

GENERAL

Q. Why have an employee performance management process?

- A. Accountability is driven throughout the organization – everyone is held accountable for performance.
- Ensures individuals' goals and tasks are aligned with and support agency goals, objectives and strategic plans – everyone is working on the right things
 - Drives clear tasks with measurable, objective criteria – everyone knows what is expected of them Provides opportunities for feedback to employees to help move them toward admirable performance – everyone knows where they stand
 - Supports individual development planning to expand individuals' skill sets – everyone has the opportunity to grow and develop

Q: Why is the performance evaluation process changing?

Modernizing the performance evaluation process will allow employees and managers to focus on personal growth in real time and be more effective at their jobs. Performance management in MyPURPOSE improves the opportunity for continuous feedback, increases operational efficiency by routing the form electronically, and reduces costs associated with printing of performance documents.

Q. Who will be eligible to be evaluated using this process?

- A. Performance evaluations shall be completed for all full-time employees in a classified position with merit status at the beginning of the performance year, and who have remained in continuous merit status throughout the performance year. The agency appointing authority has the option to use this process for employees in FFTL (Federally Funded Time Limited) or GFTL (Grant Funded Time Limited) positions based on the organizational unit.

Q. Will an eligible employee receive an incentive as a result of this process?

- A. Yes, employees who receive one of the two (2) highest possible **overall** ratings shall receive a reward in the form of annual leave. Such leave shall be credited to the employee's leave balance as follows:
- 1) An employee who receives a rating of "Exceptional Performance" shall receive the equivalent of two (2) workdays, not to exceed sixteen (16) hours.

- 2) An employee who receives a rating of “Distinguished Performance” shall receive the equivalent of one (1) workday, not to exceed eight (8) hours.

Q. Is an employee on initial probation evaluated through this process?

- A. No, an employee on initial probation is not eligible to be evaluated through this process.

Q. Is an employee on promotional probation evaluated through this process?

- A. Yes, an employee on promotional probation who is a full-time classified employee with status at the beginning of the performance year, and who has remained in continuous merit status throughout the performance year is eligible for a performance evaluation.

Q. Is an employee’s performance evaluation used in determining salary advancements, promotions and demotions?

- A. Yes, an employee’s performance evaluation will be one factor considered in determining eligibility for salary advancements, promotions and demotions.

Q. Are non-merit employees evaluated?

- A. An unclassified, non-merit employee is not eligible to be evaluated through this process.

An agency appointing authority has the option to use this process for employees in an FFTL (Federally Funded Time Limited) or GFTL (Grant Funded Time Limited) position based on organizational unit.

Q. Can a supervisor who is on probation evaluate employees?

- A. Yes, if he/she has completed the mandated supervisor evaluation training. To conduct the final evaluation, the supervisor must have supervised the employee for at least 60 calendar days. This 60-day requirement does not apply for preparing annual performance plans or conducting interim reviews.

Q. What happens to an employee who receives a rating of “Unacceptable”?

- A. The employee must either be demoted to a position commensurate with his/her skills and abilities or be terminated.

Q. What happens when an employee declines to sign the final evaluation?

A. The employee will not be permitted to request reconsideration or appeal any disagreement with the evaluation. The employee is still responsible for checking the box “decline to sign” and submitting the step.

Q. May an employee request reconsideration on his/her evaluation based on a disagreement over a performance rating on any given competency or goal?

A. Yes, an employee may request reconsideration on the final performance rating through the internal reconsideration process.

Q. May an employee appeal to the Personnel Board his/her evaluation based on a disagreement over any final performance rating?

A. An employee may only appeal an evaluation to the Personnel Board when he/she received either of the two lowest **overall** ratings. Such an appeal cannot be made to the board unless the employee has first exhausted the internal reconsideration process.

Q. If an employee transfers, who completes their final evaluation?

A. If an employee changes jobs or reports to a different supervisor on or before November 1 of the performance year, the evaluation shall be completed by the new evaluator.

If an employee changes jobs or reports to a different supervisor after November 1 of the performance year, the final evaluation shall be completed by the former supervisor prior to the job change.

Q. Is an employee able to provide documentation to the evaluator to be considered in the evaluation?

A. Absolutely; an employee is encouraged to provide comments and feedback to the evaluator to be considered in the evaluation process. Evaluators are encouraged to reach out to employees and request input and feedback for consideration in the interim reviews and final evaluation.

