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ePerformance Supervisor and Employee Training

Location and Date:

Microsoft Teams

June 2025

Presented by The Office of Human Resources

#GSCHighlandersForward

Agenda

- Importance of Annual Evaluations
- What is ePerformance?
- Areas of Evaluation
- Goals
- Performance Factors
- GSC Values
- Ratings Scale
- Process Flow and Review
- Resources & Tools
- FAQs
- Timeline
- Questions?

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Importance of Annual Evaluations

- Increase Employee Engagement
- Create career growth
- Identify training needs
- Clarify expectations
- Evaluate goals

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What is ePerformance?

ePerformance is a robust, web-based, self-service performance solution that will improve the evaluation process.

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Areas of Evaluation

Goals (25%)	Job Duties (40%)
Performance Factors (20%)	GSC Values (15%)

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Goals

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Performance Factors

Communication	Customer Service	Initiative
The extent to which employee is proficient and professional in oral and written communication. This includes listening, understanding, remembering, and following oral or written instructions; asking for clarification when necessary and providing information to others in a clear, complete and concise manner.	The extent to which the employee provides a customer friendly environment and superior service to our clients, patients, coworkers, supervisors, subordinates, faculty and students. The employee resolves customer needs with confirmed satisfaction, responsiveness, and outcomes.	The extent to which employee is a self-starter, shares new ideas for doing things, and is willing to assume additional duties when necessary. Displays positive attitude and willingness to improve both personally and professionally in a constantly changing environment.

Innovation	Job Knowledge	Adherence to Institution Policies
The extent to which the employee is receptive to new ideas and has the ability to adjust to change with minimum disruption to productivity. Contributes useful ideas for improved performance.	The extent to which employee understands their job duties and responsibilities and applies the practical and technical knowledge and skills required for the position.	The extent to which the employee follows system, college/university and department-specific policies and procedures (dress guidelines, professionalism, administrative policies & procedures).

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Performance Factors

Quality of Work	Interpersonal Relationships
The extent to which employee's work is consistently accurate, thorough, and is accomplished in a professional manner. Employee works efficiently and productively while effectively managing resources (labor, time, materials, etc).	The extent to which employee cooperates, works and communicates with internal and external customers such as clients, patients, coworkers, supervisors, subordinates, faculty, and students. The employee has the ability and willingness to work effectively within a team and support others as well as accept support and feedback when needed to accomplish task or mission.
Reliability/Attendance	**Critical Thinking**
The extent to which an employee can be relied upon regarding task completion and follow-up. The employee meets deadlines with accuracy, work quality and customer satisfaction. Employee has an acceptable overall punctuality and attendance record.	The extent to which the employee demonstrates proper judgment in decision-making and displays effective problem-solving skills.

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Additional Performance Factors for Leaders Only

Organizational Development	Fiscal/ Budget Management
Delegates and directs effectively; shows respect, confidence and trust in others; sets realistic goals and performance objectives; Builds department and personnel capacity through succession planning.	The effectiveness with which the individual uses and allocates financial resources and keeps expenditures within approved budget.

Innovation	Strategic Planning
The extent to which the employee is receptive to new ideas and has the ability to adjust to change with minimum disruption to productivity. Contributes useful ideas for improved performance.	The effectiveness to which the leader sets priorities, secures and utilizes resources, strengthens operations, ensures that employees and other stakeholders are working toward common goals, establishes agreement around intended outcomes/results, and assesses and adjusts the unit's directives based on the needs of the University.

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Evaluating GSC Core Values

Commitment to Excellence	Student Success	Innovation and Creativity	Belonging
Prioritize high standards in all endeavors, striving for distinction in education, research, and community engagement.	Focus on enhancing regional workforce by effectively preparing students for successful careers, thereby ensuring a substantial return on their educational investment.	Encourage creative thinking and innovative solutions, driving progress and adapting to the evolving needs of our society and the wider world.	Embrace and celebrate multiple perspectives, fostering an environment that enriches learning and promotes respect and understanding.

