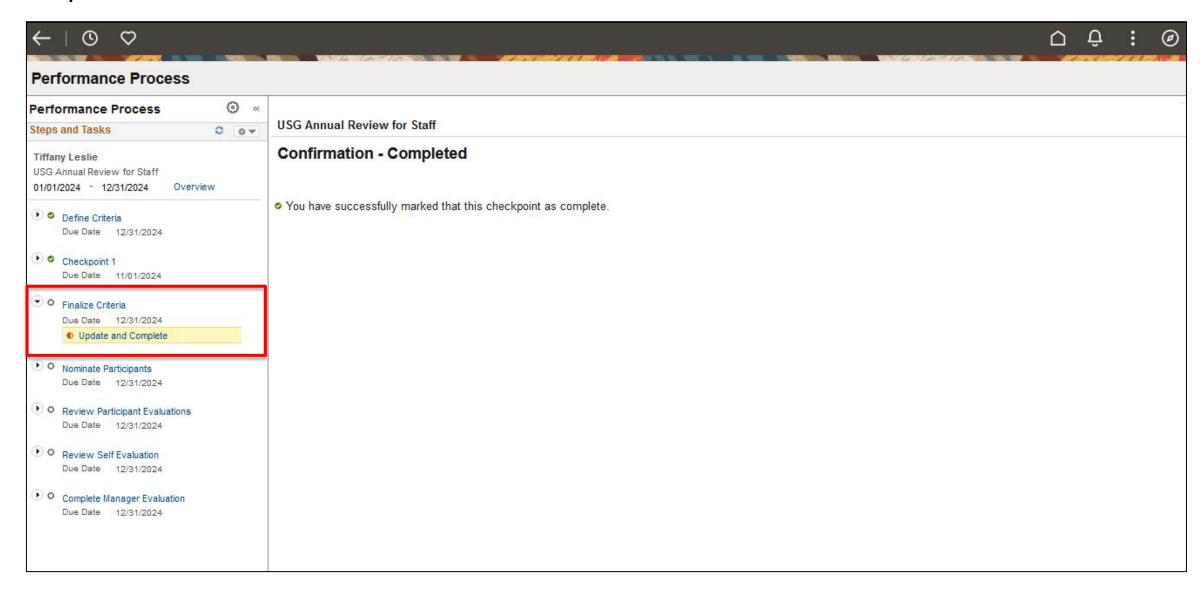
Checkpoint 1: Click "Complete Checkpoint" when done sharing the checkpoint with the employee



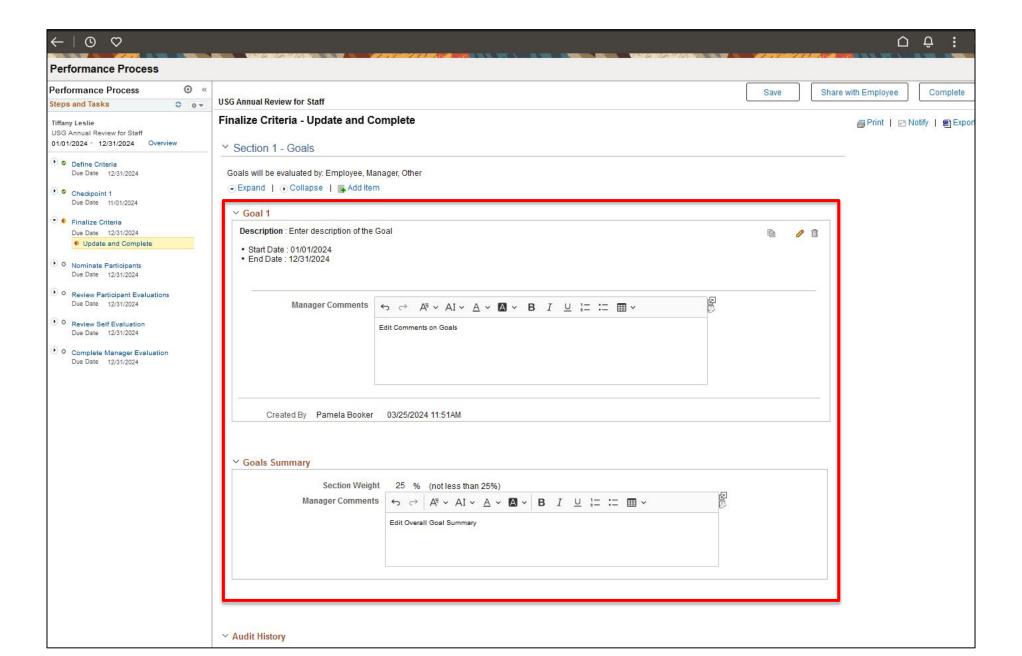
Checkpoint 1: "Complete Checkpoint" (cont.)



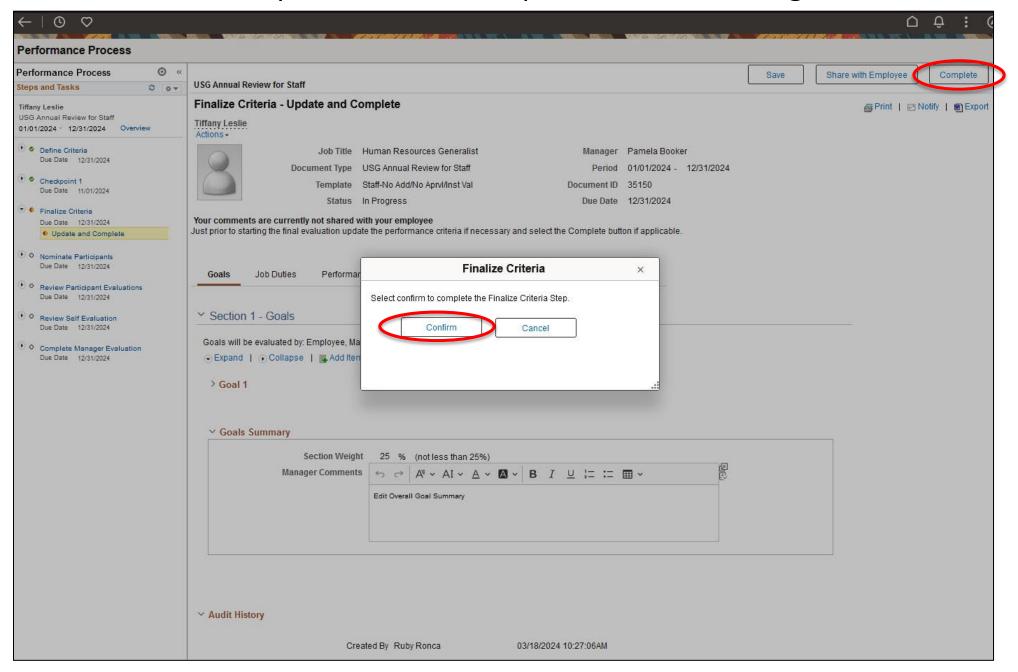
Finalize Criteria: Click on "Finalize Criteria" on left side of the screen. Then select "Update and Complete"



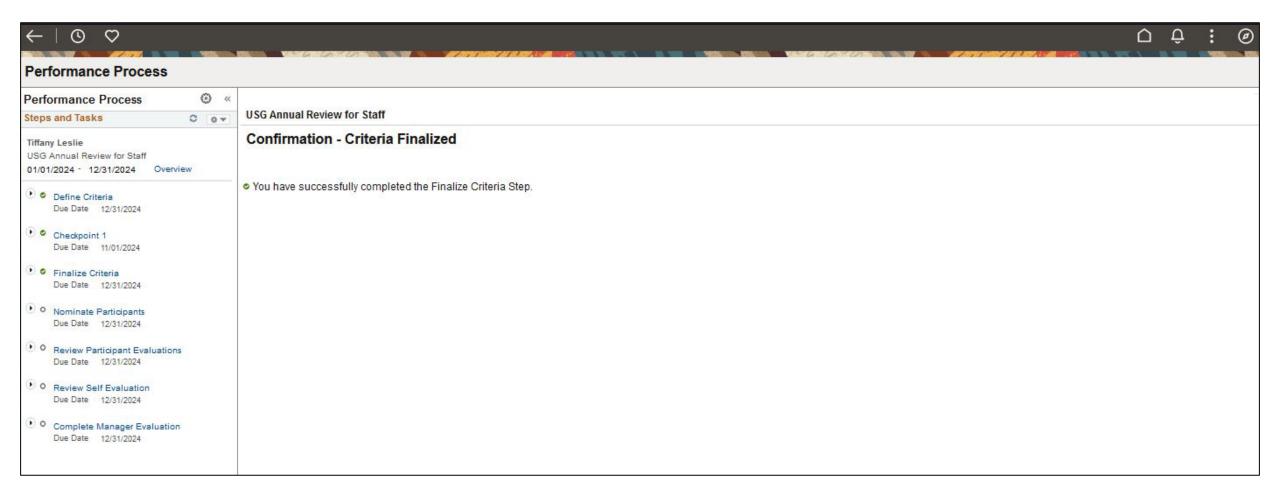
Finalize Criteria: Update Manager Comments on Goals and Goals Summary if needed.



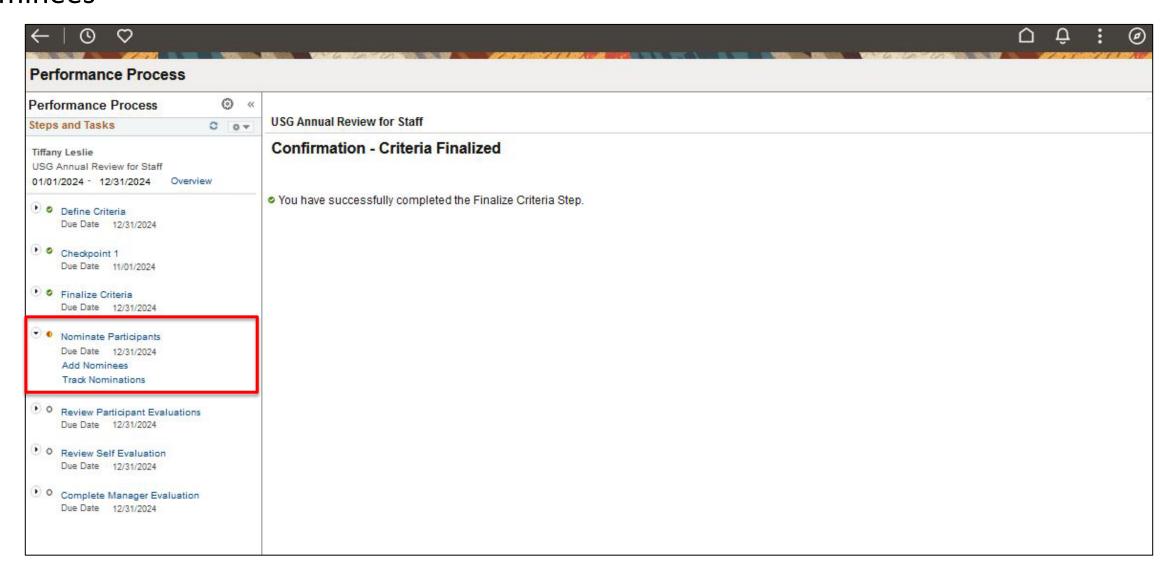
Finalize Criteria: Choose "Complete" from the top menu after making final review.



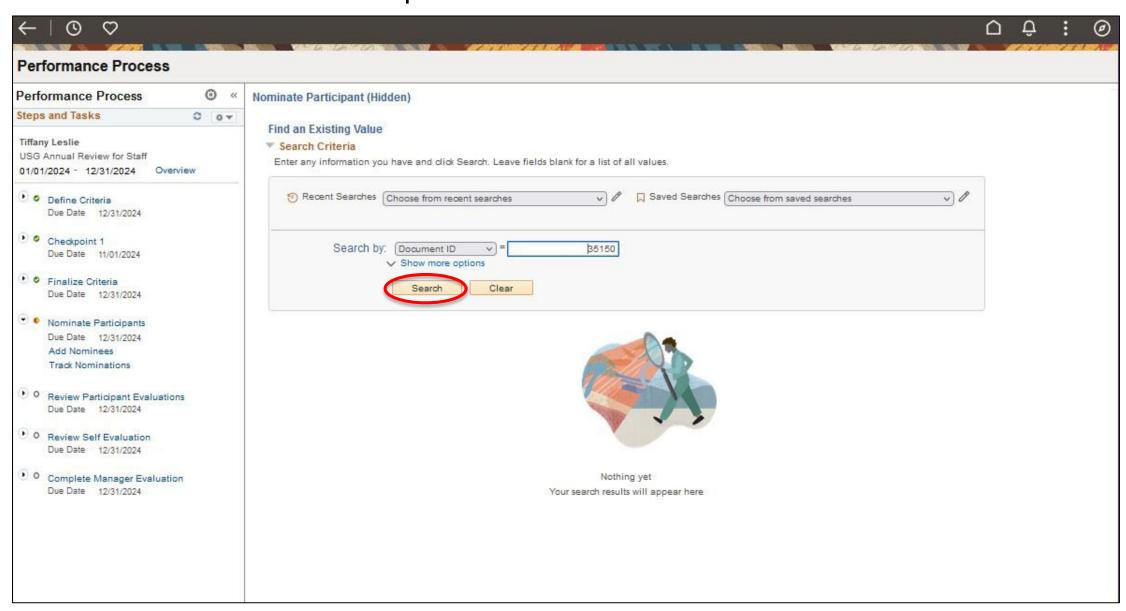
Finalize Criteria: "Complete" (cont.)



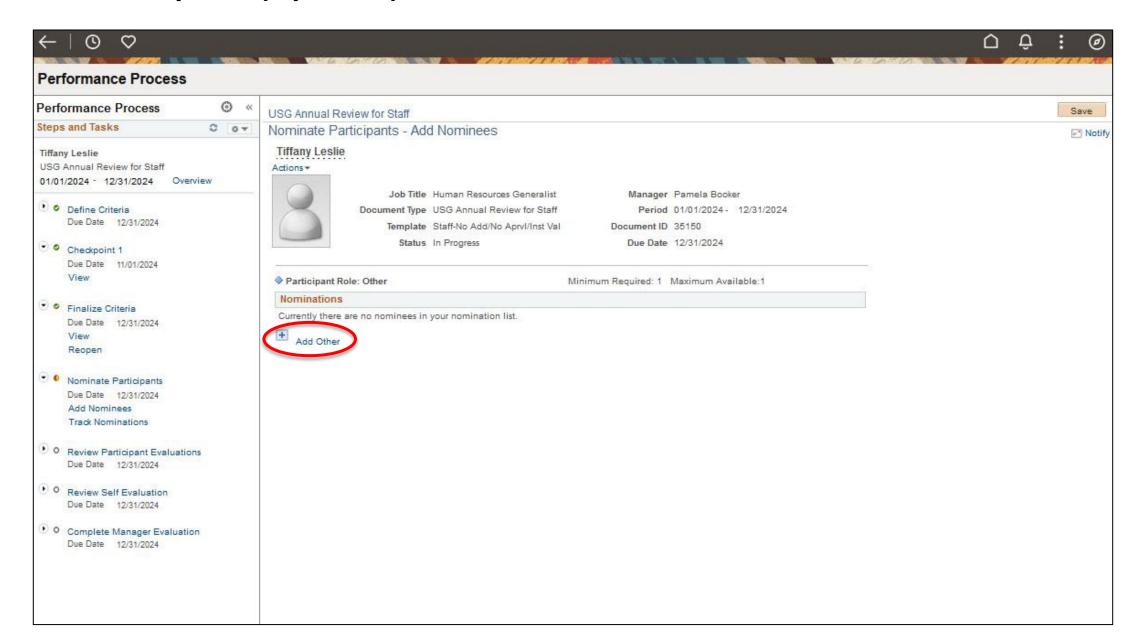
Nominate Participants (Optional): Click "Nominate Participants" ONLY if inviting someone to participate in the evaluation (i.e. previous supervisor). **SKIP THIS SECTION** if not inviting anyone else to comment on the evaluation. If nominating participants, then select "Add Nominees"



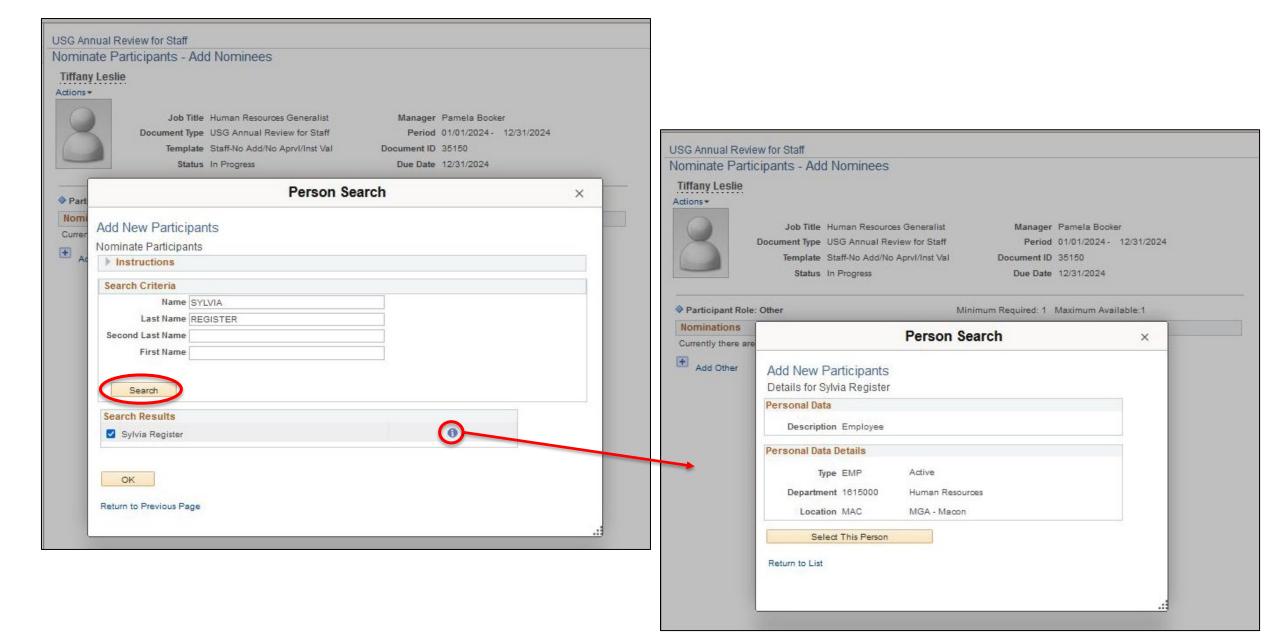
Nominate Participants (Optional): Click on "Search". The Document ID is for the ID of the current Performance evaluation open.



