UCPath ePerformance

Annual Staff Performance Appraisal Process (2021)
Employee Focus

Presented by ANR Human Resources
March 2021
Expected Outcomes of Today’s Session

1) Learn how to access and use the ePerformance (web-based) system
2) Obtain the information, tools, and resources you need to make the Performance Evaluation process meaningful and productive.

Zoom Information sessions:

Employee Role: Monday, March 15, 2-3pm
Supervisor Role: Wednesday, March 17, 3-4:30pm
Agenda

1. Overview - Annual Staff Performance Evaluation Process
2. Roles and Responsibilities
3. Annual Evaluation Timeline
4. Practical Tips for Supervisors and Employees
5. UCPath ePerformance System
6. Employee Process
7. Supervisor Process
8. Resources

Helpful resources are available on the Supervisor Resources>Performance Management web page. ([https://ucanr.edu/sites/ANRSPU/Supervisor_Resources/Performance_Management/](https://ucanr.edu/sites/ANRSPU/Supervisor_Resources/Performance_Management/))
Overview of the Annual Staff Performance Evaluation Process

• Why do we prepare performance evaluations?
  • Required and appropriate

• What period is under review?
  • April 1, 2020 through March 31, 2021

• When does the process take place?
  • Annual review process runs from March 2, 2021 through June 30, 2021

• Where do we complete the review process?
  • Web-based ePerformance System

• Who will be evaluated?
  • All non-represented and represented career and contract staff employees
    (only contract employees appointed 6 months +)

  Oakland based ANR employees refer to Office of the President process and timeline

<table>
<thead>
<tr>
<th>This process does not apply to the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academics</td>
</tr>
<tr>
<td>Student Employees</td>
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<tr>
<td>Rehired Retirees</td>
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<tr>
<td>Temp Employment Service</td>
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</tbody>
</table>
How are annual evaluations impacted by the COVID-19 pandemic?

• Annual reviews were not required for April 2019 – March 2020 review period
  • UC-wide Presidential directive

• Supervisors and employees are asked to acknowledge the negative impact of the pandemic when reviewing accomplishments during the last year and setting goals for the coming year

• Supervisors can use the opportunity to ask staff if they are encountering obstacles to getting their work done, and to explore potential solutions together.
Roles and Responsibilities

Manager’s Role
- **Set** goals and expectations
- **Give** employees the insight needed to achieve key outcomes
- **Hold** employees accountable
- **Enable** meaningful performance conversations
- **Support** employees’ development plans

Employee’s Role
- **Understand** what performance management means
- **Participate** actively in the ongoing process
- **Discuss** performance expectations
- **Own** their performance and career development
- **Ask** for performance feedback

Human Resources
- **Act** as an objective 3rd party
- **Support** managers and employees in understanding performance management and differentiated pay for relative performance
- **Provide** tools, training, and coaching.
<table>
<thead>
<tr>
<th>Date Range</th>
<th>Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 1-Mar 19</td>
<td>• Employee completes the ePerformance self-evaluation</td>
</tr>
</tbody>
</table>
| Mar 22-May 7        | • Supervisor meets with employee to review the ePerformance self-evaluation  
|                     | • Supervisor completes the manager evaluation fields                    |
|                     | • **Supervisor routes ePerformance evaluation to second level approver** |
|                     | • Second level approver reviews and approves evaluation                 |
| May 7               | • **Deadline for ePerformance evaluations with proposed overall ratings** |
| May 8-May 31        | • Calibration committee reviews proposed ratings for consistency and confirms final ratings |
| By June 18          | • HR communicates to unit directors/ dept. heads that calibration is complete  
|                     | • HR approves the final evaluations in ePerformance                       |
| By June 30          | • Supervisors share final results with employees                          |
|                     | • Employees acknowledge receipt                                         |
Practical Tips for Employees

• Keep an eye out for an email notification that your performance document has been created
  • Follow up with supervisor so he/she knows that you are now working on your self-evaluation

• Review goals and expectations in your previous performance appraisal

• Look back over your notes, emails, to do lists, meetings you held or attended

• Think about how your role fits into the bigger picture (relate individual work to unit goals)

• Describe how you make a difference

• Review ANR Performance Standards

• Review training sites for professional development opportunities (UC Learning Center, LinkedIn learning)