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Rating Scale

Rating Scale	Definition	Behavioral Indicators
Exemplary	Outstanding performance that constantly exceeds milestones.	• Displays advanced knowledge and skills • Proactively seeks new challenges.
Superior	Good, solid performance that fully meets milestones and on occasion exceeds milestones.	• Demonstrates strong, consistent leadership. • Results add value.
Successful	Good solid performance that meets all milestones.	• Shares knowledge and skills appropriately. • Meets expectations.
Partially Successful (Emerging)	Performance falls short of the minimum criteria and standards of milestones. Immediate and substantial improvement is needed to address this area.	• Work behavior occasionally fall below required levels. • Improvement required. • Could be attributed to newness on the job, missing skills, etc.
Not Successful	Performance in this area is inconsistent and does not meet milestone. Performance feedback and efforts to reinforce competency may provide the tools to achieve success.	• Lacks the knowledge of the position to accomplish goals. • Has not demonstrated the ability to retain key job knowledge. • Does not seek development opportunities.

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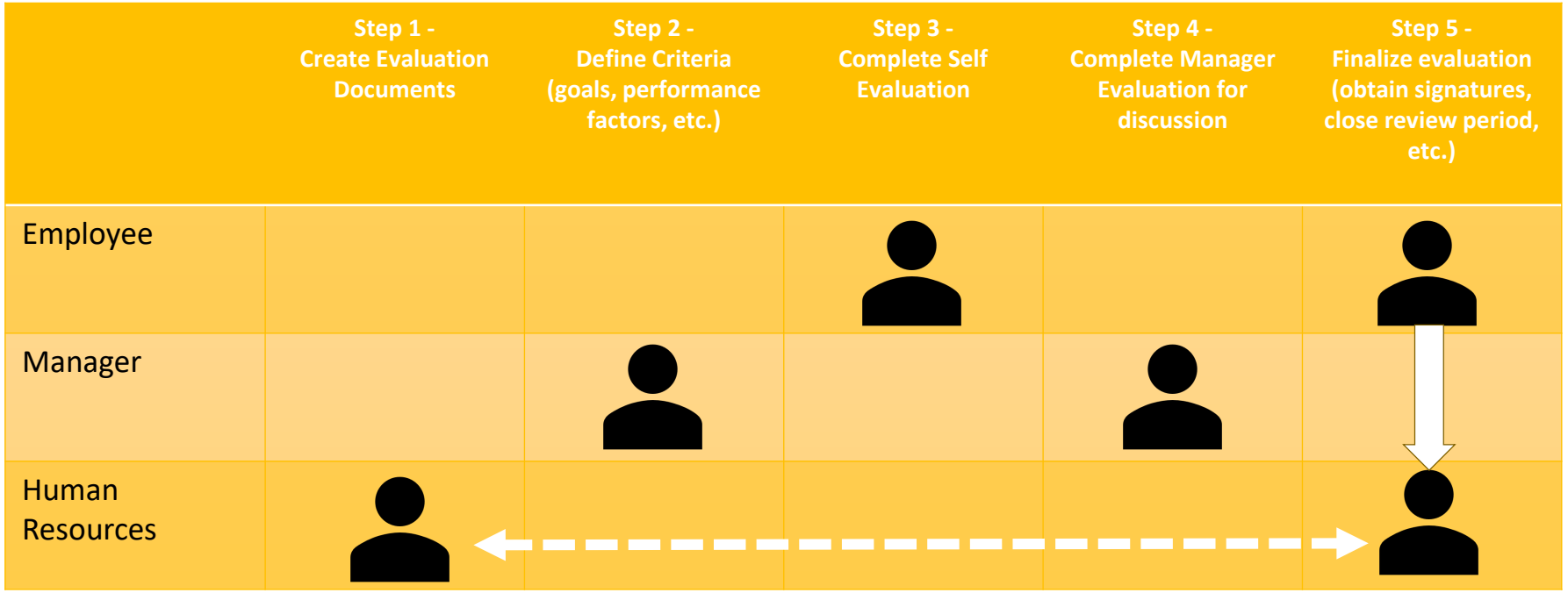
Performance Evaluations Process Flow



