UVAMC Fiscal Year (FY) 18 Performance Management FAQ’s

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Error Messages:

What causes a “NULL” error?
A: When a leader approves the Personal Goals section without confirming at least one (1) goal has been entered in the section, the system automatically auto-populates the empty section into the Self-Appraisal, Colleague Input forms, and Performance Appraisal. This error indicates the system cannot calculate the Overall Summary Rating because a weighted section is empty/Null.

How do I fix a “goal weighting” error?
Problem(s) completing your request: Please adjust the Personal Goals section’s item weighting by __%, so that item weights add up to 100%
A: Expand all of the goals (items) then add up the weight entered under each goal (item). The total goal (item) weights should equal 100%. Edit where needed then click Save.

FY18 Performance Management (PM):

When does the fiscal year (FY) begin and end?
A: The Health System’s FY begins on July 1 and ends on June 30. The FY number is based upon the year in which it ends. For example, FY18 begins July 1, 2017 and ends June 30, 2018.

What is the timeline for Performance Management?
A: This timeline uses FY18 (July 1, 2017 – June 30, 2018) as the example:

July 1, 2017 (FY18 Begins)

November 13, 2017 (FY18 Goal documents open for Leaders, APNs, and Clinician 1-4 & Wage RNs ONLY)

December 31, 2017 (FY18 Goal Approval Due for Leaders, APNs, and Clinician 1-4 & Wage RNs ONLY; once goals are approved in ePerformance, the Self-Appraisal, Performance Appraisal, and Colleague Input documents are automatically created and available)

April 1, 2018 (New Hires starting today through June 30 are ineligible for FY17 Appraisal)

June 1, 2018 (FY18 performance documents available for remaining team members)

June 30, 2018 (FY18 Ends)

August 31, 2018 (All FY18 Appraisals due/completed)

What is the difference between Performance Management and Performance Appraisals?
A: Performance management involves the setting of fiscal year (FY) goals (manually or online) along with an ongoing evaluation and documentation of specific progress toward goals and essential job functions. At the end of the fiscal year, your performance progress culminates in the rating or appraisal of your performance as documented in a Performance Appraisal.
What is the difference between a Self-Appraisal, Colleague Input Appraisal, and a Performance Appraisal?
A: The **Self-Appraisal** (SA) is completed by the team member and reflects their perspective on their performance over the fiscal year. It is important to include specific examples that clearly demonstrate your performance your selected rating level. The **Colleague Input** (CI; also referred to as peer review) Appraisal is feedback on the team member’s performance from the peer’s or customer’s perspective. For nurses, Magnet requires the peer review to be a face-to-face review meeting and to be documented and readily available for Magnet review. The **Performance Appraisal** (PA) is the official fiscal year performance document and is the leader’s (Primary Reviewer’s) perspective on the team member’s performance over the fiscal year. The Primary Reviewer (PR) takes into account any feedback contained in the Self-Appraisal and Colleague Input submissions as they compose the PA. Once composed, the PR sends the PA to his/her leader (Secondary Reviewer) for approval. Once approved, the Primary Reviewer schedules the face-to-face appraisal meeting with the team member. Finally, the team member receives the PA for acknowledgement after which the Primary Reviewer marks the PA as Completed.

Can I document my performance throughout the FY within PeopleSoft (Self-Service)?
A: Yes, all team members can create private Performance Notes within **Self-Service – Performance Management – Performance Notes**. These notes can be imported into your Self-Appraisal performance document and edited before submission to the primary reviewer (leader).

How is the Primary Reviewer determined?
A: The leader who will own the entire FY18 appraisal process is whomever is listed in the “reports to” field in PeopleSoft on **06/01/2018**, even if this leader has only had the team member as a direct report for a short time. In these cases, it is suggested the previous leader be nominated to provide colleague input on the team member with regards to their ASPIRE behaviors, Strengths, and Development Areas.