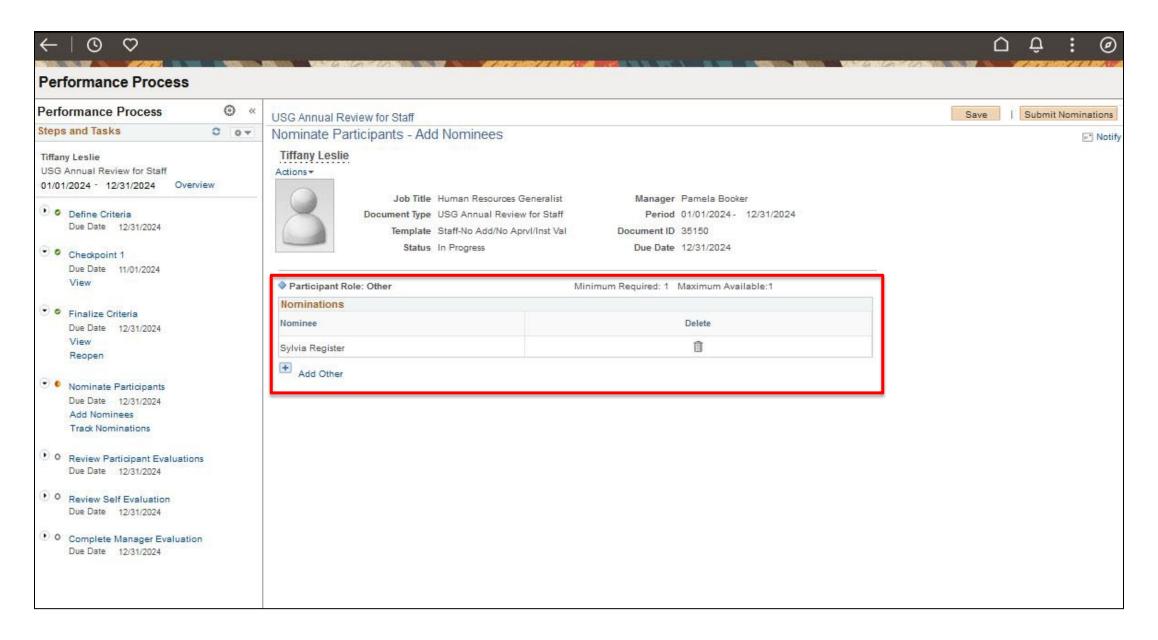
Nominate Participants (Optional): Click on "Add Other".



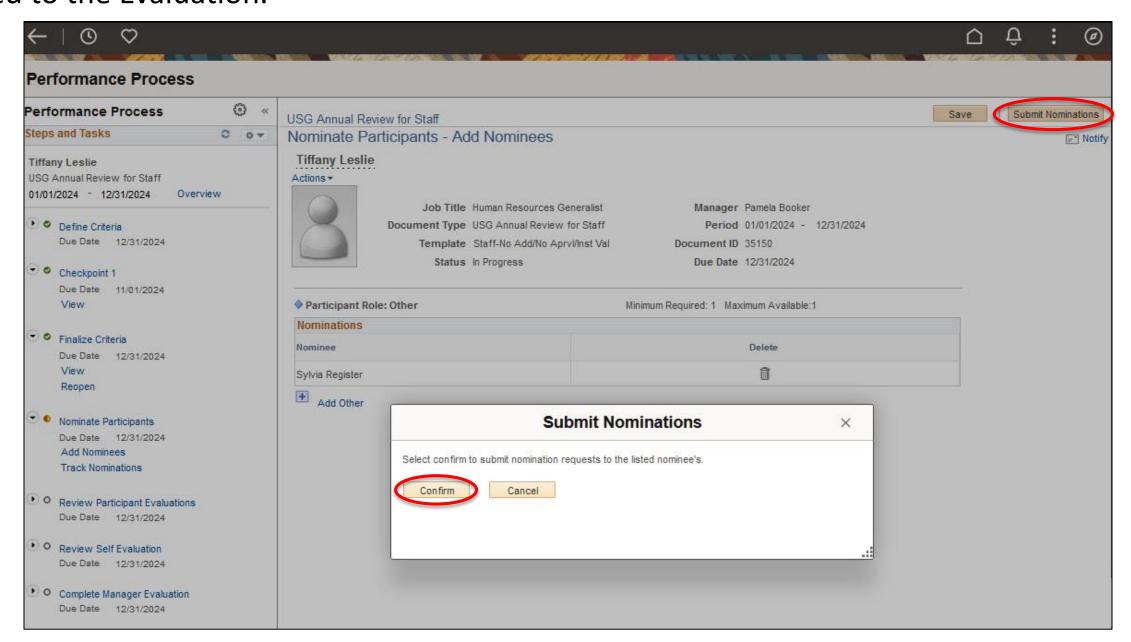
Nominate Participants (Optional): Search for who nominee to add as a Participant.



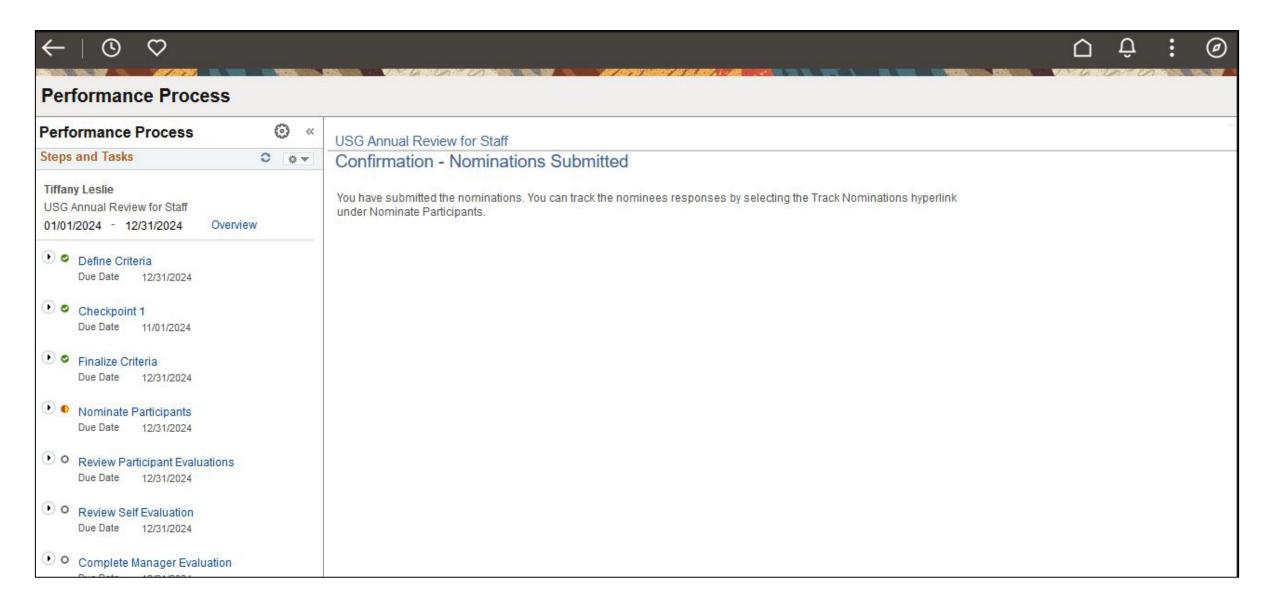
Nominate Participants (Optional): Nominees will be listed after they have been added.



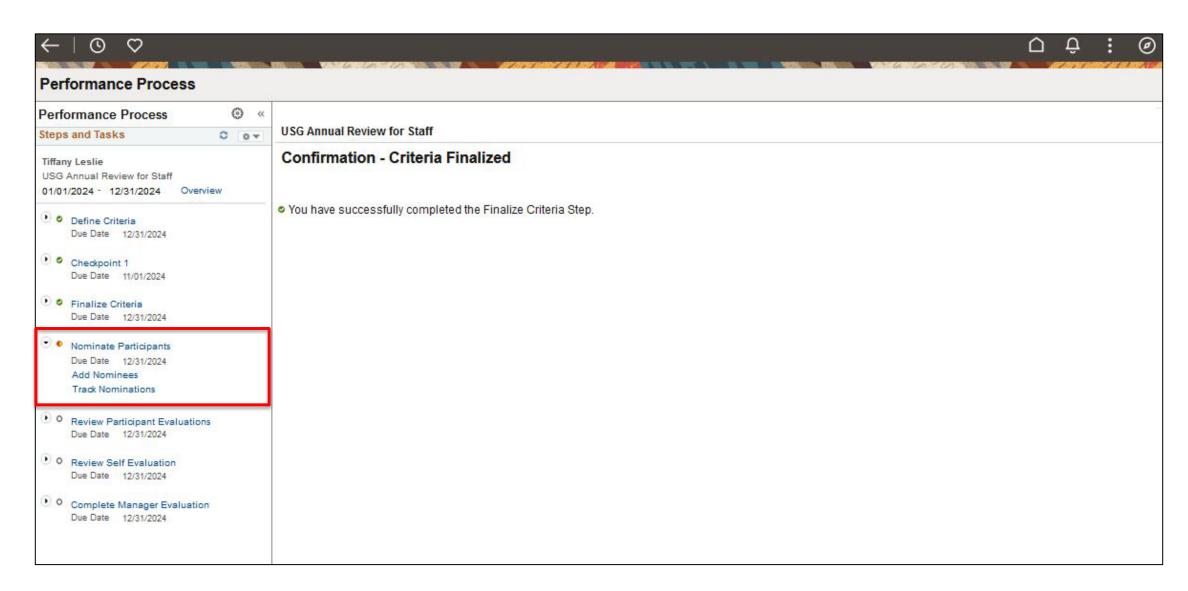
Nominate Participants (Optional): Click "Submit Nominations" and the nominees will be added to the Evaluation.



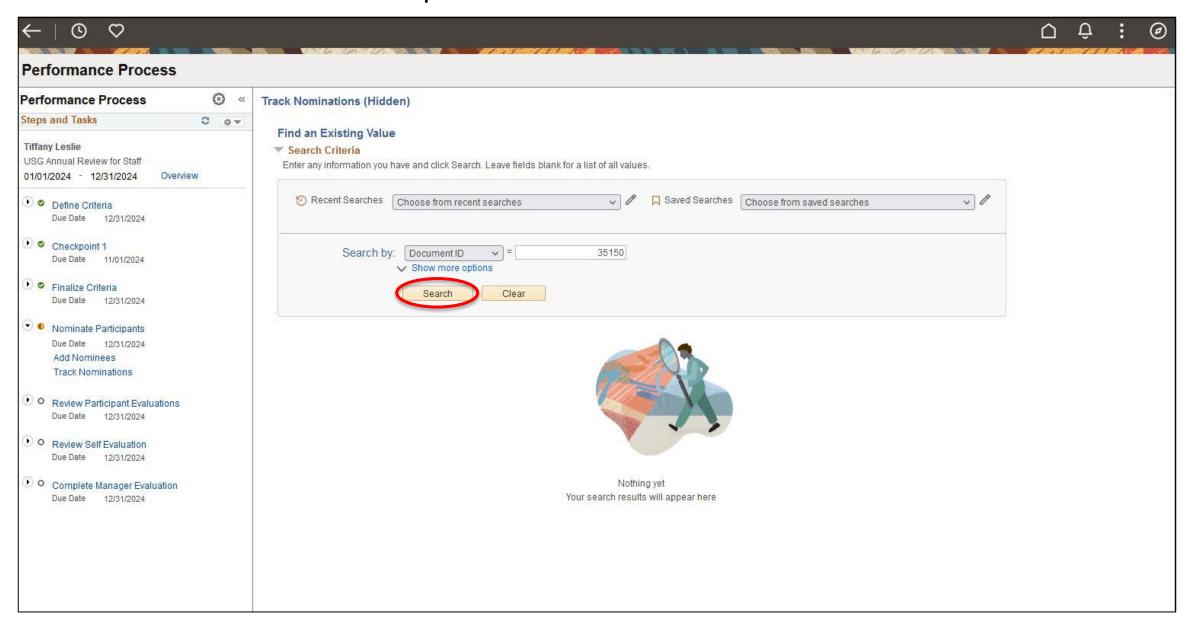
Nominate Participants (Optional): "Submit Nominations" (cont.)



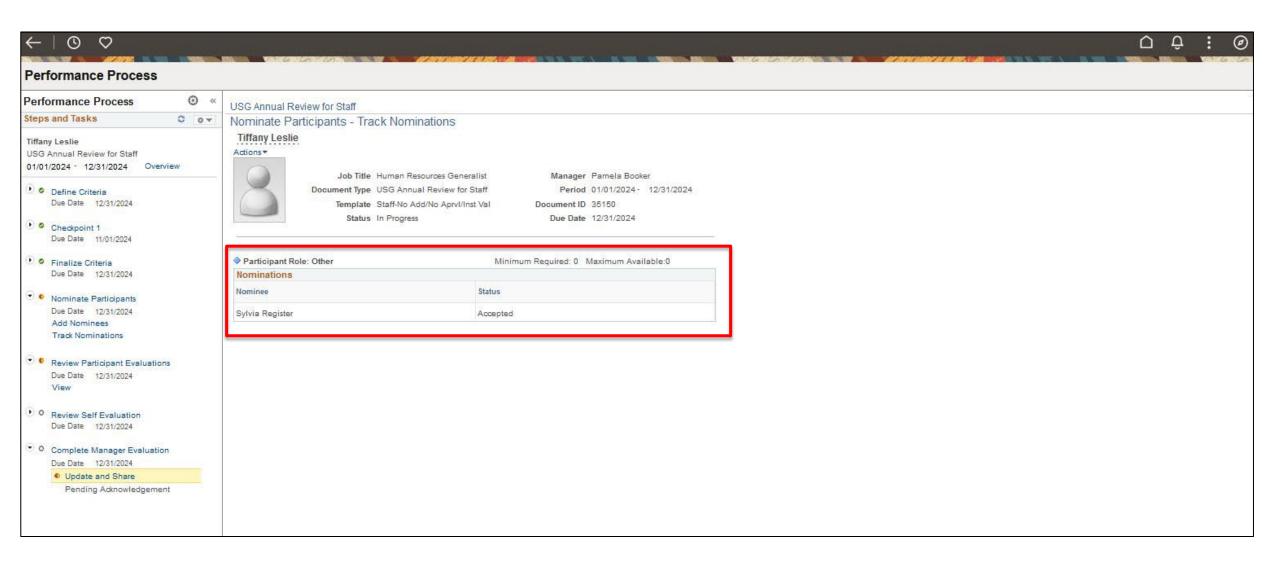
Nominate Participants (Optional): Click "Track Nominations" to view if Nominee has accepted or declined the offer.



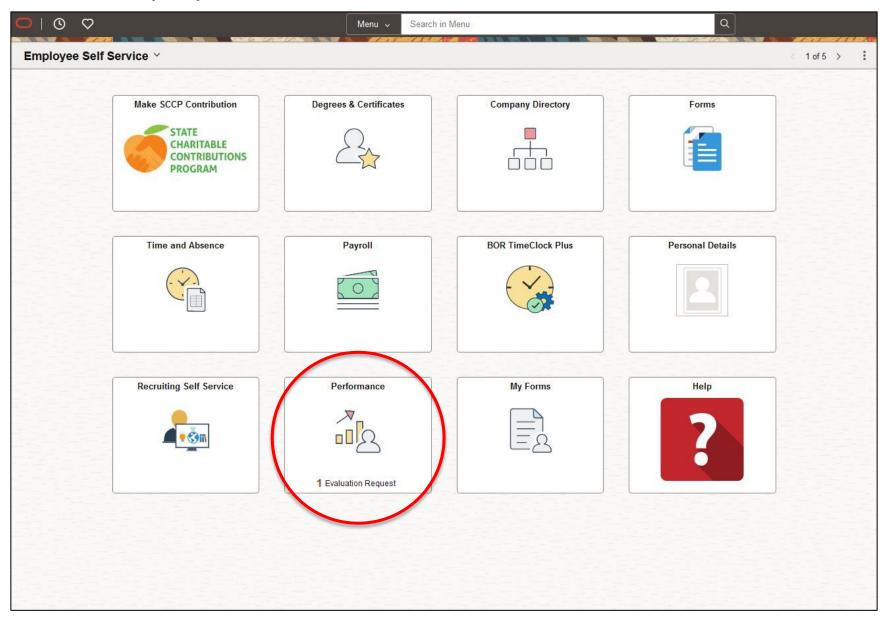
Nominate Participants (Optional): Click on "Search". The Document ID is for the ID for the current Performance evaluation open.