Q. If an employee is on approved leave, will they still receive an evaluation?

A. Employees who have been on military leave for the entire performance year shall receive an annual performance evaluation rating consistent with what the employee would have attained with “reasonable certainty” had the employee/service member remained continuously employed through the entire

performance year. In most instances, this will be the rating from the previous performance year.

Employees who have been on other types of leave for the entire performance year shall not receive an annual performance evaluation for that year. Rather, a memorandum shall be placed in the employee's personnel file explaining the employee was on leave for the entire year and will therefore, not be evaluated for that performance year.

Employees who have been on leave for a partial year for any reason shall receive an annual performance evaluation and should be evaluated based on expectations and performance during the time the employee worked. If an employee was on leave for an entire interim period, the evaluator should state in the interim comments "employee was on leave during this entire interim period."

TECHNICAL

Q. Who do I contact if I have questions or issues? (technical, process etc.)

A: Contact your agency Performance Management Administrator if you have any questions.

Q: What is MyGoals?

A: MyGoals in MyPurpose is a tool that supports the creation and tracking of specific goals. The functionality enables goals to be broken into tasks for easy tracking and reporting. Employees can view their goals from the MyGoals tile.

Q: What is Snapshot and why is it important to Performance?

A: Snapshot is part of the Universal Profile in MyPURPOSE. It enables employees to view and manage information.

Q: What is MyPerformance (Approvals/Requests)?

A: When an employee submits a new goal or modifies an existing goal and clicks the **Send an Approval Request** link, an approval request email is sent to the evaluator. The evaluator can approve or deny the request from their MyPerformance (Approvals/Requests) tile.

Q: Where do I access my performance evaluations?

A: From the MyPURPOSE Performance home screen, select the MyEVALUATIONS tile. Select the My Personal Reviews tab, performance reviews will be available there.

The Performance Review Summary page enables employees to view the performance reviews that are assigned to them as well as the performance reviews in which they are the evaluator. The Performance Review section is divided into two tabbed sections: My Assigned Reviews and My Personal Reviews.

To access the Performance Review Summary page, go to **PERFORMANCE > PERFORMANCE REVIEWS**.

The My Assigned Reviews tab displays all of the reviews that are assigned to the user, including reviews in which the user completes a self-review and in which the user serves as a co-planner.

To search for a review, enter the review title in the Title field and click **SEARCH**.

To include completed and expired tasks in the display, select the **Show completed and expired tasks** option.

The My Personal Reviews tab displays all of the reviews in which the user is the employee. The reviews are displayed in reverse chronological order by review period start date.

To launch a review, select the review title.

Q: What if I can't launch my task?

A: If users cannot launch a task, please verify system requirements.

Minimum Desktop Requirements:

Browser Versions Supported Include:

- Internet Explorer 11- Pop Up Blocker must be turned off.
- Google Chrome- Pop Up Blocker must be turned off, and Flash Player enabled.
- Firefox 4 and above
- Safari 8 and above
- Opera 27 and above
- Microsoft Edge

Browser Compatibility Settings and Security Requirements:

- Support for Transport Layer Security (TSL) (Must support 256 or 128 bit TLS encryption)
 - Cookies and JavaScript are REQUIRED to be enabled.
 - Pop-up blocker must be disabled for the Cornerstone Application
- Display Resolution:

- A resolution of 1024x768 or higher is recommended.
- Display color: minimum color quality requirement is 16 bit; optimal is 32 bit.

Network and Connectivity

- Minimum 128kbps. 256kbps is recommended.

Plug-ins

- The Performance and Succession platforms require Adobe Acrobat Reader to view reports that export to PDF. Adobe Acrobat Reader is also required to view training completion certificates. Additional plug-ins may be need to be enabled for users to access e-learning courses hosted on Cornerstone, such as Shockwave, Java, etc.

Mobile Device

- Mobile applications are available on devices running iOS 8 and above and Android 4.4 and above. Additionally Cornerstone is mobile browser accessible through Windows Phone 8 and above, iOS 8 and above, and Android 4.4 and above.

Q: Can anyone earn a Performance badge?

A: Yes, employees and managers can award each other with Performance related badges and feedback. To award a badge search for the user profile, select feedback and from this screen you can chose to select from the available badges or leave a comment.

Q: If I have submitted a task but need it back, how do I get it back?

A: Contact the user who it is now assigned to and ask the user to "Reopen" the step back to you. See your PM manual for reopen instructions.