**FY18 Performance Appraisals (PA):**

Who is eligible to receive an FY18 Performance Appraisal?
A: All team members are eligible for a PA except for those:

- Hired on or after April 1 in the current fiscal year (04/01/2018 for FY18)
- On leave – will complete appraisal within 30 days of returning from leave
- On performance warning – will complete within 30 days of the end of the warning period
- Who have not completed annual organizational mandatory training or competencies

How is it determined which appraisal template is assigned to a team member?
A: For FY18, there are three (3) unique appraisal templates: Leader, Nursing Clinical Ladder, and Team Member. The templated is assigned based upon the team member’s role on 06/01/18.
How is the Overall Rating calculated on my Performance Appraisal?
A: Each of the three (3) unique appraisal templates have a varied number of sections as well as specific sections that are used in the overall rating calculation. The table below outlines the templates and sections that contain a rating score as well as the weight that section carries.

<table>
<thead>
<tr>
<th>Template</th>
<th>Section</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leader (Assistant Manager and above)</td>
<td>1 - Personal Goals</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>2 - ASPIRE Values</td>
<td>50%</td>
</tr>
<tr>
<td>Nursing Clinical Ladder (Clinician 1-4 &amp; Wage RNs and APNs)</td>
<td>1 - Personal Goals</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td>2 – Job Responsibilities</td>
<td>45%</td>
</tr>
<tr>
<td></td>
<td>3 – ASPIRE Values</td>
<td>50%</td>
</tr>
<tr>
<td>Team Member (Any other role not listed in the two previous templates)</td>
<td>1 – Job Responsibilities</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>2 – ASPIRE Values</td>
<td>50%</td>
</tr>
</tbody>
</table>

What is the difference between a Self-Appraisal and Performance Appraisal?
A: The Self-Appraisal is where the team member provides input into their fiscal year performance. The contents are private until all final edits have been made and he/she submits it to their primary reviewer (leader). After submission, the Self-Appraisal is locked and cannot be edited. The Performance Appraisal is the document used by the leader to compile their record of the team member’s fiscal year performance. The leader can import desired contents from a Self-Appraisal and, where applicable, Colleague Input Appraisals to support elements of the team member’s performance. This document becomes the final, official performance document after it receives approval from the secondary reviewer (senior leader) and is reviewed with/acknowledged by the team member.

Some of my direct report’s appraisals are missing. How do I find them?
A: Prior to June 1st, 2018 only appraisals for your direct reports in leadership, Clinician 1-4 & Wage RN, and APN roles are visible in ePerformance. If you hired a UVAMC transfer into a leadership, APN or Clinician 1-4 or Wage RN role between November 13, 2017 and March 31, 2018, please email the name and employee ID of the individual(s) to PerformanceManagement@hscmail.mcc.virginia.edu for assistance in having these appraisals transferred to you. On June 1st, all of your existing direct reports in other roles, hired before 04/01/2018, should be visible on your current appraisal list.
What are the different performance appraisal statuses and what do they mean?
A: The appraisal status indicates where the appraisal is in the performance management (PM) process. The table below describes each status in order of appearance within the PM process.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Define Criteria</td>
<td>Indicates personal goals need to be entered within ePerformance. For FY18, this status <strong>ONLY</strong> applies to those in a leadership role, APN role or RN Clinician 1 – 4 or RN Wage role.</td>
</tr>
<tr>
<td>Evaluation in Progress</td>
<td>The Self-Appraisal, Performance Appraisal, and Colleague Input documents are available. If goals were required, these have been approved by the leader. This status remains until the Performance Appraisal is submitted to Secondary Review.</td>
</tr>
<tr>
<td>Approval – Submitted</td>
<td>The Performance Appraisal has been submitted to Secondary Review.</td>
</tr>
<tr>
<td>Approval – Approved</td>
<td>The Performance Appraisal has been approved by the Secondary Reviewer.</td>
</tr>
<tr>
<td>Shared With Employee</td>
<td>The Primary Reviewer has received approval from the Secondary Reviewer and has marked the appraisal “Share With Employee”. <strong>No automated notification is sent to the team member.</strong></td>
</tr>
<tr>
<td>Request Acknowledgement</td>
<td>The Primary Reviewer has marked the appraisal “Request Acknowledgement”. This should occur <strong>AFTER</strong> the team member performance appraisal meeting.</td>
</tr>
<tr>
<td>Acknowledged</td>
<td>The team member has Acknowledged the final appraisal.</td>
</tr>
<tr>
<td>Completed</td>
<td>The Primary Reviewer has Completed the final appraisal. This step must be done <strong>on or before 08/31/2018.</strong></td>
</tr>
</tbody>
</table>