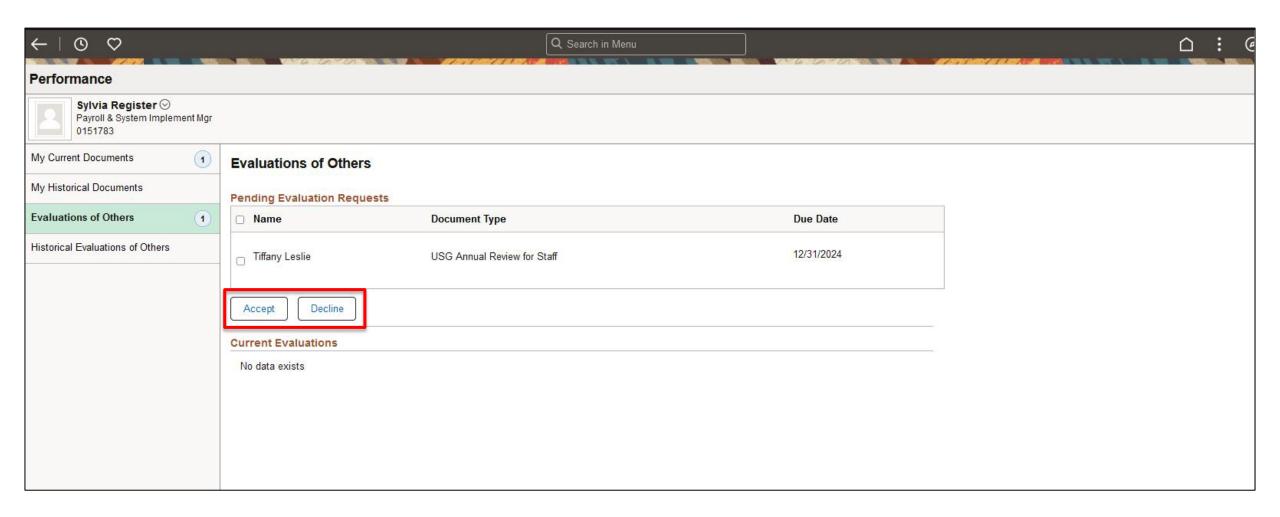
Nominate Participants (Optional): "Track Nominations" (cont.). The Status of the Nominees is seen here. Status can be Pending, Accepted, or Declined.



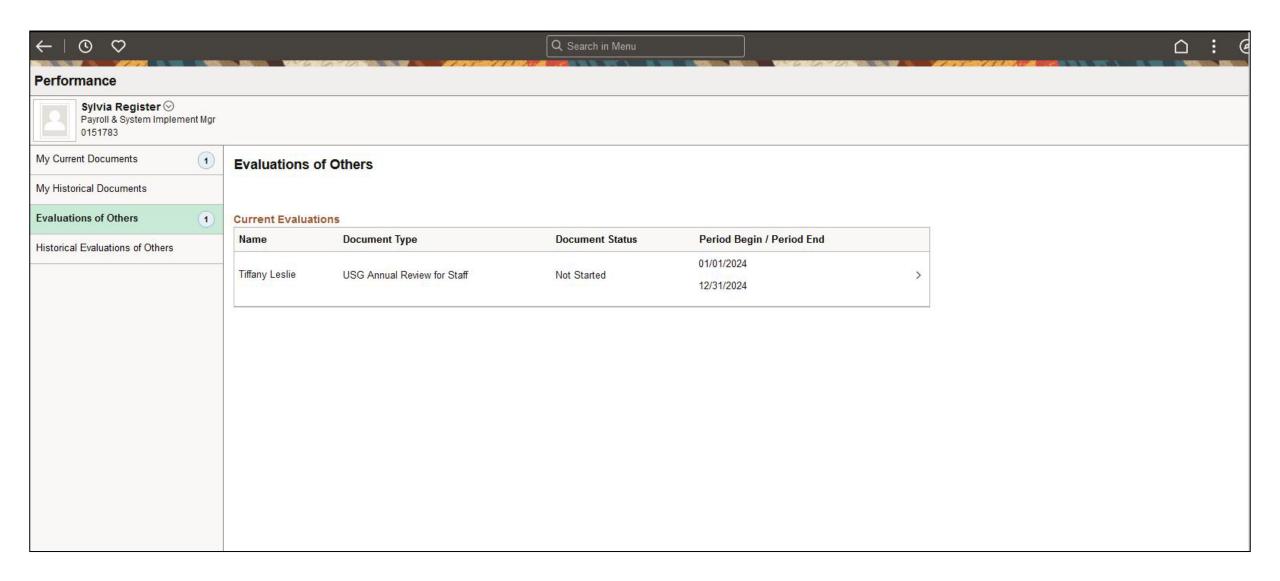
Nominate Participants (Optional): If nominees are selected, nominee will see request in the "Performance" tile in Employee Self Service.



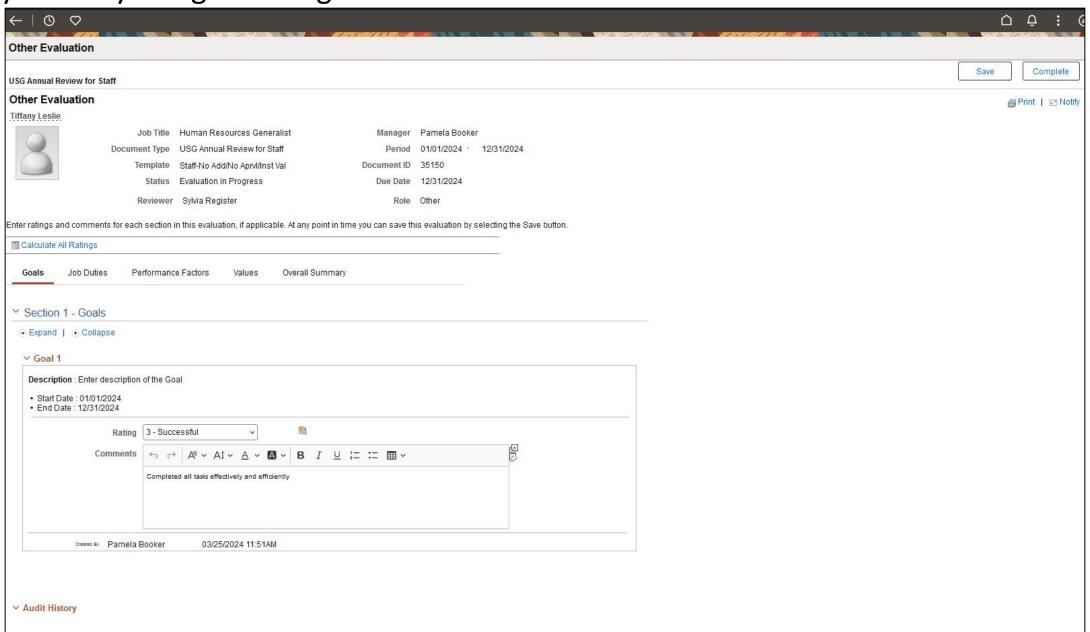
Nominate Participants (Optional): In "Evaluations of Others". The Nominee will see that they have Pending Evaluation Request. They can either "Accept" or "Decline" the request.



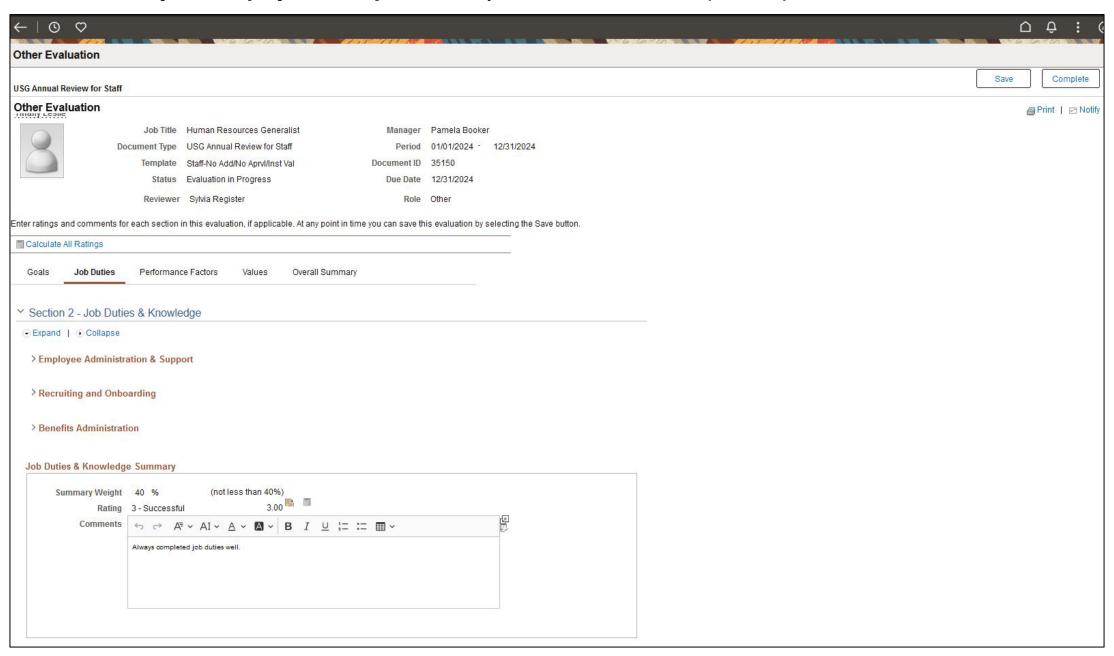
Nominate Participants (Optional): If the request is Accepted, the Evaluation will now look like this.



Nominate Participants (Optional): Participant will be able to complete an Evaluation for the Employee. They will give ratings and comments on each section. Goals:

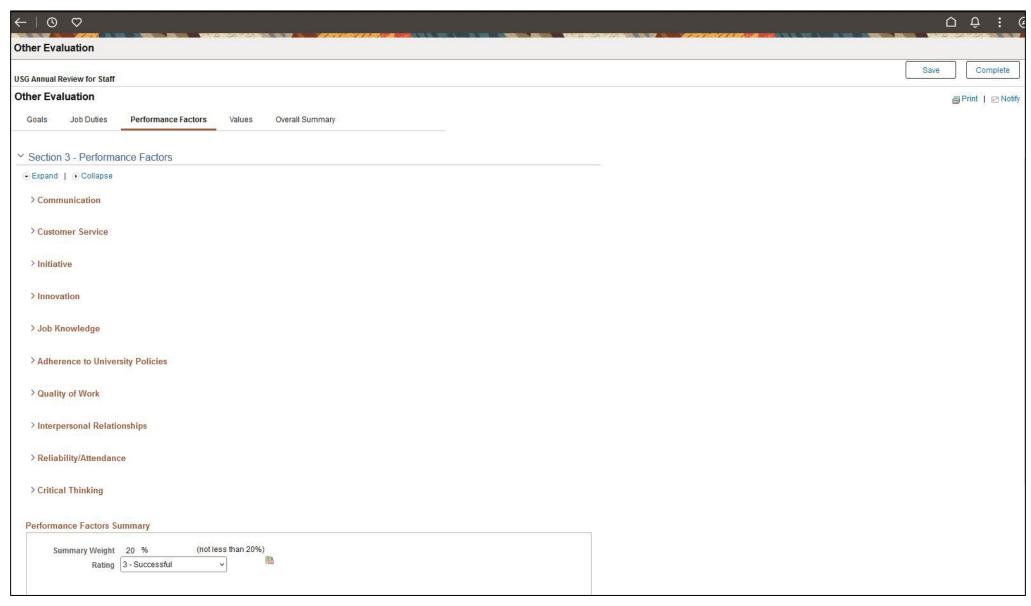


Nominate Participants (Optional): Participant Evaluation (cont.) Job Duties:

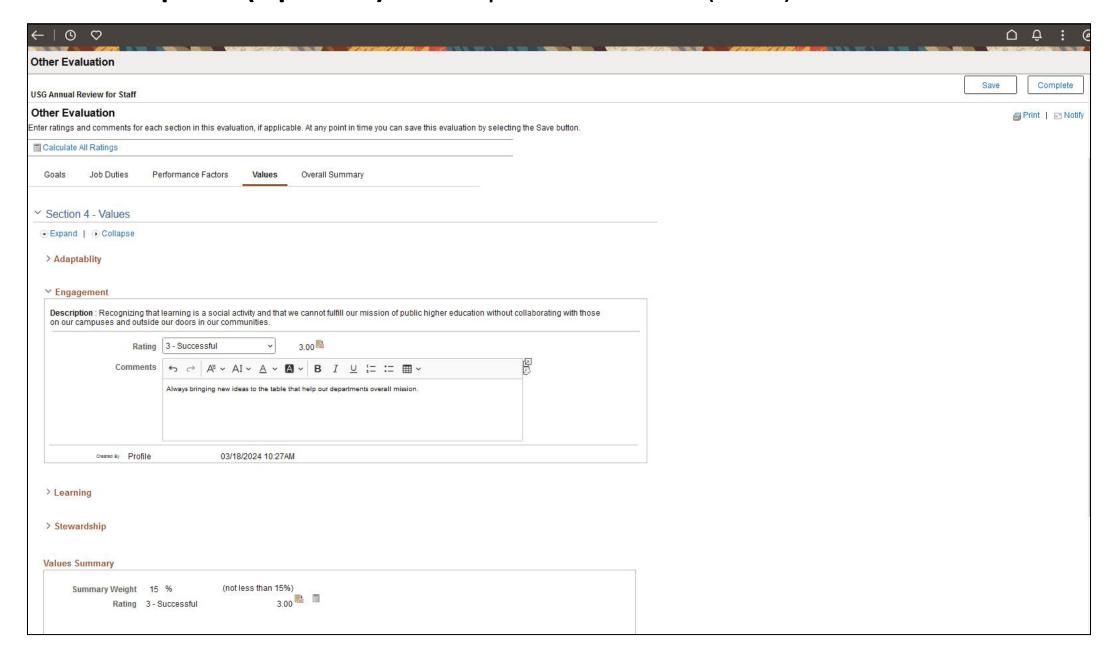


Nominate Participants (Optional): Participant Evaluation (cont.)

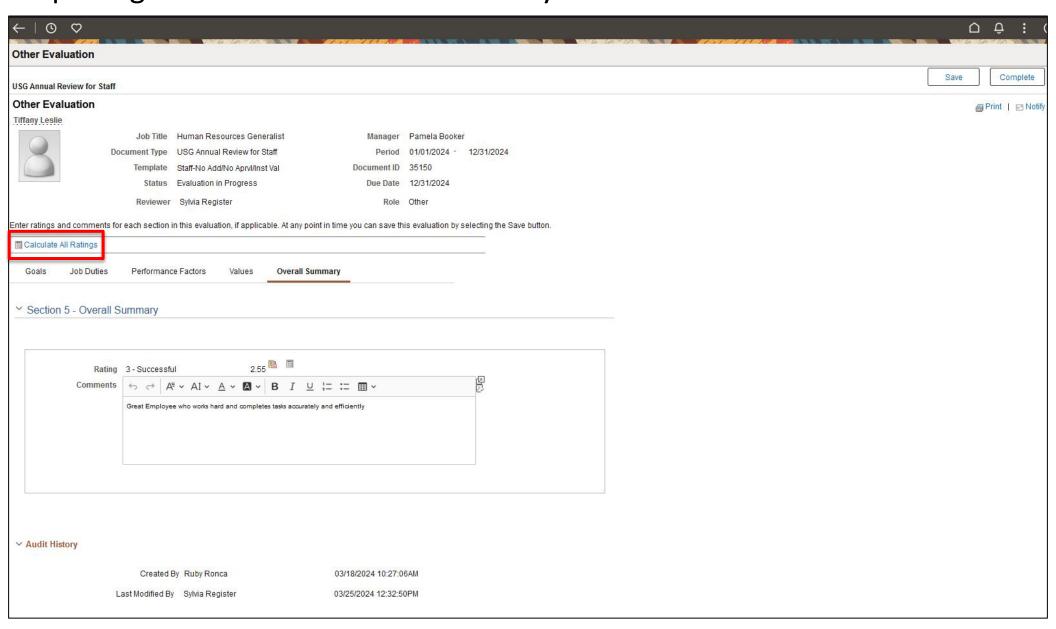
Only a rating for Performance Factors Summary can be given in this section. Performance Factors:



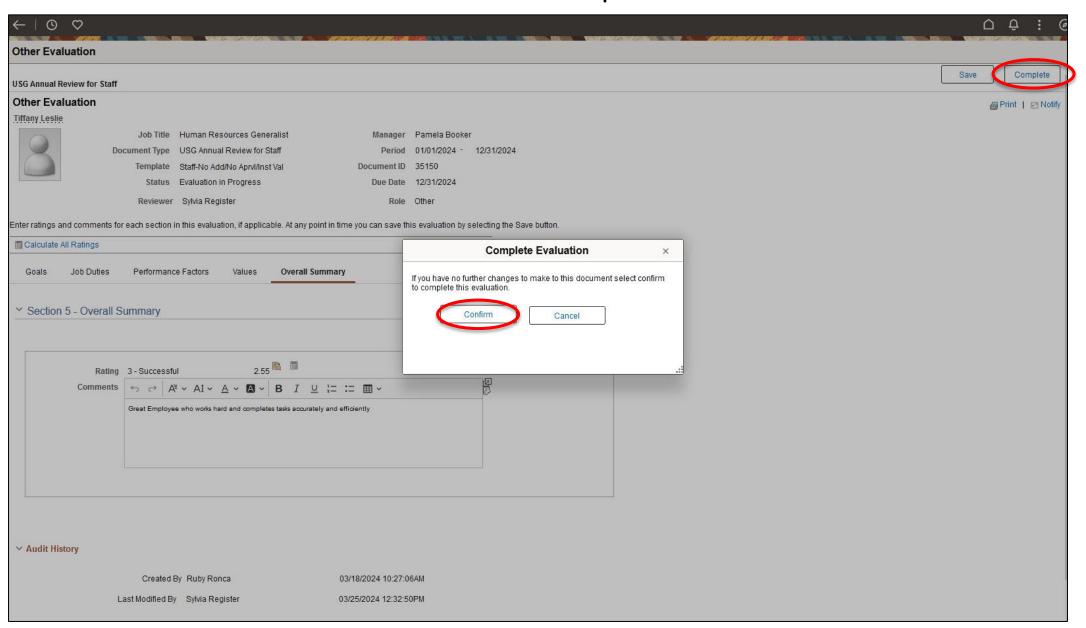
Nominate Participants (Optional): Participant Evaluation (cont.) MGA Core Values:



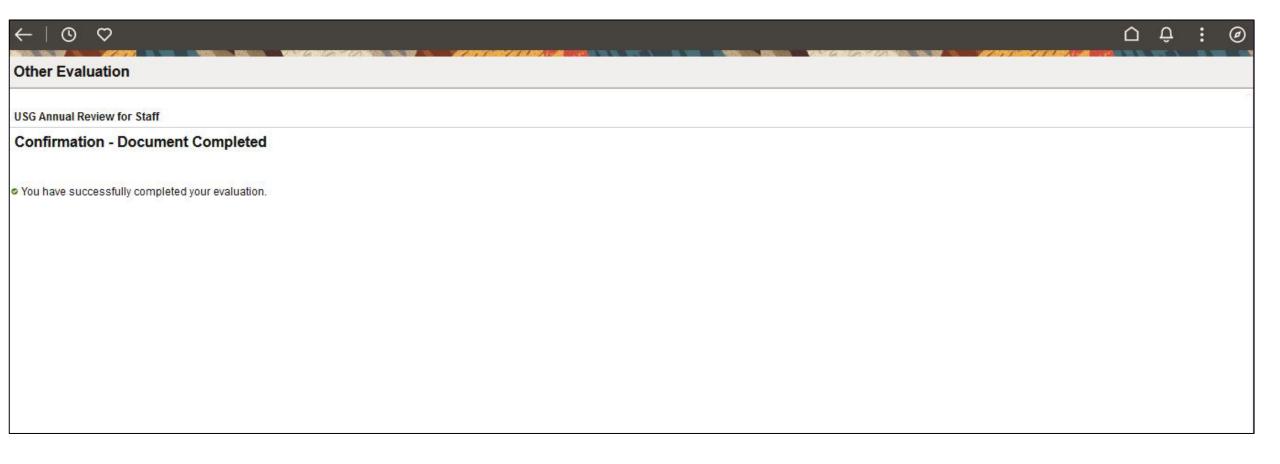
Nominate Participants (Optional): Participant Evaluation (cont.) Click "Calculate All Ratings" before completing this section. Overall Summary:



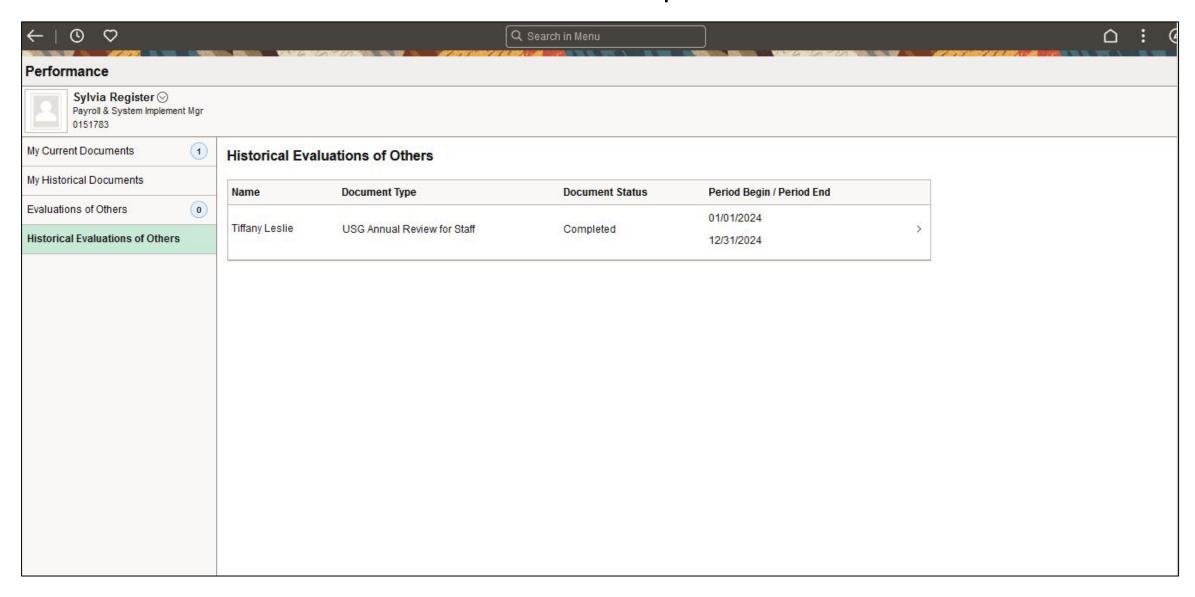
Nominate Participants (Optional): Participant Evaluation (cont.) Click on "Complete" in the top right corner when the evaluation has been completed:



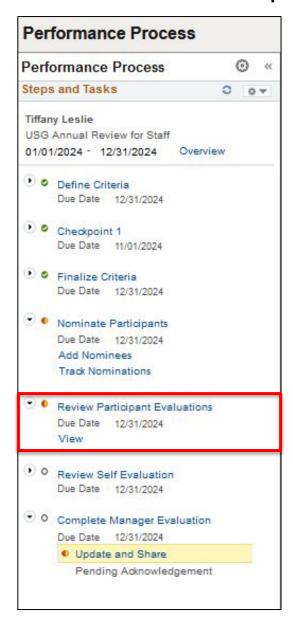
Nominate Participants (Optional): "Complete" (cont.)



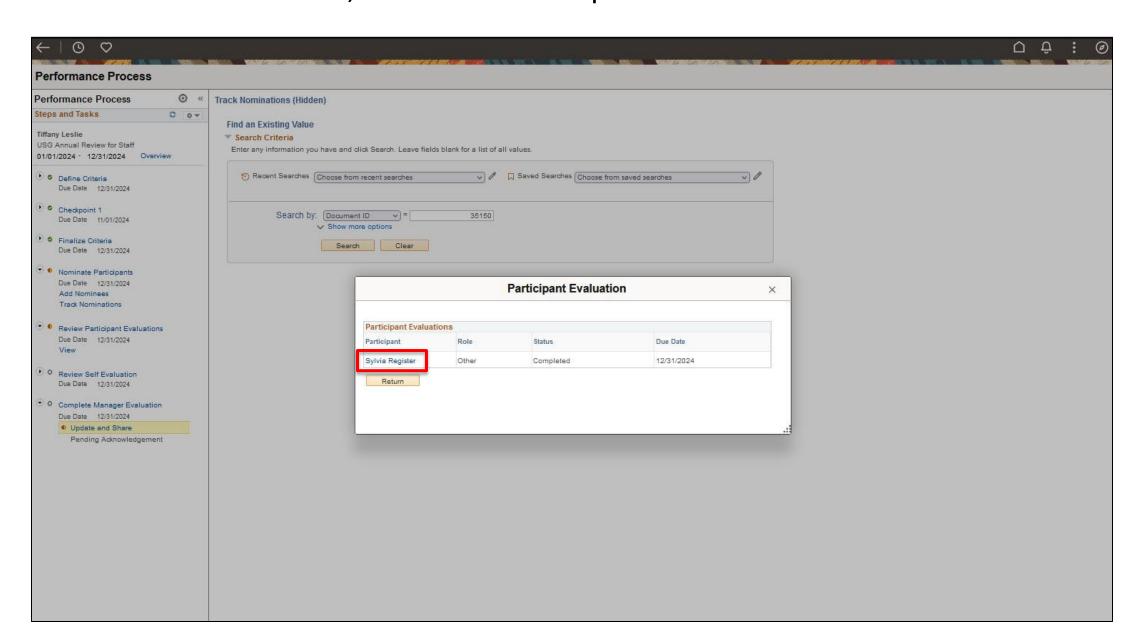
Nominate Participants (Optional): Once completed the Evaluation will move in to the "Historical Evaluations of Others" tab for the Participant.



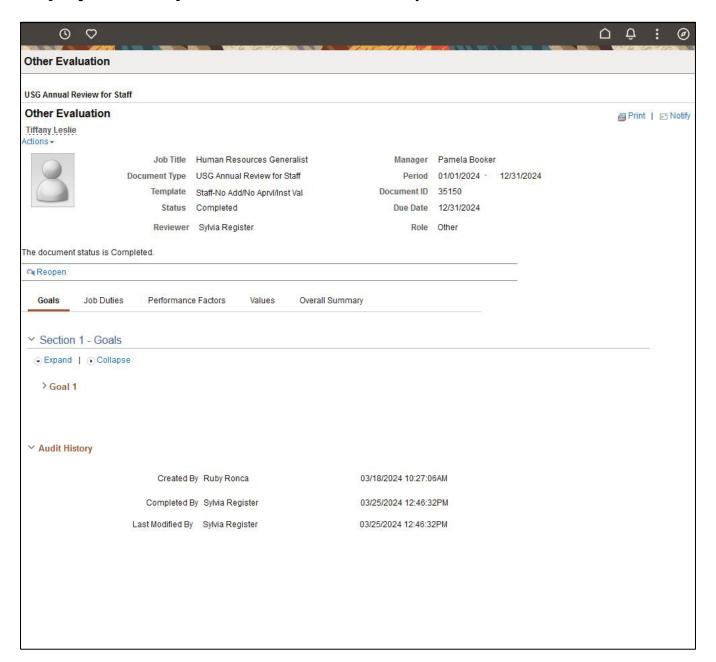
Nominate Participants (Optional): Once completed the Participant has completed their Evaluation, the Supervisor will select "Review Participant Evaluation" and click on "View



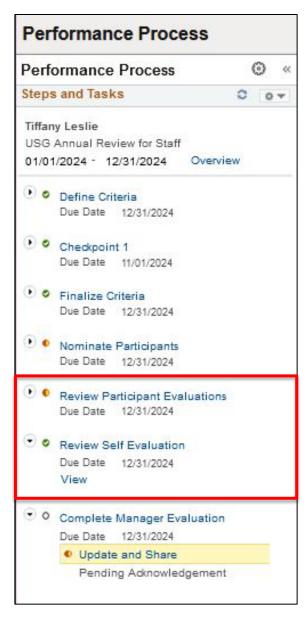
Nominate Participants (Optional): "Review Participant Evaluation" (cont.) Search using the preloaded Document ID. Then, Select the Participant Evaluation to view



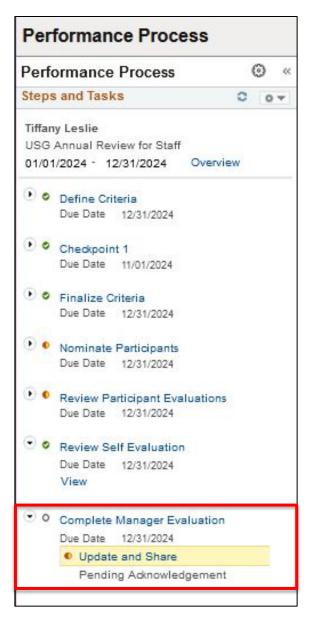
Nominate Participants (Optional): View the Participant's Evaluation.



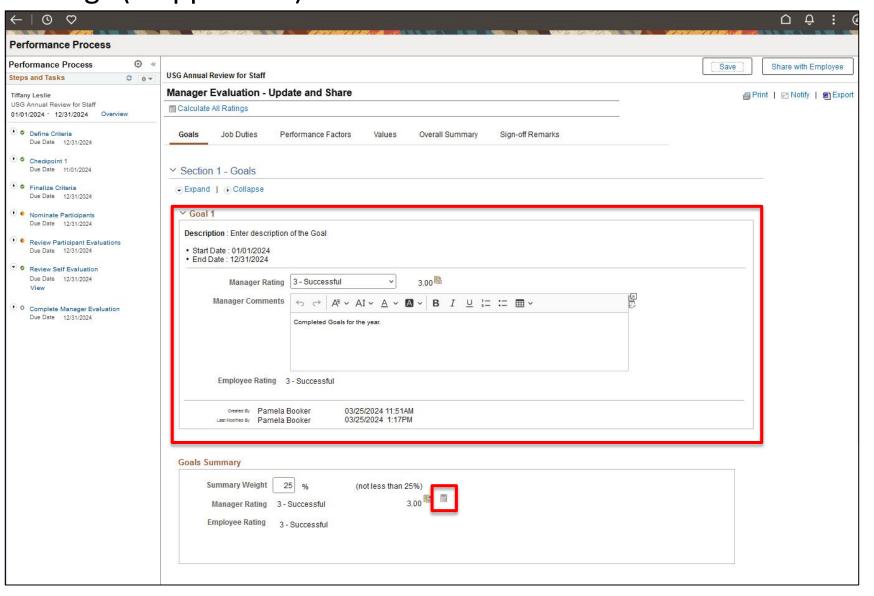
Manager Evaluation: Manager will be able to review the "Participant Evaluation" and the "Self Evaluation" once they are submitted.



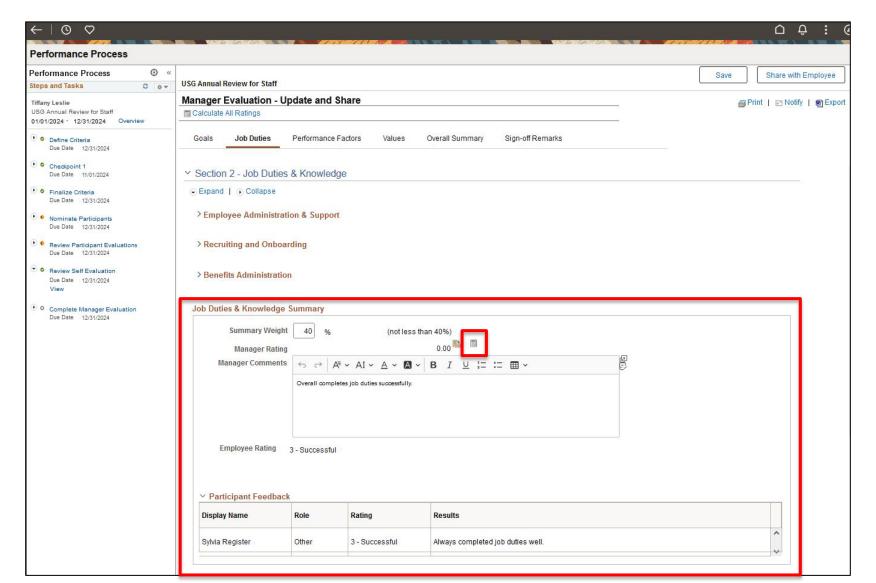
Manager Evaluation: Click on "Complete Manager Evaluation" and then "Update and Share" to open the evaluation.



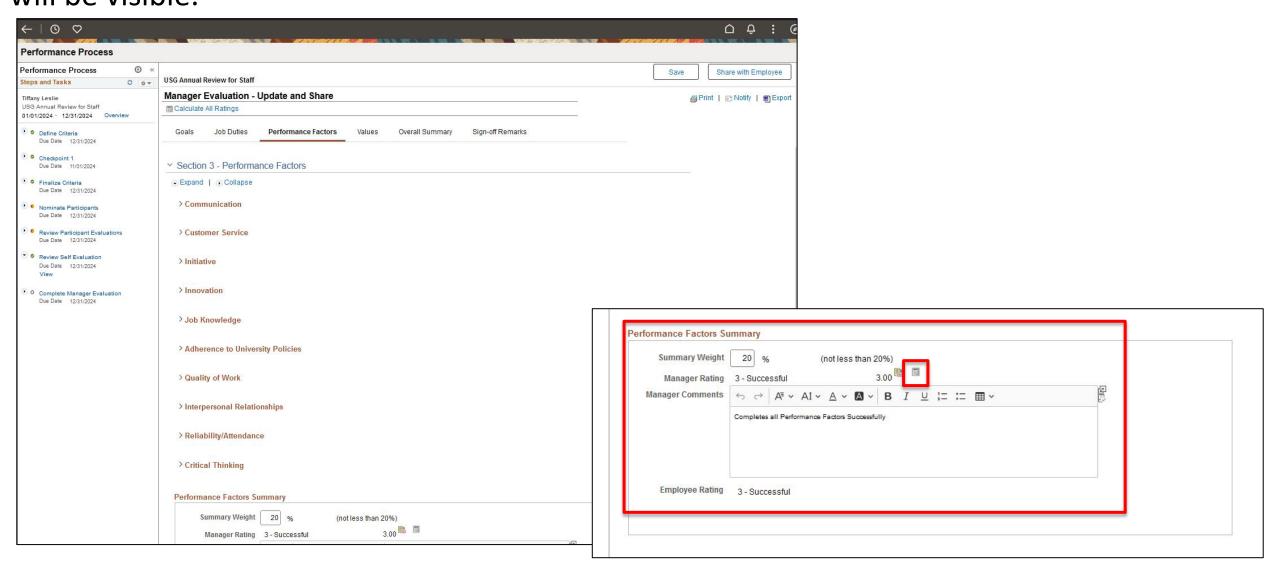
Manager Evaluation: Add Manager Ratings and Comments on Goals. Click on the Calculator to Calculate Summary Rating. Employee Comments and Ratings as well as Participant Comments and Ratings (if applicable) will be visible.



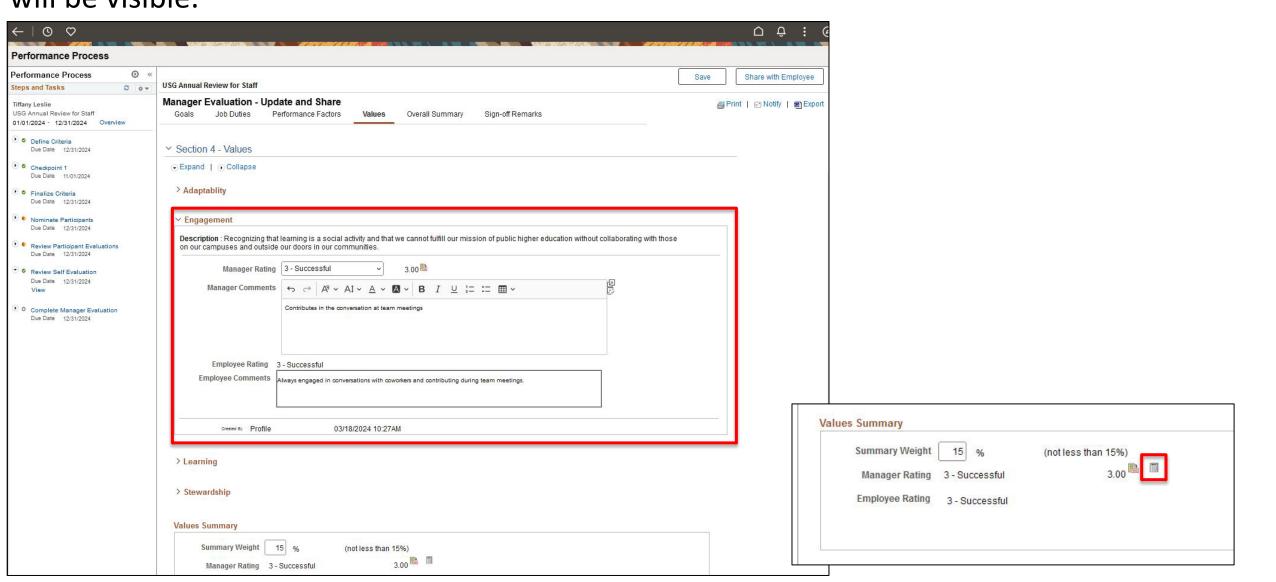
Manager Evaluation: Complete the "Manager's Evaluation". Add Manager Ratings and Comments on Job Duties. Click on the Calculator to Calculate Summary Rating. Employee Comments and Ratings as well as Participant Comments and Ratings (if applicable) will be visible.