• Keep your self assessment brief and use bullet points

• Think about how you receive feedback
  • Listen to understand
  • Consider requesting time to follow-up and develop a plan
ANR Performance Standards

• Common descriptions for each job competency in ePerformance

• Changes in 2021:
  • Re-ordered to match the ePerformance system
  • Expanded examples for Diversity and Inclusion competency

• Used as the basis for performance discussions and ratings

http://ucanr.edu/sites/ANRSPU/Supervisor_Resources/Performance_Management/
<table>
<thead>
<tr>
<th>Competency</th>
<th>Exceptional</th>
<th>Exceeds Expectations</th>
<th>Meets Expectations</th>
<th>Partially Meets Expectations</th>
<th>Improvement Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>Is an excellent communicator, both verbally and in writing</td>
<td>Is a strong communicator, both verbally and in writing</td>
<td>Consistently uses clear and appropriate language, both verbally and in writing. Readily shares work-related information.</td>
<td>Sometimes unclear in verbal or written communication</td>
<td>Verbal and/or written communications often are unclear or inaccurate</td>
</tr>
<tr>
<td><strong>Diversity and Inclusion</strong></td>
<td>Appropriately encourages and incorporates diverse points of view for enhanced results.</td>
<td>Promotes inclusivity of diverse opinions/ideas among colleagues</td>
<td>Values differences and applies others' perspectives to get results</td>
<td>Inconsistently involves a diversity of people and ideas in making decisions</td>
<td>Does not value, encourage, or adapt to different perspectives</td>
</tr>
<tr>
<td></td>
<td>Actively seeks opportunities to incorporate diversity of ideas into projects and processes</td>
<td>Promotes equity and inclusion by actively seeking ideas and insights from diverse groups</td>
<td>Sensitive to cultural norms, expectations, and ways of communicating</td>
<td>Discourages different points of view</td>
<td>Lacks sensitivity of other cultural norms or ways of communicating</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Uses inclusive and non-offensive language and behaviors</td>
<td></td>
<td></td>
<td>Uses language and behavior that is exclusionary or offensive</td>
</tr>
<tr>
<td><strong>Employee Engagement</strong></td>
<td>Is a model employee in exhibiting behaviors of mutual respect, cooperation, professionalism and fairness. Actively promotes a positive work environment.</td>
<td>Is proactive in demonstrating high standards of mutual respect, cooperation, professionalism and fairness.</td>
<td>Builds productive rapport with employees at all levels within and outside the department. Treats others with fairness, dignity and respect.</td>
<td>Occasionally exhibits behaviors of mutual respect, cooperation, professionalism, and/or fairness in interacting with others</td>
<td>Exhibits behaviors of disrespect and/or a lack of professionalism and fairness.</td>
</tr>
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</table>
UCPath ePerformance System
Employee Evaluations
Employee Annual Performance Notification

This automatic notification is to alert you that ANR Annual Performance Docs document have been created for the period beginning 04/01/2020 and ending 03/31/2021. This document should be completed and approved by 03/19/2021.

Document was successfully created for the following employee:

You may select this link to access the document:


(Please do not respond to this automatic notification.)

Access by email link above or go directly to UCPath.
1. Navigate to [ucpath.universityofcalifornia.edu](ucpath.universityofcalifornia.edu)
   (Contact IT Help from portal if you cannot get in.)

2. Click on **Performance WorkCenter**
   
   *This will open a new tab*

3. Click on **My Current Performance Doc**
Accessing Directly in UCPath Online

1. Navigate to ucpath.universityofcalifornia.edu
2. Click on **Performance WorkCenter**

*This will open a new tab*

PeopleSoft ePerformance is a self-service evaluation management application for managers and employees. You can use ePerformance as a tool for planning, collaboration, communication, assessment, and monitoring evaluations for multiple purposes like performance, Probationary, Incentives, and development document evaluations.