How can I view previous years’ appraisals for my direct reports?
A: If you were their leader for the previous year, go to **Manager Self-Service – Performance Management – Performance Documents – Historical Documents**

If you were not the leader for the previous year, go to **Manager Self-Service – Performance Management – Performance Documents – View-Only Documents**

Where do I find detailed system instructions on the Performance Appraisal process?
A: Job aids as well as the timeline and additional Performance Management/Appraisal resources are available on the UVAHS **Performance Management** website.

How do I make changes to an appraisal that has passed Secondary Review?
A: Contact your Performance Management support team by emailing the team member’s name to **PerformanceManagement@hscmail.mcc.virginia.edu** with the subject line “Reopen Approved Appraisal”.

UVAMC Fiscal Year (FY) 18 Performance Management FAQ’s
FY18 Goals:

Who is required to enter goals within PeopleSoft?
A: Those in leadership roles (assistant managers and above) and those in an APN or RN Clinician 1 – 4 or RN Wage role ONLY.

Can I record goals in PeopleSoft (Self-Service) if I’m not in one of the above roles?
A: Yes, but in the form of a private Performance Note. For each desired goal, create the note by navigating to Self-Service – Performance Documents – Performance Notes. These can be imported into desired areas of the Self-Appraisal once those are activated on June 1st.

Can approved goals be reopened?
A: Only if no work has been saved within the Self-Appraisal or Performance Appraisal. Prior to work being saved in either of these two documents, the leader view (within the team member’s Performance Appraisal) will offer a “View” and “Reopen” option on the left panel of the appraisal screen under “Establish Personal Goals”. If any work has been saved within the aforementioned documents, the Reopen button will no longer be available.

Why can’t I edit approved goals?
A: Once goals are approved by the leader, the system locks that portion of the document in order to import the final approved goals into new, “individual” documents: the Self-Appraisal for team member input, Colleague Input Appraisals for peer review input, and the Performance Appraisal for leader input. It’s designed this way so the “performance contract” (goals) is set for the fiscal year.

What are my options if approved goals require modification or deletion?
A: Options to modify or delete approved goals depend upon a variety of factors. Below are four (4) options based upon where you are in the appraisal process:

**Option 1.** Leader can “Reopen” approved goals; team member can make modifications/deletions then resubmit to leader; leader reviews and approves “new” goal(s). This option is ONLY available when no work has been saved within the Self-Appraisal, Colleague Input or Performance Appraisal for the team member.

**Option 2.** Team member makes manual edits to goals within their Self-Appraisal; leader makes the same manual edits to goals within the team member’s Performance Appraisal.

**Option 3.** Team member and leader work together to create a Word document containing all desired changes to goals. Document is saved with team member name and date. Team member saves the document on their computer. Leader adds/uploads the document as an attachment to the Performance Appraisal.
Option 4. Organizational Development consultant can delete all performance documents and re-create a blank goal document. This option requires ALL work (goals, Self-Appraisal, Colleague Input, and Performance Appraisal) to be redone as ALL appraisal documents are permanently deleted.

FY18 Self-Appraisal (SA) General Questions:
I inadvertently clicked “Complete” before I had finished my Self-Appraisal and it is now locked from further edits. How do I get it back in order to finish my work?
A: Your leader can access your submitted SA within their Manager View. On the left side bar, under Steps and Tasks, he/she will click the task “Review Employee Self-Appraisal” then click “View”. Once in the viewing screen, a “Reopen Evaluation” button will be available in the header section of the appraisal. After clicking “Reopen” and “Confirm”, your appraisal will be available for continued work. NOTE: in the event your leader is out of the office or will not be available to complete this task in a timely manner, please email PerformanceManagement@hscmail.mcc.virginia.edu with the subject line “Reopen Self-Appraisal Request” along with your name and employee ID in the body of the email.