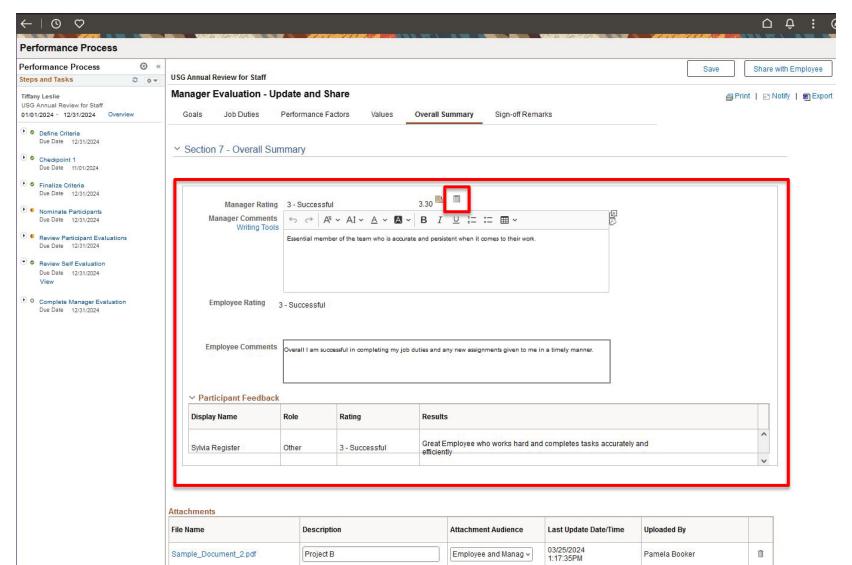
Manager Evaluation: Complete the "Manager's Evaluation". Add Manager Ratings and Comments on Performance Factors. Click on the Calculator to Calculate Summary Rating. Employee Comments and Ratings as well as Participant Comments and Ratings (if applicable) will be visible.



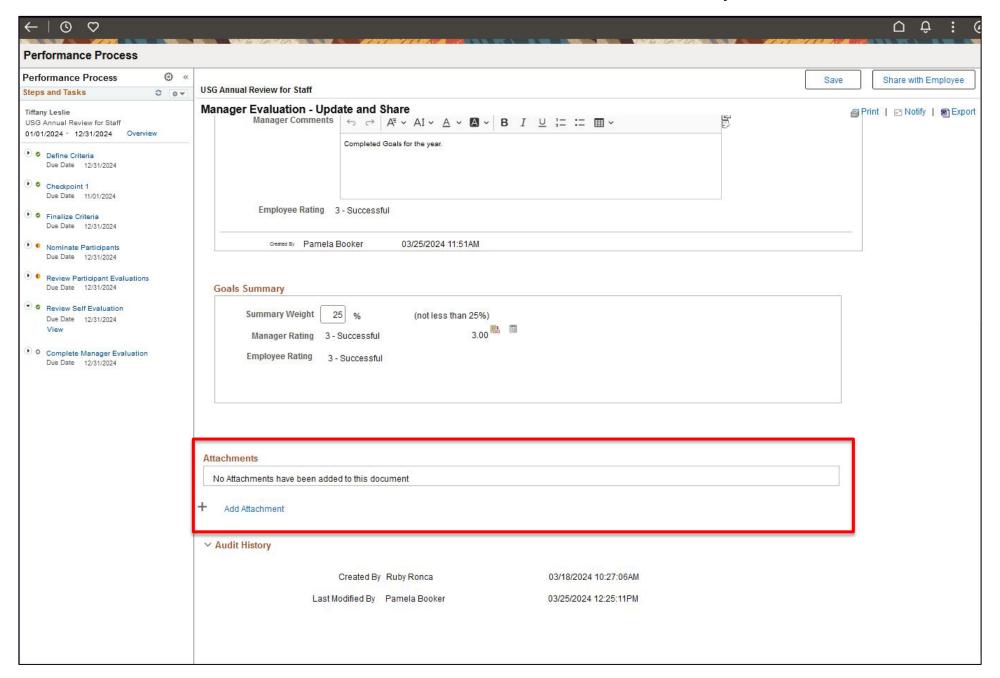
Manager Evaluation: Complete the "Manager's Evaluation". Add Manager Ratings and Comments on MGA Core Values. Click on the Calculator to Calculate Summary Rating. Employee Comments and Ratings as well as Participant Comments and Ratings (if applicable) will be visible.



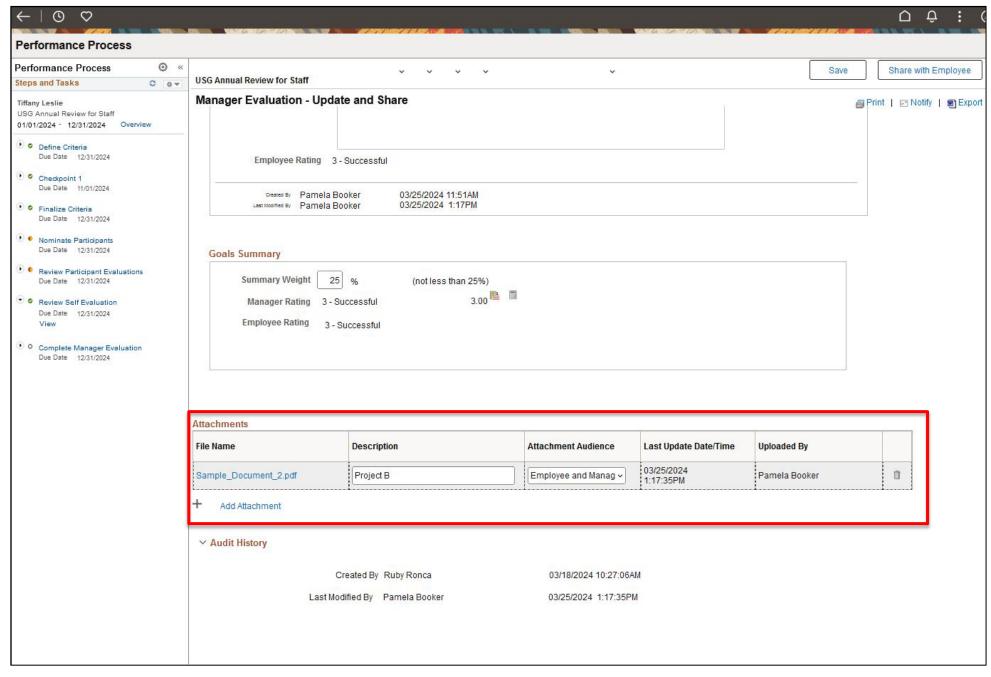
Manager Evaluation: Complete the "Manager's Evaluation". Add Manager Ratings and Comments on Overall Summary. Click on the Calculator to Calculate Summary Rating. Employee Comments and Ratings as well as Participant Comments and Ratings (if applicable) will be visible.



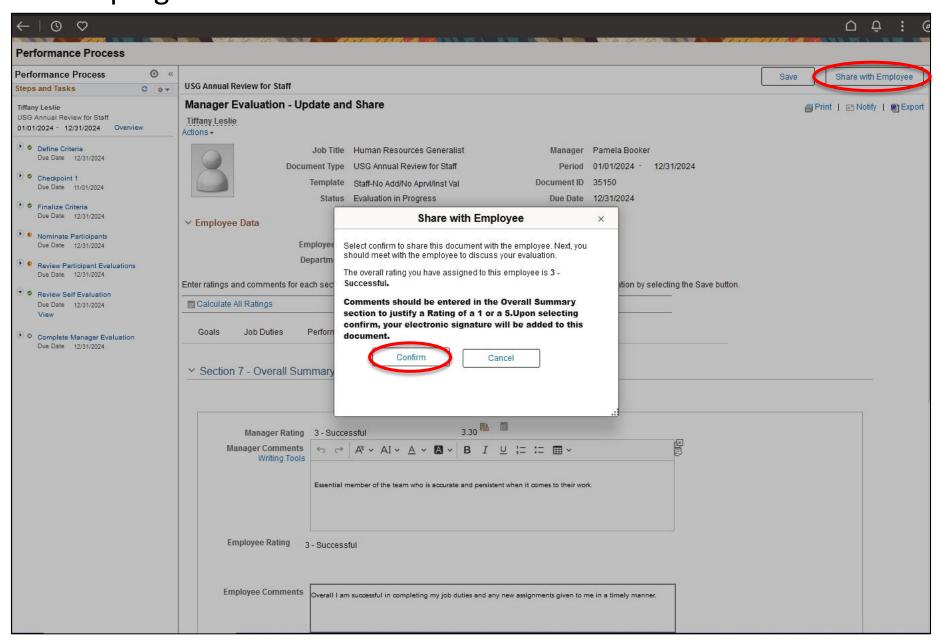
Manager Evaluation: Add Attachment to Evaluation if necessary



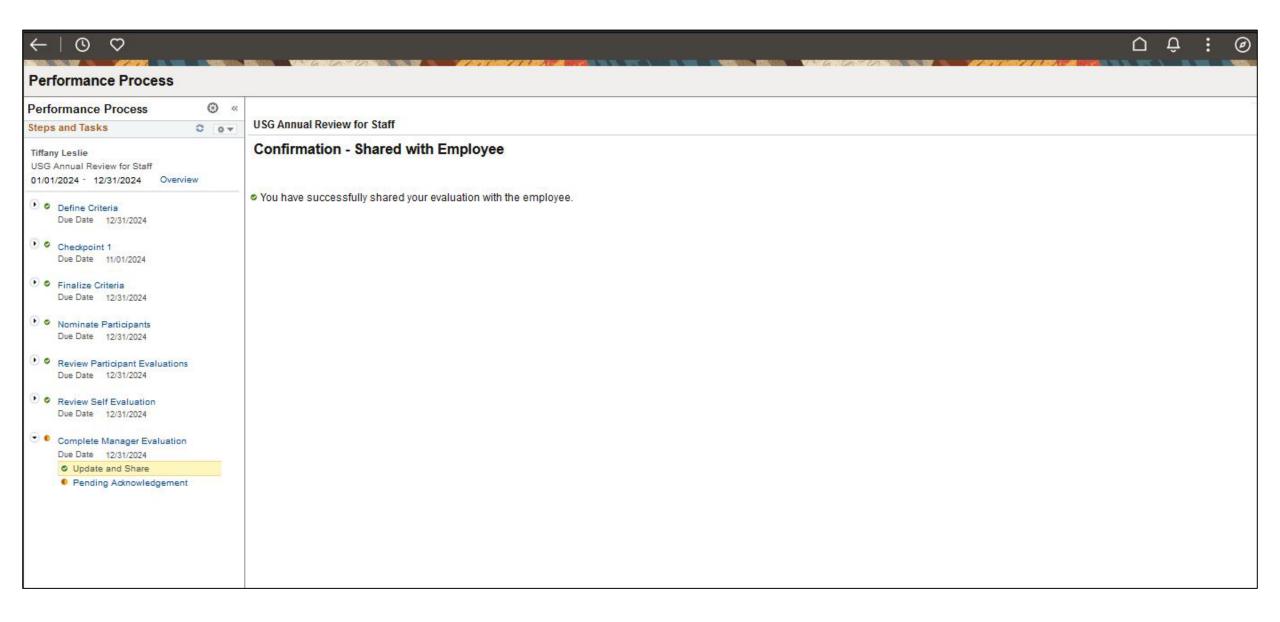
Manager Evaluation: Add Attachment to Evaluation if necessary (cont.)



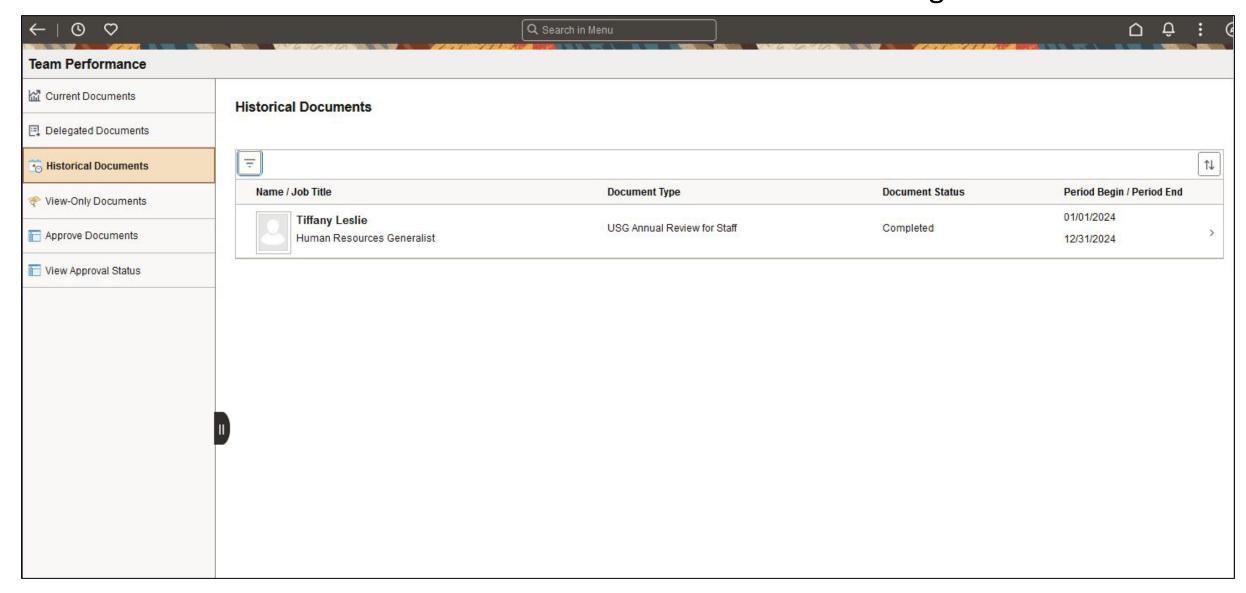
Manager Evaluation: Once the Evaluation has been completed, click on "Share with Employee" in the top right corner. "Confirm".



Manager Evaluation: "Share with Employee" (cont.)



Historical Documents: Once Employee has "acknowledged" and "signed" the Manager Evaluation. Managers will be able to access past performance documents in the "My Historical Documents" section of the Team Performance Tile in Manager Self Service.