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Manager: Define Criteria

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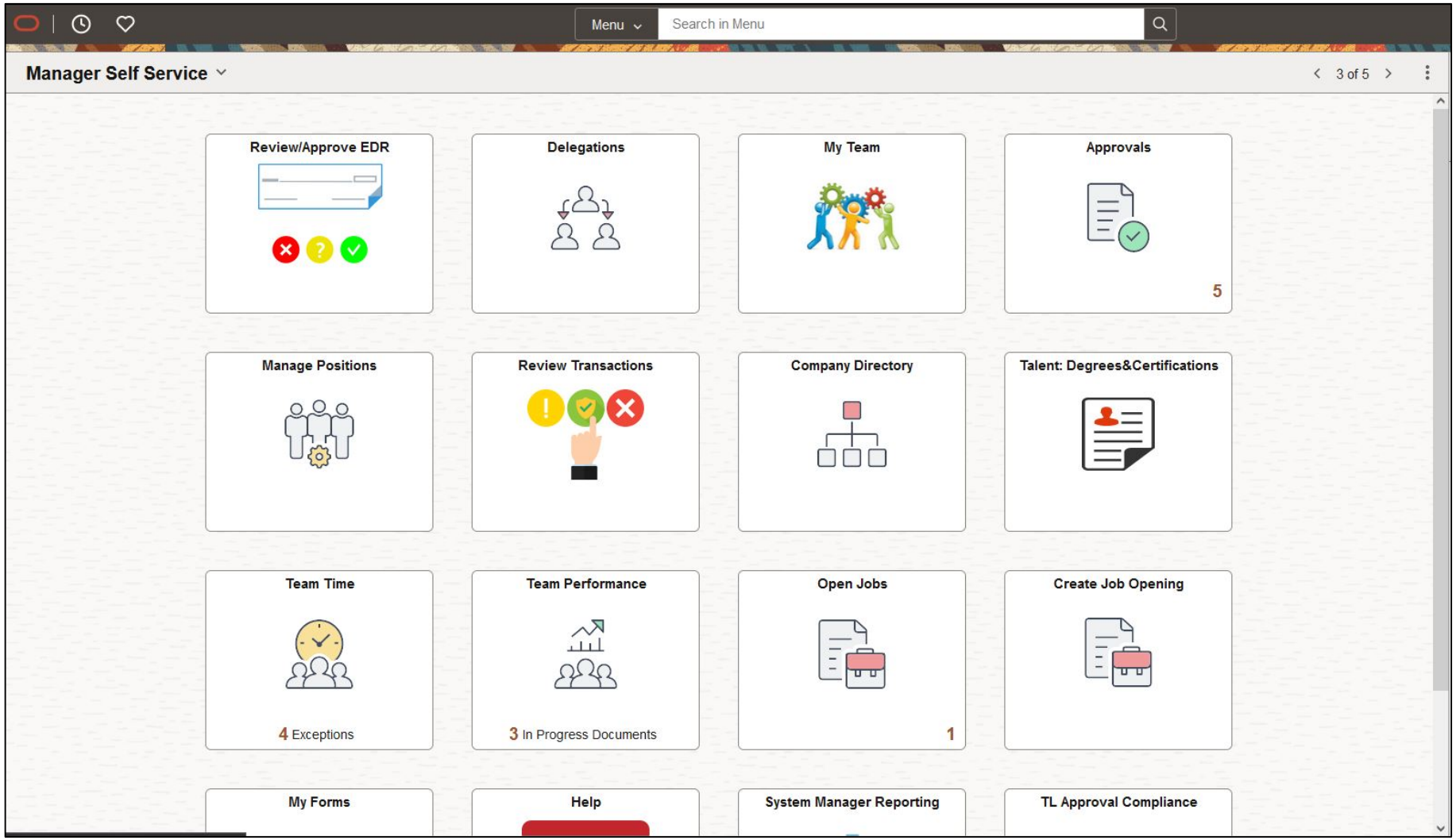
Define Criteria: Log into OneUSG. In Manager Self Service, Choose Team Performance Tile.



