UVAMC Fiscal Year (FY) 17 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.

FY17 Performance Management (PM):
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.

When does the fiscal year (FY) begin and end?
A: Our FY begins on July 1 and ends on June 30. The FY number is based upon the year in which it ends. For example, FY17 begins July 1, 2016 and ends June 30, 2017.

What is the timeline for Performance Management?
A: This timeline uses FY17 (July 1, 2016 – June 30, 2017) as the example:

- **July 1, 2016** (FY17 Begins)
- **August 1, 2016** (FY17 Goal documents available for Leaders and Clinician 1-4 & Wage RNs)
- **August 31, 2016** (All FY16 Appraisals due/completed)
- **September 30, 2016** (All FY17 Goals Due/Approved for Leaders and Clinician 1-4 & Wage RNs ONLY; once goals are approved within ePerformance, the Self-Appraisal, Performance Appraisal, and Colleague Input documents are automatically created/available)
- **April 1, 2017** (New Hires starting today through June 30 are ineligible for FY17 Appraisal)
- **June 1, 2017** (FY17 Performance documents available for remaining team members)
- **June 30, 2017** (FY17 Ends)
- **August 31, 2017** (All FY17 Appraisals due/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 FY17 appraisal process is whoever is listed in the “reports to” field in PeopleSoft on 06/01/2017, 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.

FY17 Performance Appraisals (PA):
Who is eligible to receive an FY17 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 (04/01/2017 for FY17)
- 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 FY17, there are three (3) unique appraisal templates: Leader, RN Clinician 1-4/Wage, and Team Member. The templated is assigned based upon the team member’s role on 06/01/17.

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</td>
<td>1 - Personal Goals</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>2 - ASPIRE Values</td>
<td>50%</td>
</tr>
<tr>
<td>RN Clinician 1-4/Wage</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</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, 2017 only appraisals for your direct reports in leader and Clinician 1-4 & Wage RN roles are visible in ePerformance. If you hired a UVAMC transfer into a leader or Clinician 1-4 or Wage RN role between August 31, 2016 and March 31, 2017, please email the name and employee ID of the individual(s) to PerformanceManagement@virginia.edu for assistance in having these appraisals transferred to you. On June 1st, all of your existing direct reports hired before 04/01/2017 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 FY17, this status <strong>ONLY</strong> applies to those in a leadership role or RN Clinician 1 – 4 &amp; 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 08/31/2017</strong>.</td>
</tr>
</tbody>
</table>
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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 in the L&OD office by emailing the team member’s name to PerformanceManagement@hscmail.mcc.virginia.edu with the subject line “Reopen Approved Appraisal”.

FY17 Goals:

Who is required to enter goals within PeopleSoft?
A: Those in leadership roles (assistant managers and above) and those in the RN Pilot Group (Clinician 1 – 4 and Wage RNs 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 not 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 copy 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 that 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 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 adds/uploads the document as an attachment to the Self-Appraisal. 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.

**FY17 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 RN Clinician 1-4/Wage 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.
**Why can’t I type notes directly into the Comments boxes like last year?**
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”.

**FY17 Leader Self-Appraisal (SA):**
What do I do if an approved goal needs to be modified?
A: Please see “FY17 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?
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**FY17 Team Member Self-Appraisal (SA):**

**FY17 Colleague Input (CI):**
As a leader, how do I complete an RN’s Colleague Input request?
A: Once your team member notifies you that they have added a peer nomination, use the steps below or this online Job Aid to complete the nomination.

1. 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. Then 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.)

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

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3. Verify the colleague’s name then click “Submit” located in the upper right corner of the screen.

4. Click “Confirm” to send the notification email to the peer.

As a Clinician 1-4 or Wage RN I’m supposed to be able to request Colleague Input from a peer of my choosing. Why can’t I submit the peer review request within my Self-Appraisal?

A: PeopleSoft only authorizes submission of Colleague Input nominations (Peer Review Requests) from a manager login. In order to offer you this feature, the PNSO has created the following standard work where you select the desired colleague, notify your leader the selection is made, then your leader submits the request for feedback to your colleague. Use the steps below or this online Job Aid.

1. Open your current fiscal year (FY) appraisal from Self-Service in PeopleSoft by going to Performance Management – My Performance Documents – Current Documents. Then click on “Performance Appraisal” for the correct fiscal year. (NOTE: the appraisal will not be available until your goals have been submitted and approved by your leader.)

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

3. Click “Add Colleague” located in the center panel of the screen.

4. Type the last name of the desired colleague into the “Last Name” field then click SEARCH.

5. At the “Search Results”, select the desired colleague then click OK.

6. Click SAVE (at the upper right corner of the screen) then NOTIFY (to compose an email to your leader indicating you have selected a nominee for Colleague Input – your leader will complete the submission of the request for Colleague Input from their authorization screen).

7. Periodically, check for status updates to your request under “Request Colleague Input” then “Track Nominations”.

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