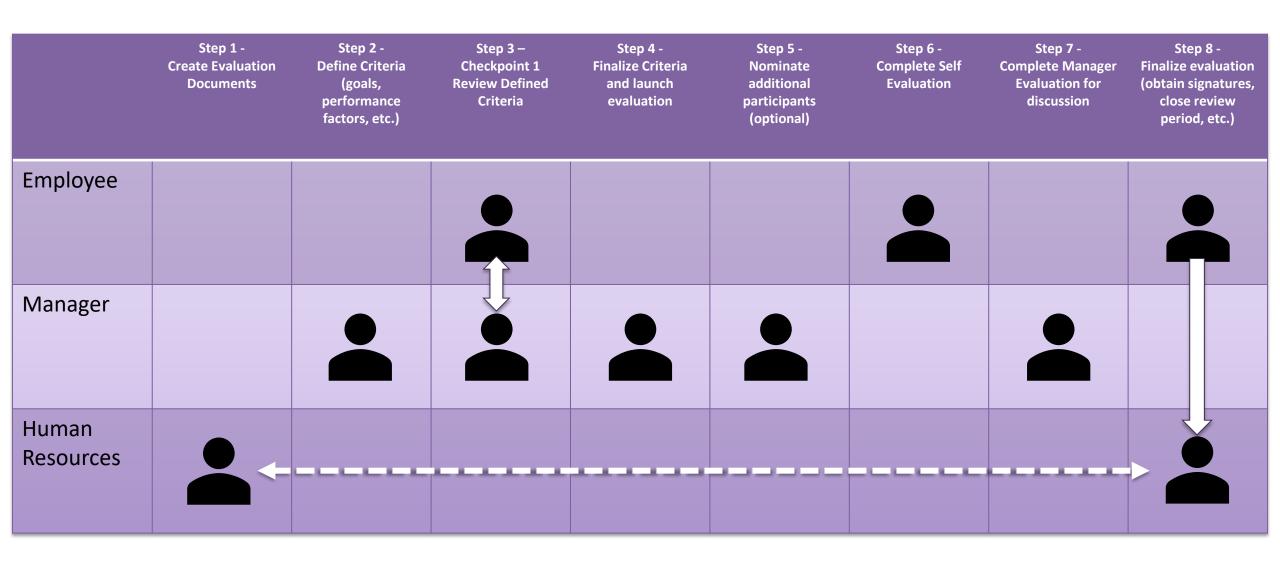


Employee

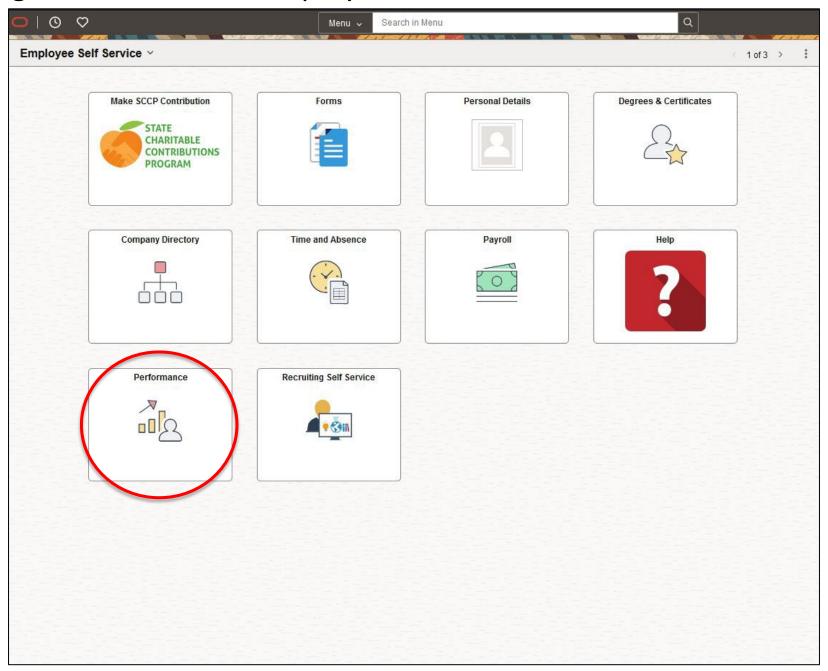


Middle Georgia State University

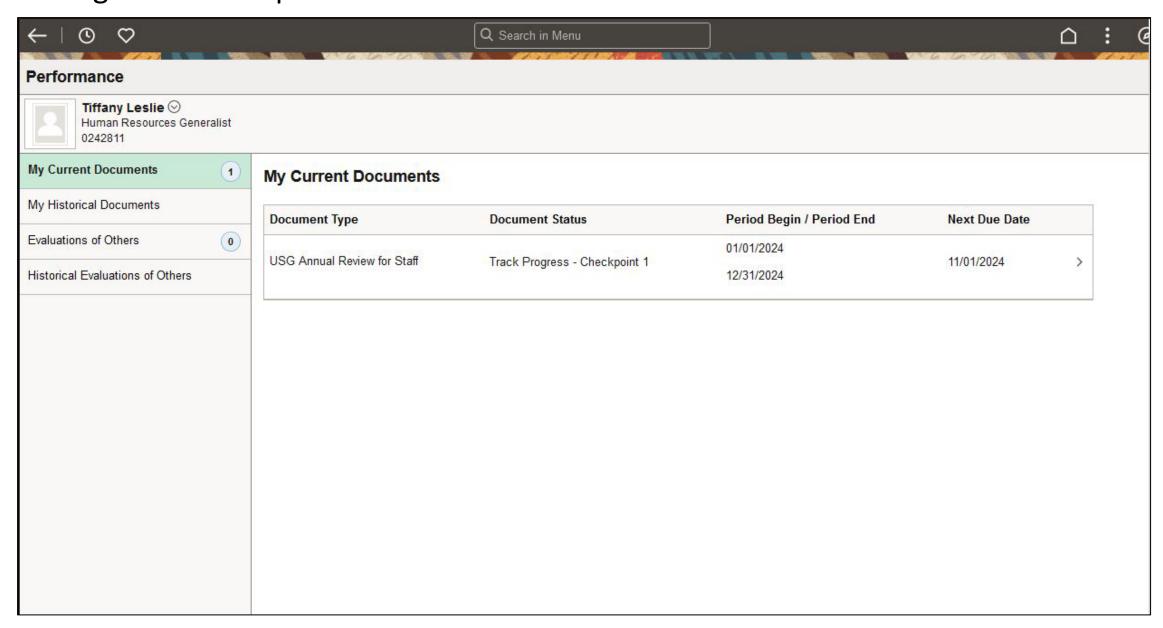
Performance Evaluations Process Flow



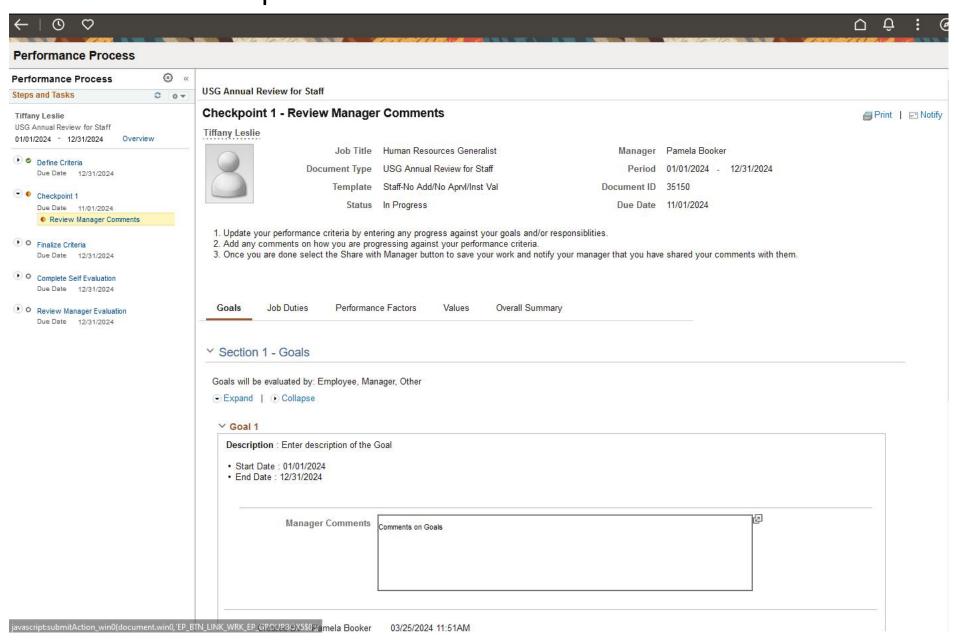
Checkpoint 1: Log into OneUSG. In Employee Self Service, Choose the Performance Tile.



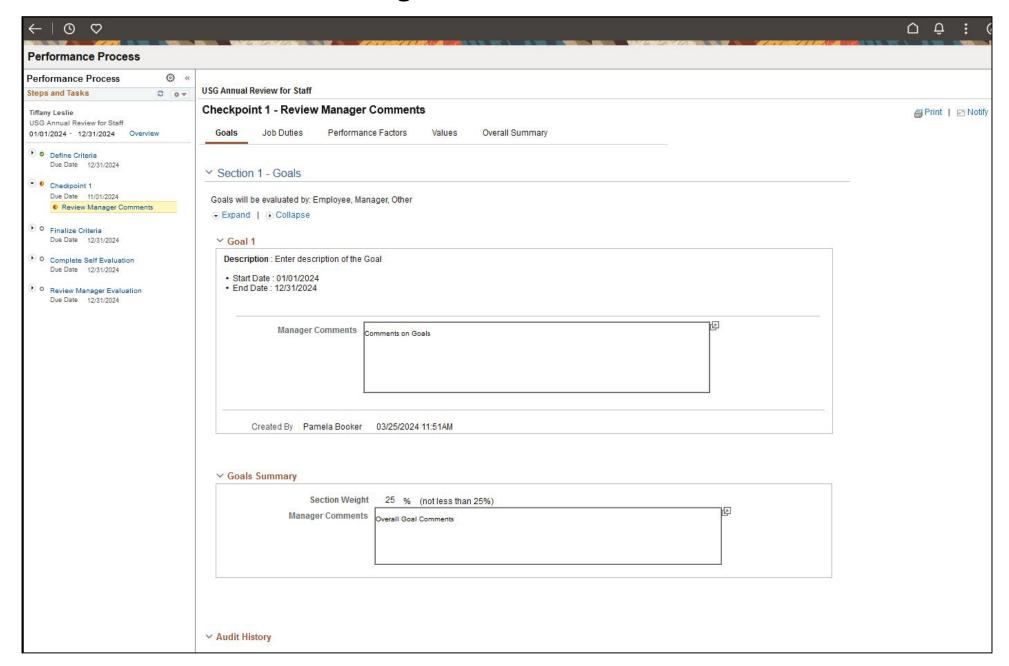
Checkpoint 1: In My Current Documents, an USG Annual Review for Staff in the Status of "Track Progress – Checkpoint 1" will be visible. Click on this tile.



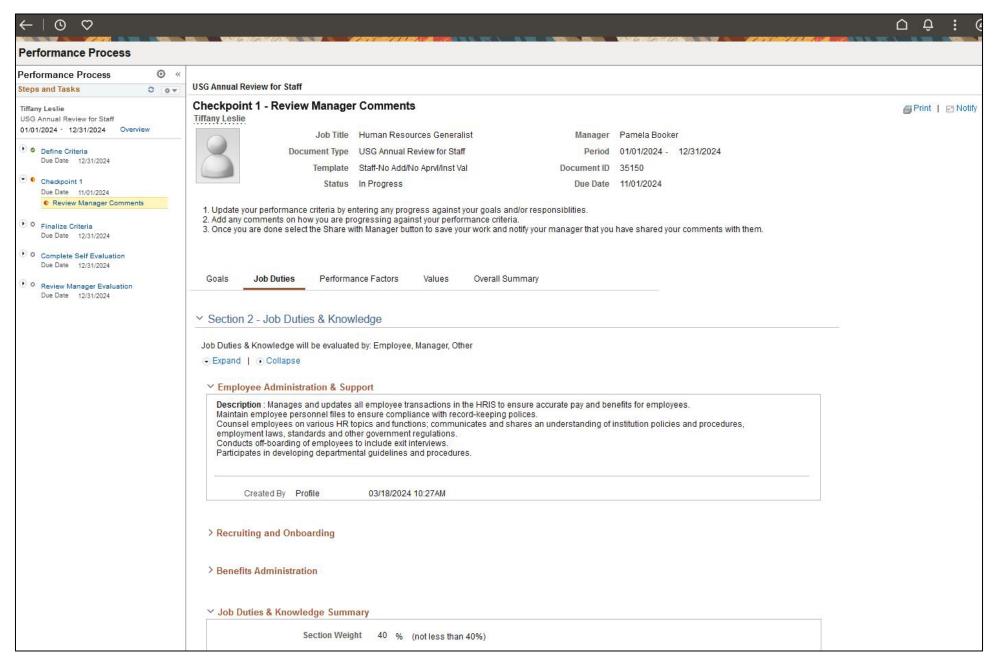
Checkpoint 1: Review Goals, Job Duties, Performance Factors, and Values. Meet with Supervisor to review this Checkpoint.



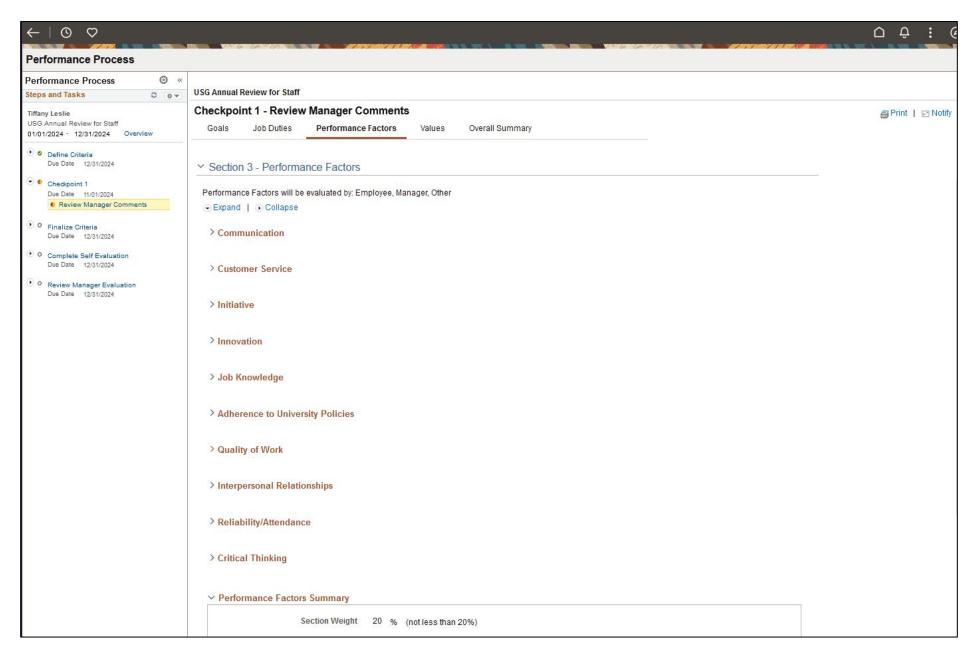
Checkpoint 1: Review Goals and Manager Comments



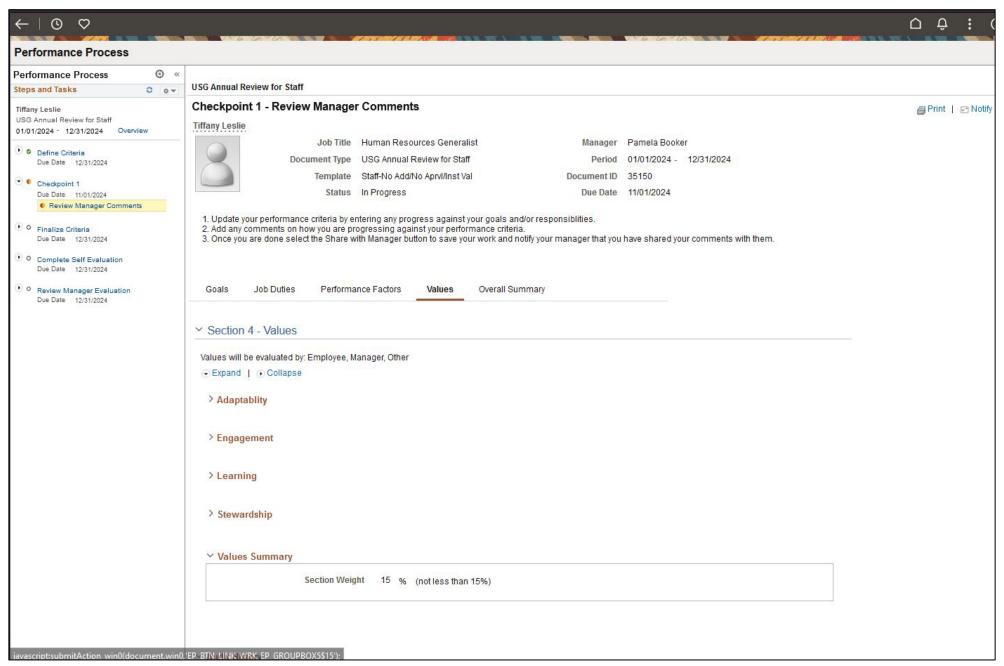
Checkpoint 1: Review Job Duties



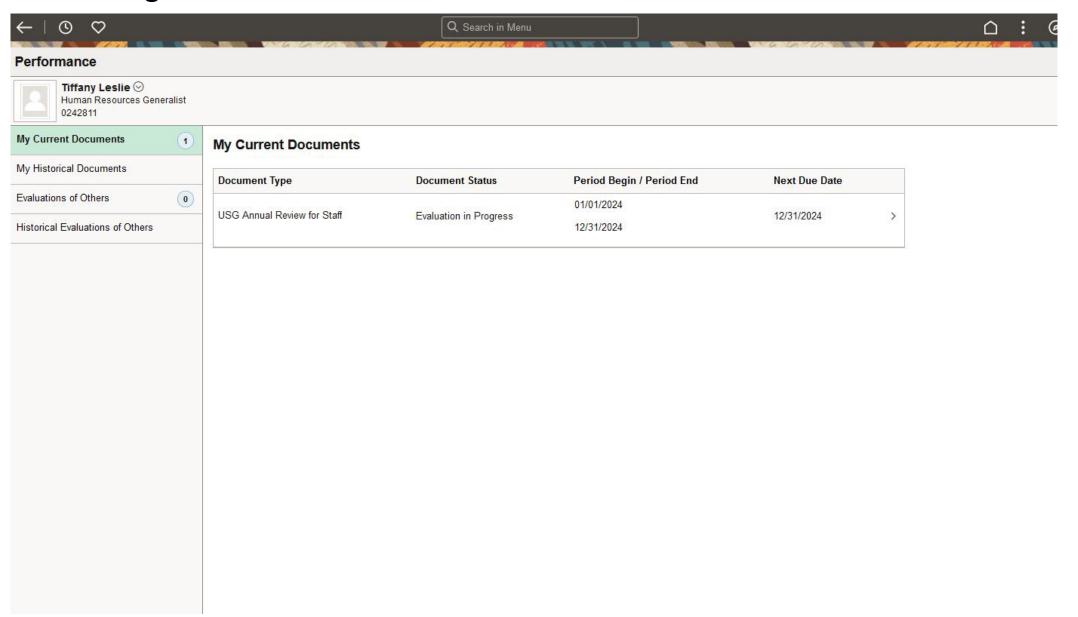
Checkpoint 1: Review Performance Factors