- **ePerformance** supports the entire planning and evaluation process, from planning and aligning employee performance, Probationary, Incentives, and development document, through assessing and rewarding employee performance results within the right behaviors.
- **ePerformance** provides you with the flexibility to establish evaluations for different purposes by setting up document templates that define evaluation processes and With this application, you can:
  - Define evaluation criteria.
  - Introduce mid-period checkpoints to track employee progress.
  - Manage multiple participants.
  - Enter evaluation data, including notes, ratings, weights, and comments.
  - Consolidate feedback from multiple sources into the manager/mentor’s evaluation.
  - Submit the manager/mentor evaluation for review and approval.
  - Perform administrative tasks, such as transferring deleting documents.
Accessing Directly in UCPath Online

1. Navigate to ucpath.universityofcalifornia.edu
2. Click on Performance WorkCenter
3. Employees: Click on **My Current Performance Docs**
Employee’s Summary of Accomplishments

Summary of Accomplishments

Description: Use this space to describe progress and achievements in relation to pre-established organizational or unit goals and/or performance expectations. Include goals documented in the prior year’s performance appraisal (if any), as well as new goals added during the year.

Employee Comments

Created By: Tempest 03/02/2021 1:00PM
Core Competencies

Enter your ratings and comments for each applicable section and save. When you have finished updating your evaluation select the complete button to save your changes and send this document to your manager for review.

<table>
<thead>
<tr>
<th>Long Format</th>
<th>Calculate All Ratings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accomplishments</td>
<td>Core Competencies</td>
</tr>
</tbody>
</table>

**Section 2 - Core Competencies**

**Communication**

Description: Shares and receives information using clear oral, written and interpersonal communication skills.

- 1 Does Not Meet Expectations
- 2 Partially Meets Expectations
- 3 Meets Expectations
- 4 Exceeds Expectations
- 5 Exceptional Performance
- 6 Not Applicable

Employee Rating: 0.00

Created By: Template 03/02/2020 11:21AM

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**Diversity and Inclusion**

Description: Models and promotes the University of California Principles of Community and complies with UC policies on Diversity and Non-Discrimination.

- 1 Does Not Meet Expectations
- 2 Partially Meets Expectations
- 3 Meets Expectations
- 4 Exceeds Expectations
- 5 Exceptional Performance
- 6 Not Applicable

Employee Rating: 0.00

Created By: Template 03/02/2020 11:21AM

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**Employee Engagement**

Description: Demonstrates commitment to the job, colleagues, the University and its mission by acting in ways that further the accomplishment of its goals.
### Core Competencies

Enter your ratings and comments for each applicable section and save. When you have finished updating your evaluation select the complete button to save your changes and send this document to your manager for review.

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#### Accomplishments | Core Competencies | Leadership Skills | Highlights | Overall Rating | Comments |

#### Section 3 - People Management

**Resource Management**

Description: *Required for Supervisors Only* Demonstrates integrity, accountability and efficient stewardship of university resources in a manner consistent with the UC Standards of Ethical conduct and other policies.

- 1 Does Not Meet Expectations
- 2 Partially Meets Expectations
- 3 Meets Expectations
- 4 Exceeds Expectations
- 5 Exceptional Performance
- 6 Not Applicable

**Employee Rating**: 0.00

Created By Template 03/09/2020 11:21AM

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**People Management**

Description: *Required for Supervisors Only* Leads and engages people to maximize organizational and individual performance through alignment with the University mission and attainment of strategic and operational goals.

- 1 Does Not Meet Expectations
- 2 Partially Meets Expectations
- 3 Meets Expectations
- 4 Exceeds Expectations
- 5 Exceptional Performance
- 6 Not Applicable

**Employee Rating**: 0.00

Created By Template 03/09/2020 11:21AM
Enter your ratings and comments for each applicable section and save. When you have finished updating your evaluation select the complete button to save your changes and send this document to your manager for review.

Section 4 - Strengths

Description: Summarize the employee's key strengths, describe two or three core competencies that represent particular strengths.

Employee Comments

Areas for Development

Description: Highlight one or two areas for further development.

Employee Comments
Highlights

Expansion Tool
### Overall Summary

Enter your ratings and comments for each applicable section and save. When you have finished updating your evaluation select the complete button to save your changes and send this document to your manager for review.