Why can’t I enter information into my Self-Appraisal?
A: If you are assigned a Leader or Nursing Clinical Ladder template, the Self-Appraisal will not be editable until your goals have been entered then reviewed and approved by your leader. The approval process triggers the system to automatically create the Self-Appraisal, Colleague Input forms, and Performance Appraisal, each with the approved goals auto-populated in Section 1 – Personal Goals.

Why can’t I type notes directly into the Comments boxes?
A: In order to allow successful Copy/Paste functionality, you must click the Comments box editing link located to the left of the box. In the Self-Appraisal, this will either be labeled “Update Comments” or “Add Performance Notes”.

FY18 Leader Self-Appraisal (SA):
What do I do if an approved goal needs to be modified?
A: Please see “FY18 Goals: What are my options if approved goals require modification or deletion?” in this document, for available options.

The screens are new this year. Are there any resources to help me?
A: Our Performance Management website has a variety of resources, including a job aid specific to completing the Leader Self-Appraisal.

Do I need to rate myself on every item under Personal Goals and ASPIRE?
A: The Self-Appraisal is your official voice and provides your leader with your view of your performance by your ratings, specific achievements, and supporting notes. While a
Performance Appraisal can be processed without a Self-Appraisal or Colleague Input document, our organization requires the Self-Appraisal document as part of Performance Management process for all roles and the Colleague Input form for those entering goals online. Have a conversation with your leader if you feel strongly one way or another.

**FY18 Nursing Clinical Ladder job title Self-Appraisal (SA):**

The Self-Appraisal tab seems redundant. What do I enter in this tab?
A: While the Self-Appraisal tab is not required or rated, it can be used to list your specific accomplishments, certifications, etc. for the fiscal year that didn’t fit into any of the other sections.

**FY18 Team Member Self-Appraisal (SA):**

The Self-Appraisal tab seems redundant. What do I enter in this tab?
A: While the Self-Appraisal tab is not required or rated, it can be used to list your specific accomplishments, certifications, etc. for the fiscal year that didn’t fit into any of the other sections. Since online entry and approval of goals is not required for this appraisal template, this section can be used to list your offline goals and progress toward their achievement over the fiscal year.

**FY18 Colleague Input (CI):**

Last year there was a Peer Attestation tab on the Colleague Input form. Why is it missing from this year’s form?
A: While face-to-face peer review (Colleague Input) is still required, it was determined that this attestation tab was duplicative.

As a leader, how do I request Colleague Input?
A: Open the team member’s current fiscal year (FY) appraisal from Manager Self-Service in PeopleSoft by going to Performance Management – Performance Documents – Current Documents. Click on the team member’s name for the current fiscal year. (NOTE: the appraisal will not be available until you have reviewed and approved their goals.)

On the left side panel (Steps and Tasks) click “Request Colleague Input” then the subcategory “Add Nominees”.

Search for and select the colleague’s name then click “Submit” located in the upper right corner of the screen.

Click “Confirm” to send the notification email to the peer.
As a leader, how do I request Colleague Input from someone not in PeopleSoft?

A: Open the team member’s current fiscal year (FY) appraisal from Manager Self-Service in PeopleSoft by going to Performance Management – Performance Documents – Current Documents. Click on the team member’s name for the current fiscal year. (NOTE: the appraisal will not be available until you have reviewed and approved their goals.)

In the upper right corner of the appraisal screen, click Print, Don’t include Participant Feedback, OK.

Move your mouse to the bottom of the new screen, click on the Save icon ( ) then save the document as “FY18 Peer Review for _______”.

Email the form to the desired individual with a request for feedback within ten days and instructions on how you would like the feedback submitted (i.e. – scan/fax/mail/etc).

As a team member, how do I request Colleague Input?

A: Send an email to your leader with a list of clients, customers and/or peers who have worked closely with you on fiscal year goals and/or projects.