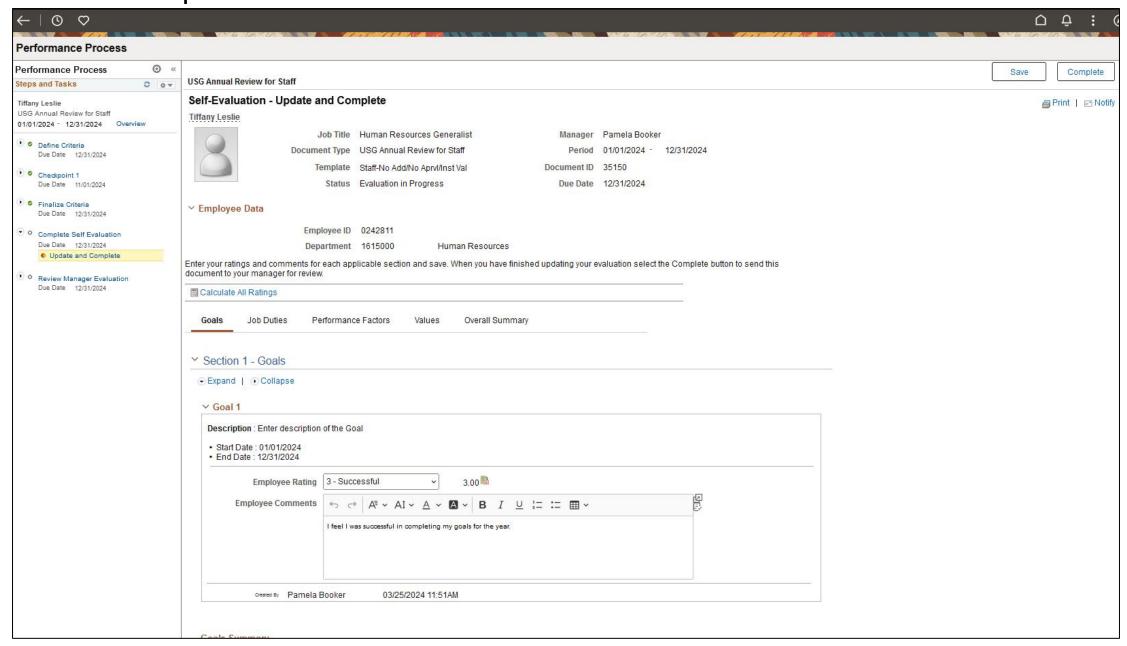
Checkpoint 1: Review MGA Core Values



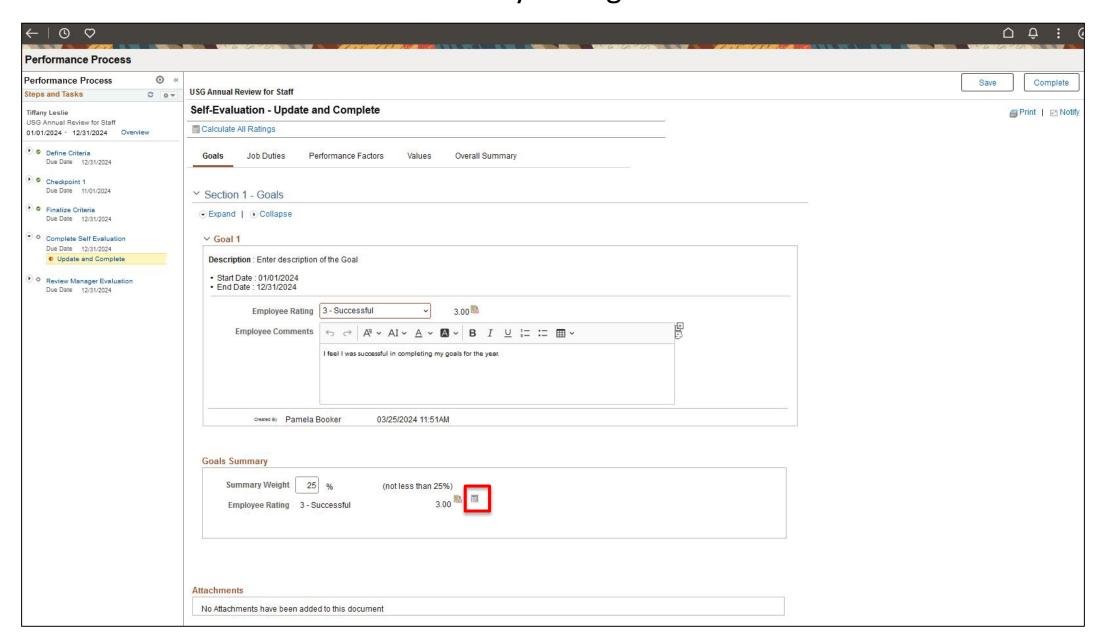
Self Evaluation: In "My Current Documents", an USG Annual Review for Staff in the Status of "Evaluation in Progress" will be visible. Click on this tile.



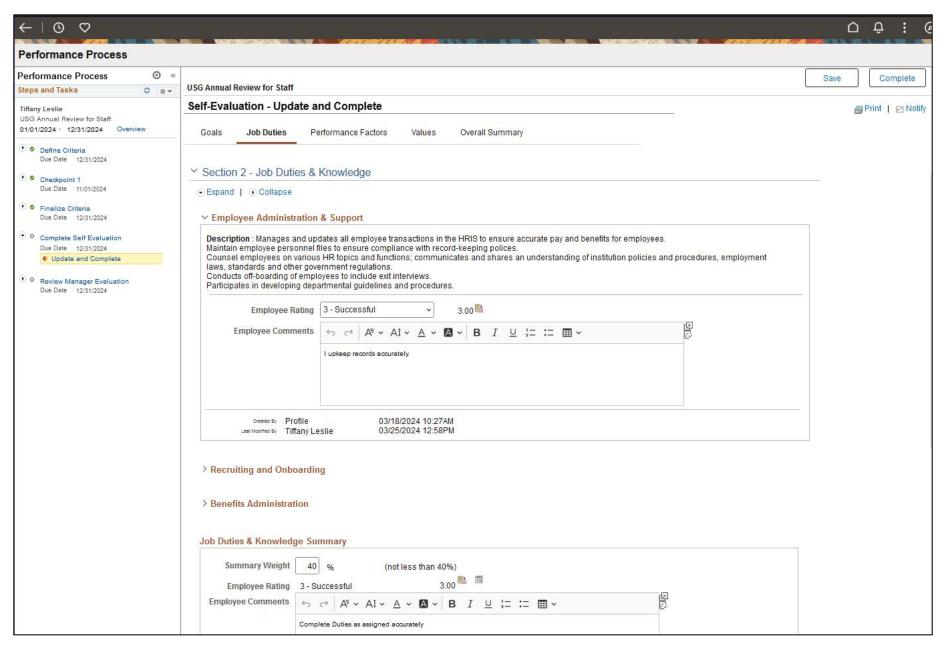
Self Evaluation: Complete the "Self Evaluation". This can be saved and worked through out the year until completed.



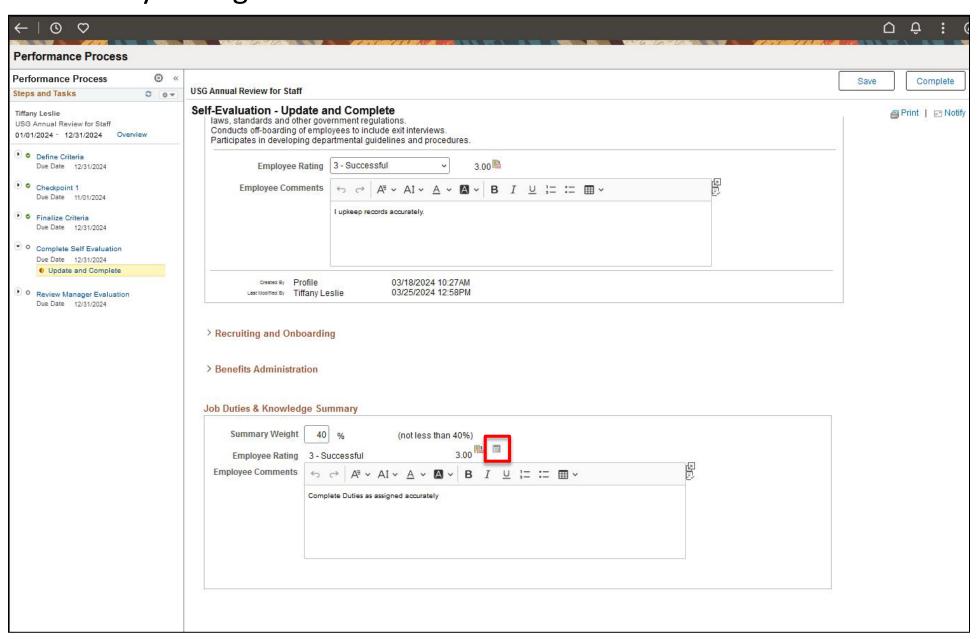
Self Evaluation: Complete an evaluation on Goals and add Employee Ratings and Comments. Click on the Calculator to Calculate Summary Rating



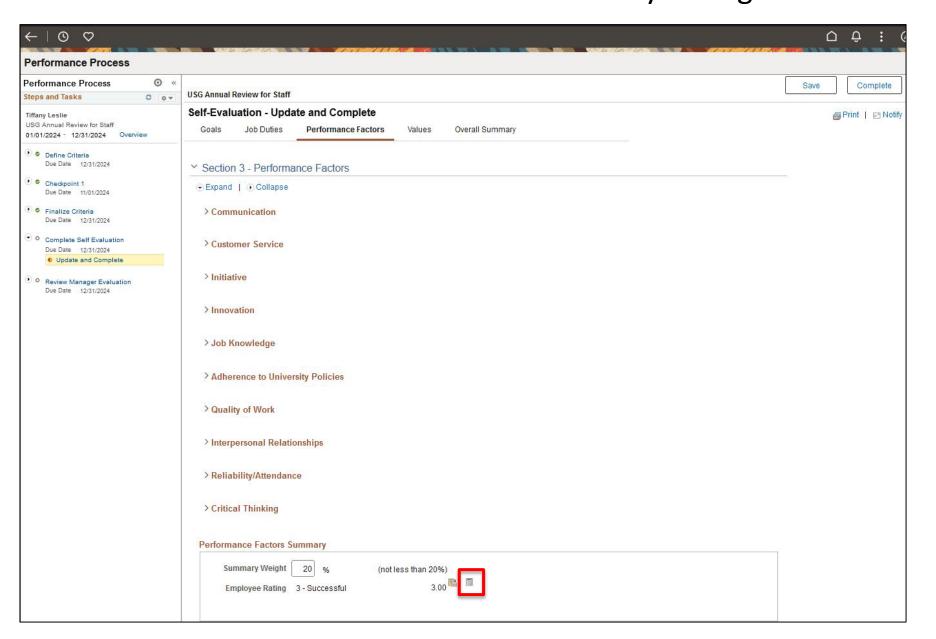
Self Evaluation: Complete an evaluation on Job Duties and add Employee Ratings and Comments.



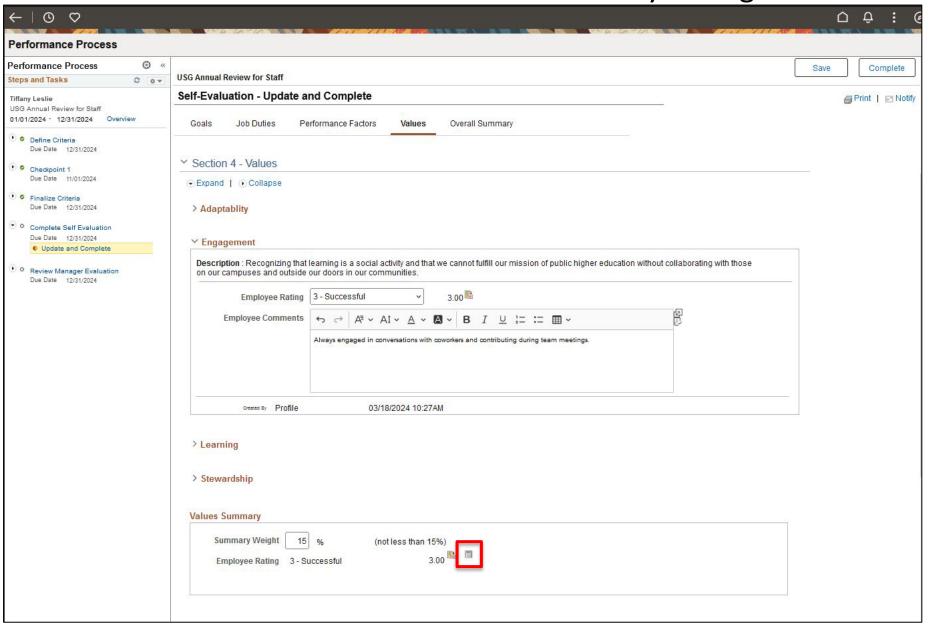
Self Evaluation: Add Comments to Job Duties & Knowledge Summary. Click on the Calculator to Calculate Summary Rating.



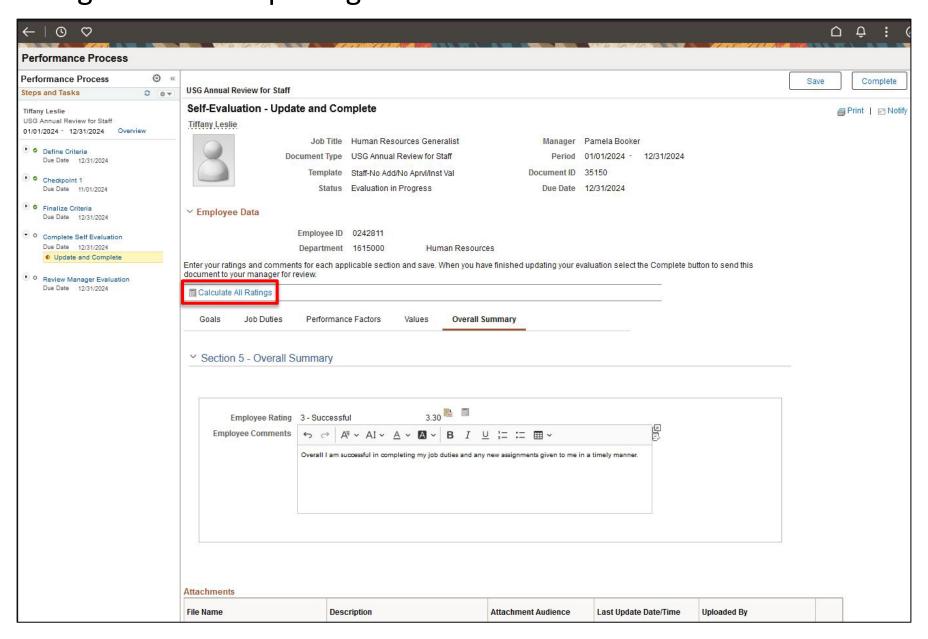
Self Evaluation: Complete an evaluation on Performance Factors and add Employee Ratings and Comments. Click on the Calculator to Calculate Summary Rating.



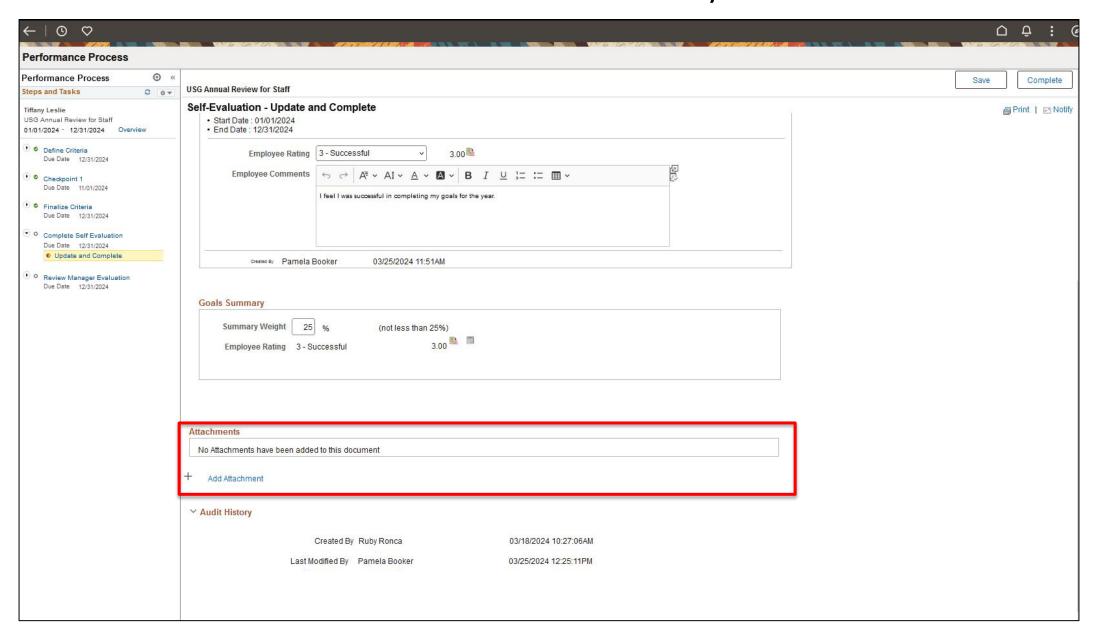
Self Evaluation: Complete an evaluation on the MGA Core Values and add Employee Ratings and Comments. Click on the Calculator to Calculate Summary Rating.



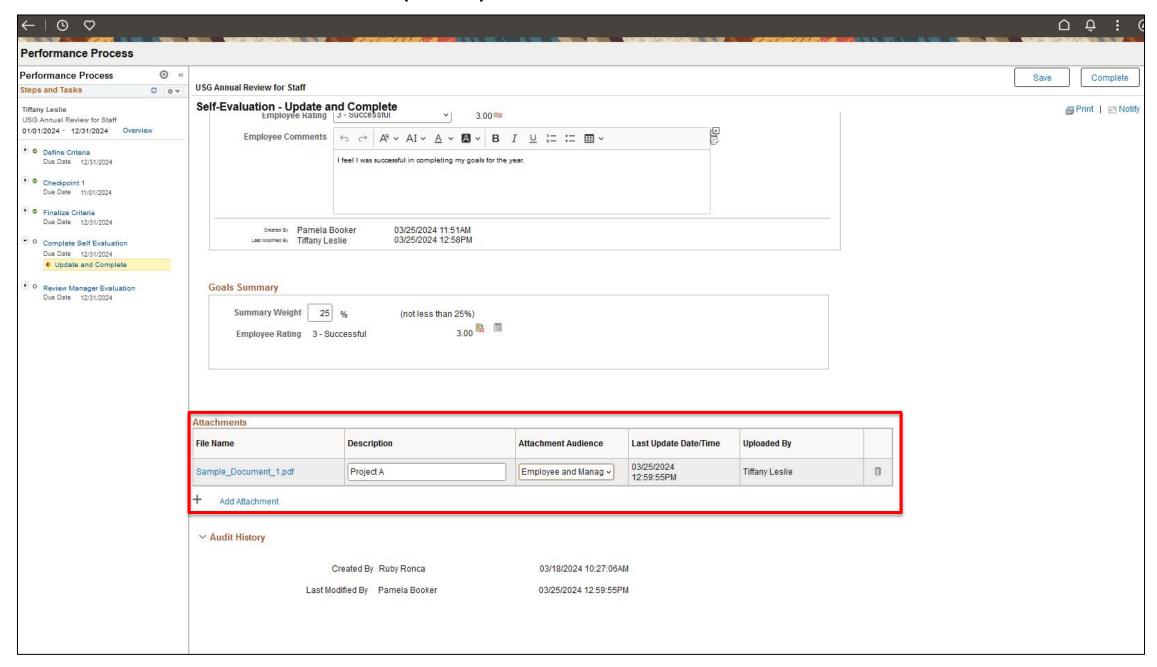
Self Evaluation: Complete an Overall Summary and add Employee Comments. Click on Calculate All Ratings before completing this section.