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<td>Core Competencies</td>
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#### Section 5 - Overall Summary

- 1 Does Not Meet Expectations
- 2 Partially Meets Expectations
- 3 Meets Expectations
- 4 Exceeds Expectations
- 5 Exceptional Performance
- 6 Not Applicable

Employee Rating: 0.00

### Employee Comments

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#### Section 6 - Employee Comments
Best Practices

- Save the document throughout so you don’t lose your work
- Work in a Word document first and copy and paste your text boxes
  - Accomplishments
  - Strengths
  - Areas of Improvement
  - Summary
- Mandatory items: system requires radio button completion, but finishing the text boxes is just as important
Confirmation and Document Completed
Who Can View Your Evaluation?

- There are two levels of approval in ePerformance: your supervisor who is providing their evaluation and the next level up, who is generally your supervisor’s supervisor.
- Supervisors can view evaluations for staff of any supervisors who report to them
- HR Employee & Labor Relations & Management
- Supervisors can request input from another “participant” (i.e. secondary supervisor); however, the participant cannot view your evaluation or what your primary supervisor has written
Secondary and HR Approvals

- The supervisor submits evaluation to the Secondary Approver (the supervisor’s supervisor)
- Secondary Approvers have ability to select “Approve” or “Deny” only
- Once approved, evaluation routes to HR for calibration review
- Human Resources approves and releases evaluation to the supervisor
- The supervisor selects “share” evaluation with employee
Reviewing Supervisor Input
The Rest of the Process

• The supervisor and employee meet to discuss the evaluation details
• The supervisor selects “Request Acknowledgement” for employee
• The employee can enter comments on Tab 6 and clicks “Acknowledge”
• Supervisor finalizes process by selecting “Complete”
Reviewing Supervisor Input

Section 6 - Employee Comments

Section 7 - Manager Comments
ePerformance Workflow

1. **Employee completes and submits Self-Evaluation**
   - Employee completes and submits Self-Evaluation to their supervisor.

2. **Supervisor meets with employee to clarify self-evaluation (does not include supervisor assessment)**
   - Supervisor meets with employee to clarify self-evaluation and does not include supervisor assessment.

3. **Supervisor completes manager portion of evaluation; submits to second level approver**
   - Supervisor completes manager portion of evaluation and submits it to the second level approver.

4. **Second level approver approves/denies evaluation and submits to HR**
   - Second level approver approves or denies the evaluation and submits it to HR.

5. **HR performs calibration review**
   - HR performs a calibration review on the evaluations.

6. **HR releases complete evaluations to supervisors**
   - HR releases complete evaluations to supervisors.

7. **Supervisor shares and meets with employee to discuss evaluation**
   - Supervisor shares the evaluation with the employee and meets with them to discuss it.

8. **(Optional) Employee enters comments on last section**
   - Employee can enter comments on the last section of the evaluation (optional).

9. **Employee acknowledges**
   - Employee acknowledges the evaluation.

10. **Supervisor completes**
    - Supervisor completes the acknowledgment process.
Resources

https://ucanr.edu/sites/ANRSPU/Supervisor_Resources/Performance_Management/

ANR Performance Standards
Performance Elements mapped to UC Core Competencies
Career Planning Tools
People Management Resources

SMART Goals Worksheet
  SMART Goals: Worksheet Example
  SMART Goals Examples
SMART Goals: A How to Guide

Additional Performance Management Resources at UCnet

Performance Management Webinar Resources
2019-20 Staff Performance Eval Guidelines FAQ
Questions?

For future inquiries regarding the evaluation process, please contact Mary Vlandis at maryvlandis@ucanr.edu or Jodi Rosenbaum at jrosenbaum@ucanr.edu. If you have system-related questions, please contact Patricia Glass at pglass@ucanr.edu.
Giving and Receiving Feedback

• SARA: the natural response to feedback
  • Surprise
  • Annoyance
  • Resistance
  • Acceptance
Reactions to Feedback: SARA Model

Energy

Shock
- What? Did I hear you right?
- Are you kidding?
- I don’t think so!
- Stunned silence
- Non-responsive

Anger
- No way! Obviously others don’t get what I do.
- I just can’t talk about this now.

Resistance
- I get it—but I don’t buy it. It’s a mistake.
- This doesn’t apply to me.
- What’s the point of trying?

Acceptance
- What do I need to consider?
- What can I do? What might be possible?
- Who might be able and willing to help?