# ePerformance FAQs

This document provides a list of frequently asked questions related to ePerformance.

1. **Who assigns the documents for my institution?**
   Each institution has one or more administrators who create and assign the documents at the start of the performance cycle. Please contact your HR Department for the names of your institution administrators.

2. **Are all performance documents the same?**
   No. Documents are created from templates, and each template defines the content and flow of the documents that are created using that template. At a high level, there are templates for leaders of the institutions and others for staff. Minor differences exist between the two types. The main differences between the two types are the type of approvals (no approval or 2nd up manager approvals) and the number of Performance Factors evaluated (10 for staff and 13 for leaders.)

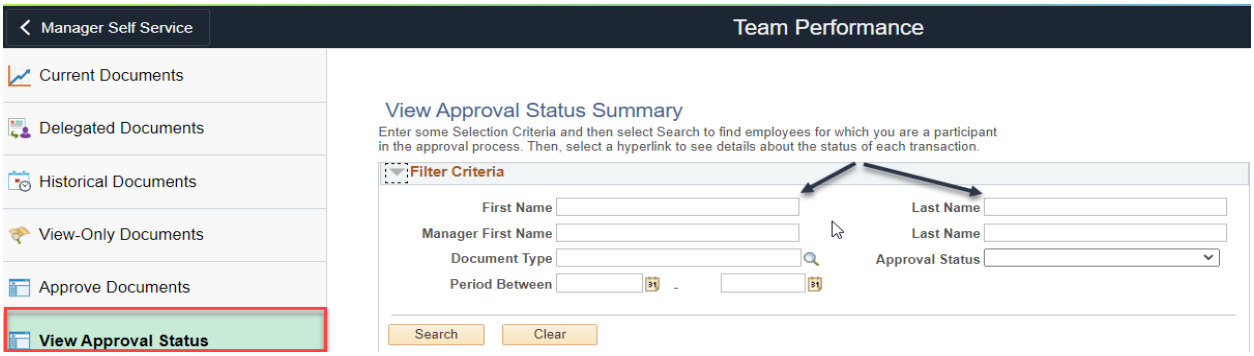
3. **Where can I find the evaluation documents?**

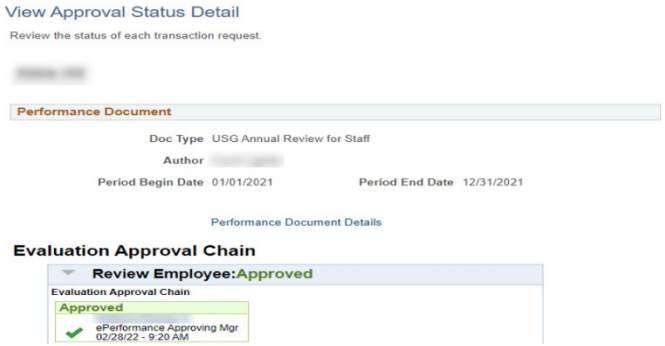
   - **If you are a manager looking for your direct reports' documents, you can find them under:**
     Manager Self Service dashboard> Team Performance Tile
   - **If you are an employee looking for your document, you can find it under:**
     Employee Self Service dashboard> Performance

4. **I am a manager, and I don't see one or more of my employees' documents listed under my Team Performance tile.**
   You should contact your institution ePerformance administrator.

5. **I didn't complete my Self Evaluation for the current year. Will that stop the completion of my document?**
   No. Self-evaluation is an important part of the evaluation process which contributes to conversations between the manager and their employees. However, it is an optional part of the ePerformance system process. When the self-evaluation is completed, the system records the ratings the employee assigned to themselves, and the ratings the manager assigned for them. The manager's ratings are the formal ratings the system will use for its process.

6. **I pushed a document for approvals. How can I find out who will approve it and if it has been approved or not?**
   You can find the status of your document's approval under:
   Manager Self Service dashboard> Team Performance tile
   On the left-hand navigator, select the View Approval Status, and enter your employee's first and last name. The system will show the approval status.




7. **One of my employees transferred to another manager, but they still show up under my list.** Please contact your HR ePerformance Administrator (or your HR Department), so that they can transfer the document.

8. **I have a new hire who isn't listed under my direct reports' documents.** New hires (or rehires) within 6 months of the start of the performance evaluation cycle will need to have their documents created manually. Please contact your institution HR ePerformance administrator for this request.