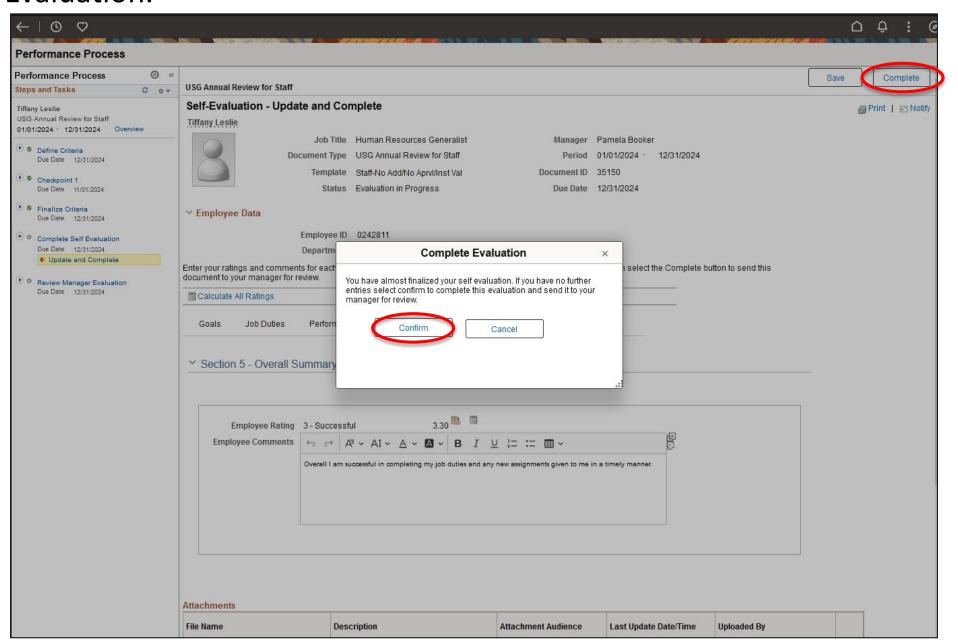
Self Evaluation: Add attachments to Evaluation if necessary.



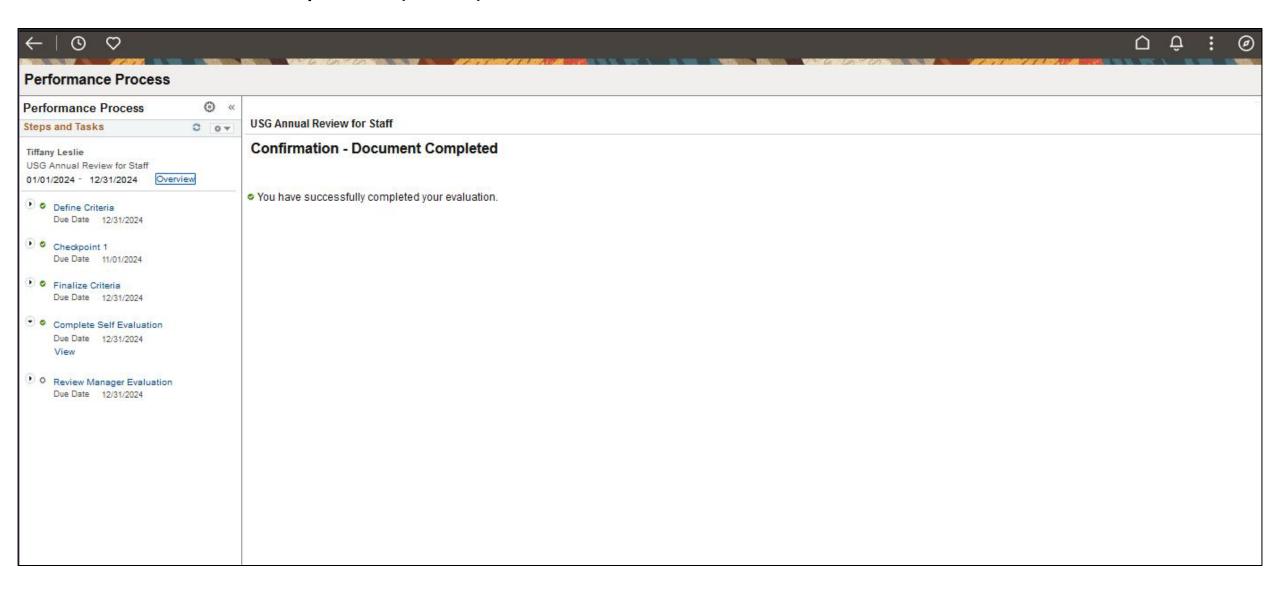
Self Evaluation: Add Attachment (cont.)



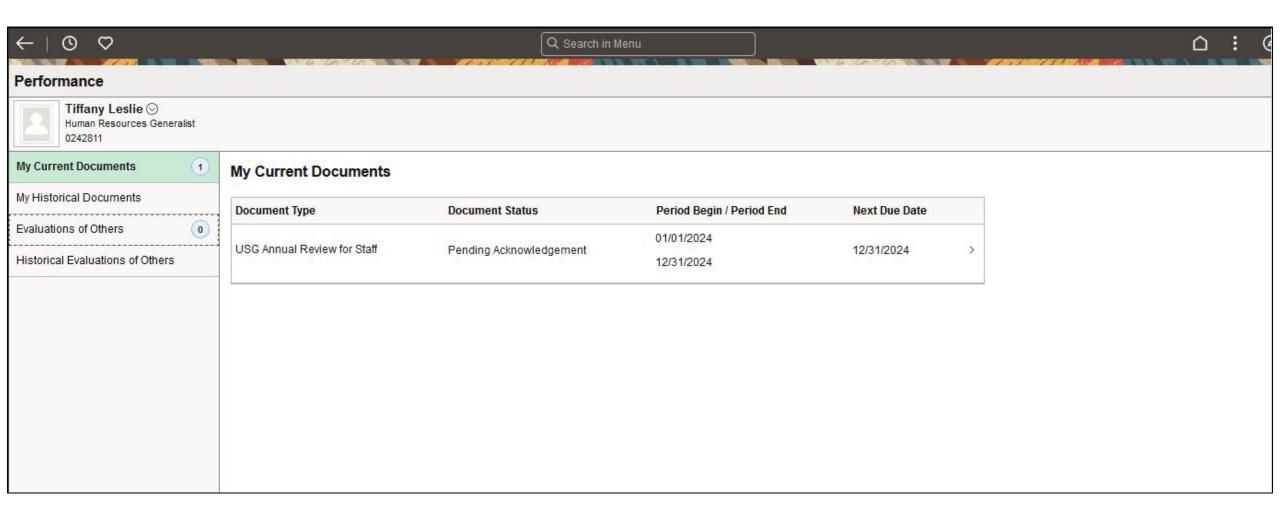
Self Evaluation: Once completed, click "Complete" in the top right corner and Confirm to finalize Self Evaluation.



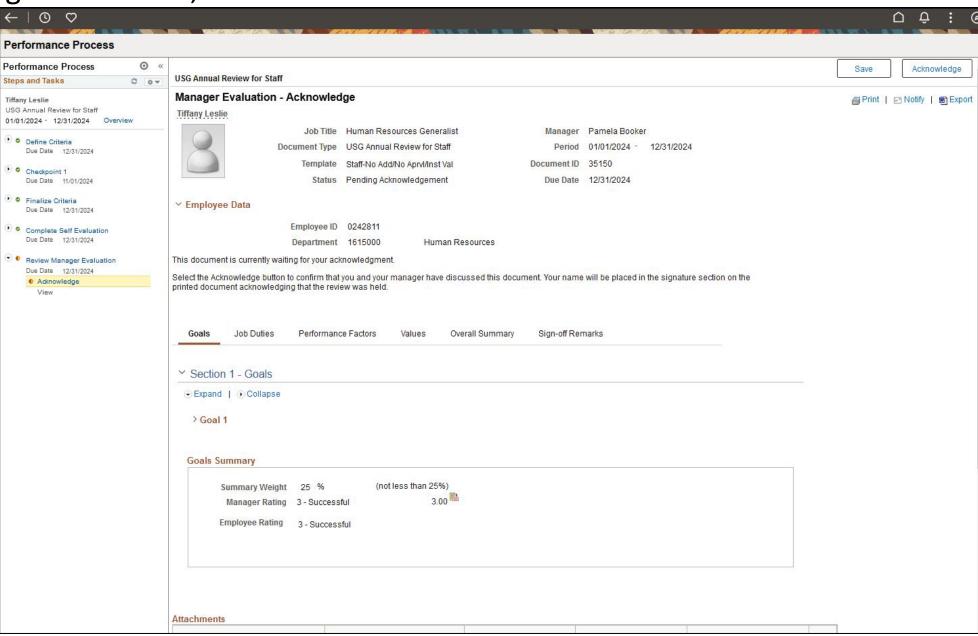
Self Evaluation: "Complete" (cont.)



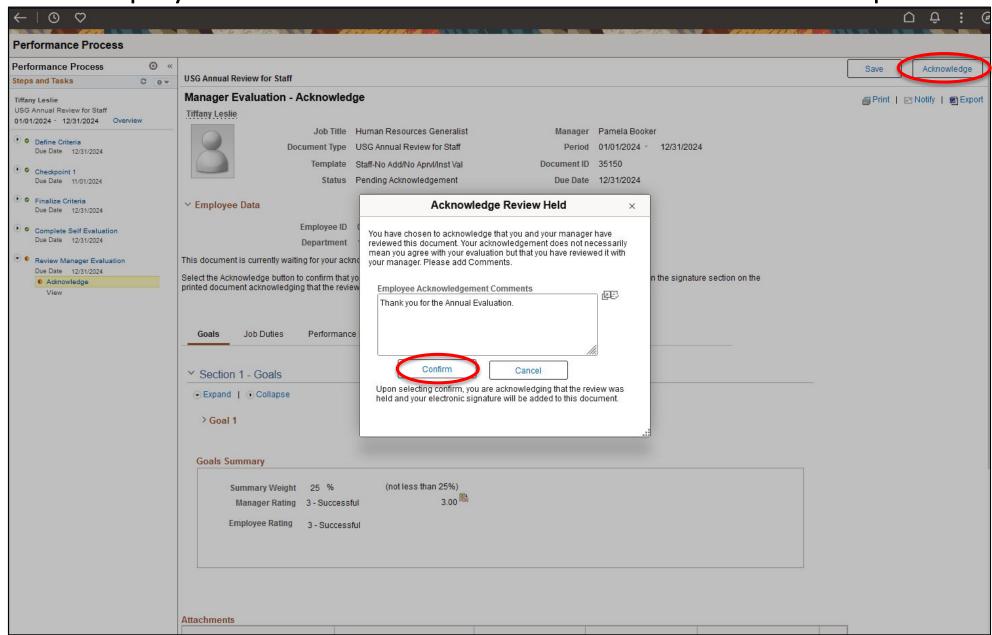
Manager Evaluation: In "My Current Documents", an USG Annual Review for Staff in the Status of "Pending Acknowledgment" will be visible. Click on this tile.



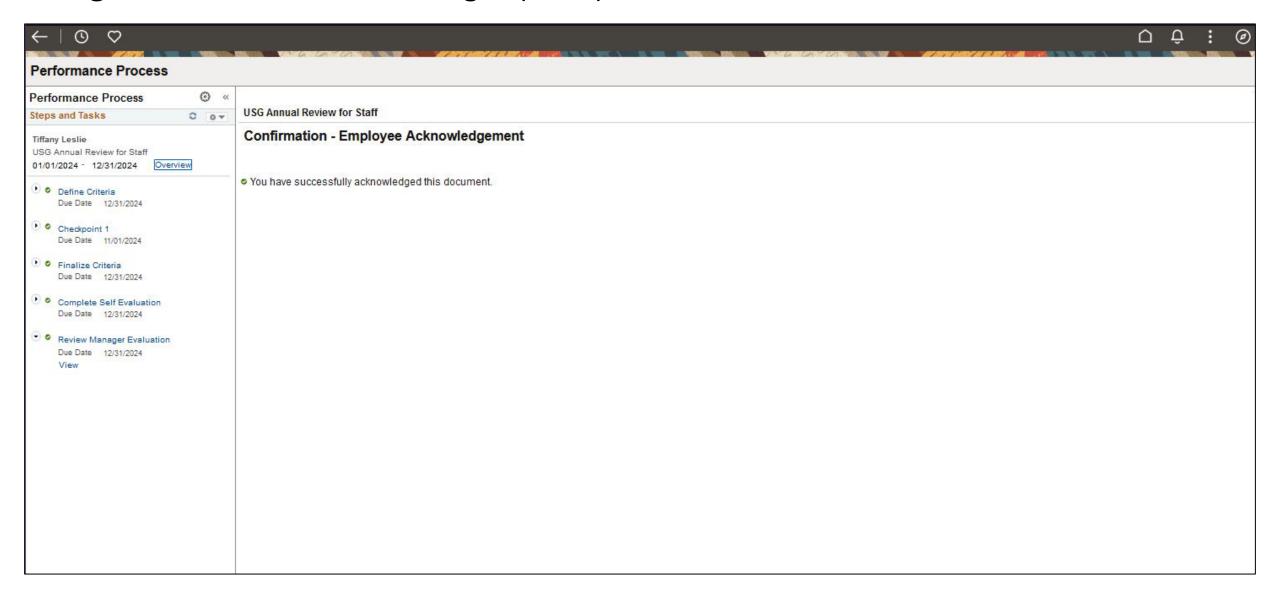
Manager Evaluation: Review the evaluation AND meet with manager to review, ask questions, give feedback, etc.



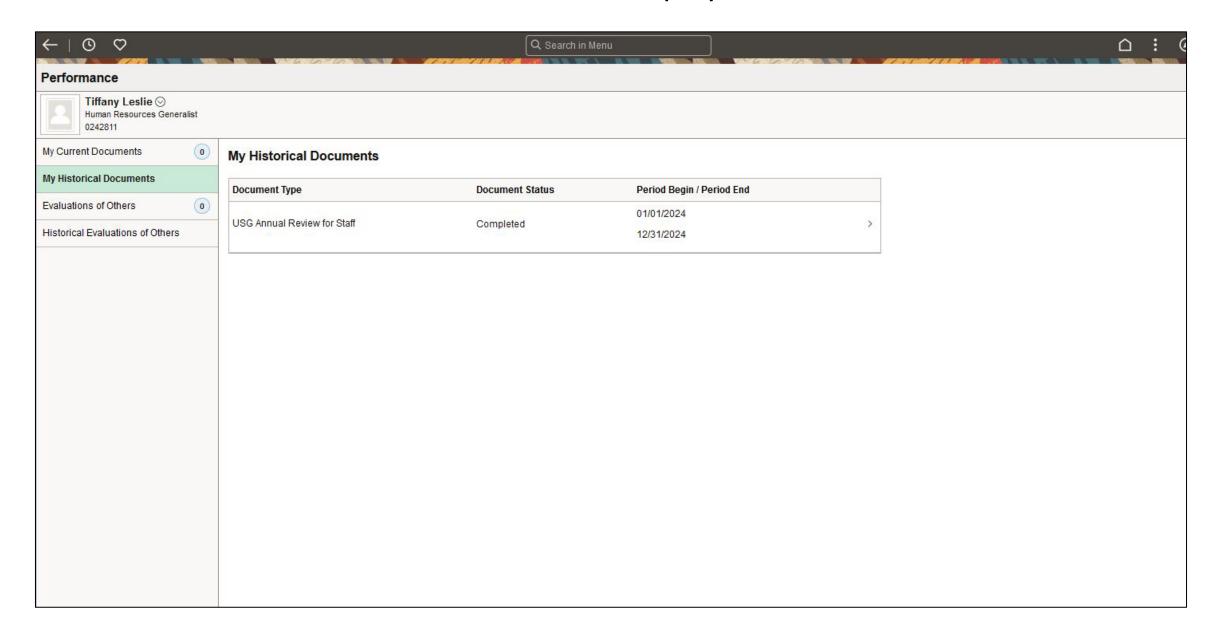
Manager Evaluation: Once meeting is complete, employee will click "Acknowledge" in the top right corner. Employee must write a comment for evaluation to be completed. "Confirm"



Manager Evaluation: "Acknowledge" (cont.)



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





Timeline for 2024 Annual Evaluations

Evaluative Period January 1, 2024 – December 31, 2024

April 15, 2024

April 30, 2024

Dec. 2024 – Feb. 2025

March 1, 2025

Deadline to share Checkpoint 1 with employee but can be shared prior to this date.

Deadline to Finalize Criteria

Self Evaluations and Participant Evaluations (if applicable) should be completed Annual Evaluations are due no later than today

Employee must be given a minimum of 2 weeks to review their Defined Criteria for the upcoming year.

Complete Manager Evaluation and plan to meet with employee to review Annual Evaluation for 2024

Resources & Tools



HUMAN RESOURCES

ONEUSG CONNECT

RECRUITMENT & HIRING PROCESS

EMPLOYEE ORIENTATION

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.e., Dec. 31.

Performance FAOs

Which employees are required to receive an annual performance review?	+
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 contact for help with performance evaluations?	+

Resources And Tools:

Manager:

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

Employees:

Performance Evaluation guide

luman Resources	
areer Opportunities	
Dates and Schedules	
mployee Benefits	
mployee Wellness	
eleworking/Flextime Policy	
Mandatory Training	
Performance Evaluations	
raining Request Approval	
aculty Classification and Com Study	pensation
JSG Executive Leadership Prog	ram
Separation of Employment	

Documents & Forms

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

FAQs



When are Annual Evaluations due?

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



When will goals for the next year be established?

In the future, we will
be sending out
Performance
Evaluations in
January. This is when
goals will be
established for the
year.



If there is an error in employees listed or job descriptions, what should I do?

Contact Human
Resources if there
are any issues
regarding employees
missing or incorrect
employees showing
up in your Team
Members for
evaluations.



What will happen with New Hires throughout the year?

Anyone who is hired during the year will be subject to a Provisional Performance Evaluation. This evaluation will be started on their first day of employment and go through the first 6 months of their employment.



Can I Copy Goals from Multiple Employees?

Yes, select "Copy
Items from My
Team's Documents"
to copy one
employee's goals and
paste them into
another employee.