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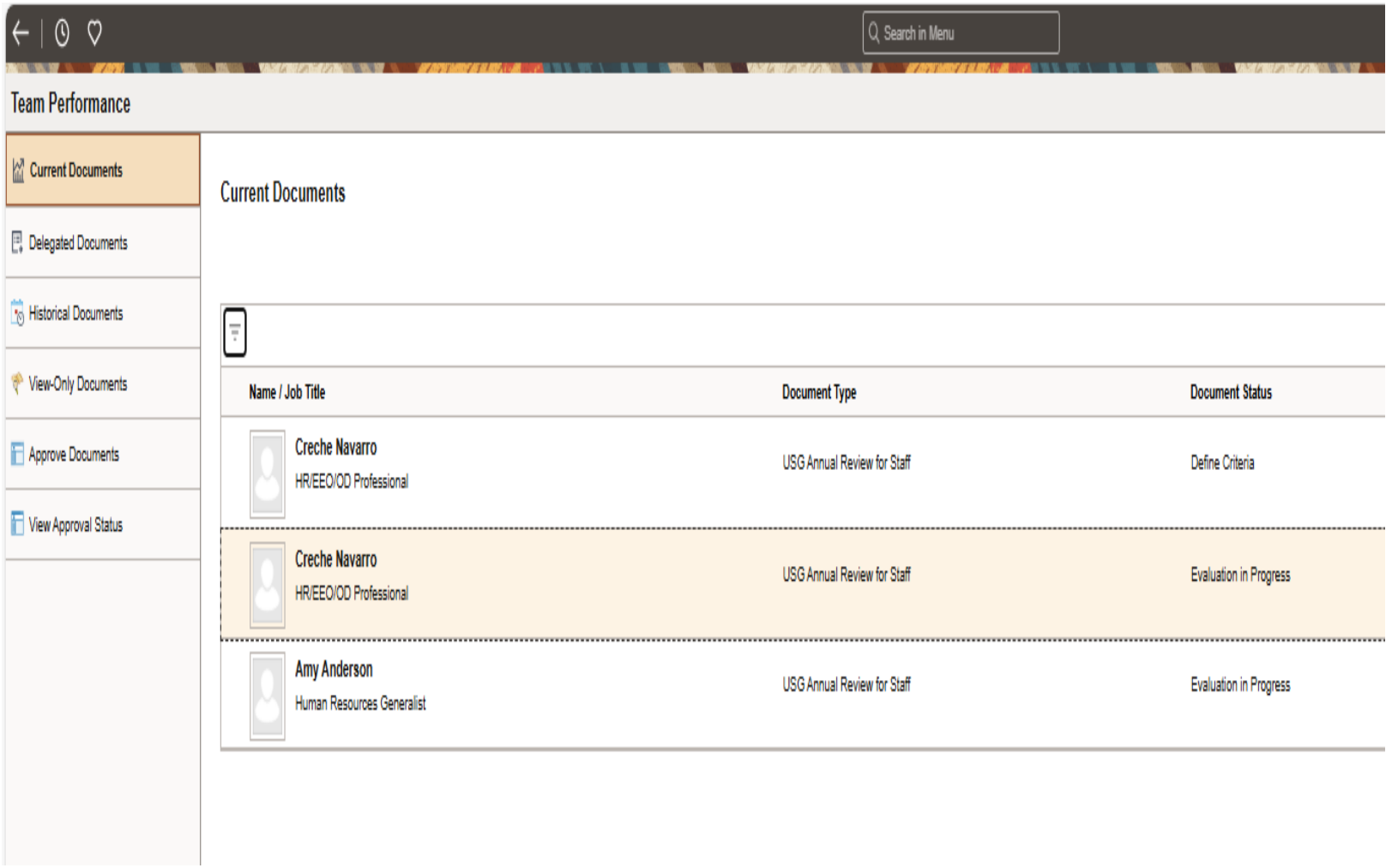
Define Criteria: Under “Current Documents”, choose the team member to evaluate.



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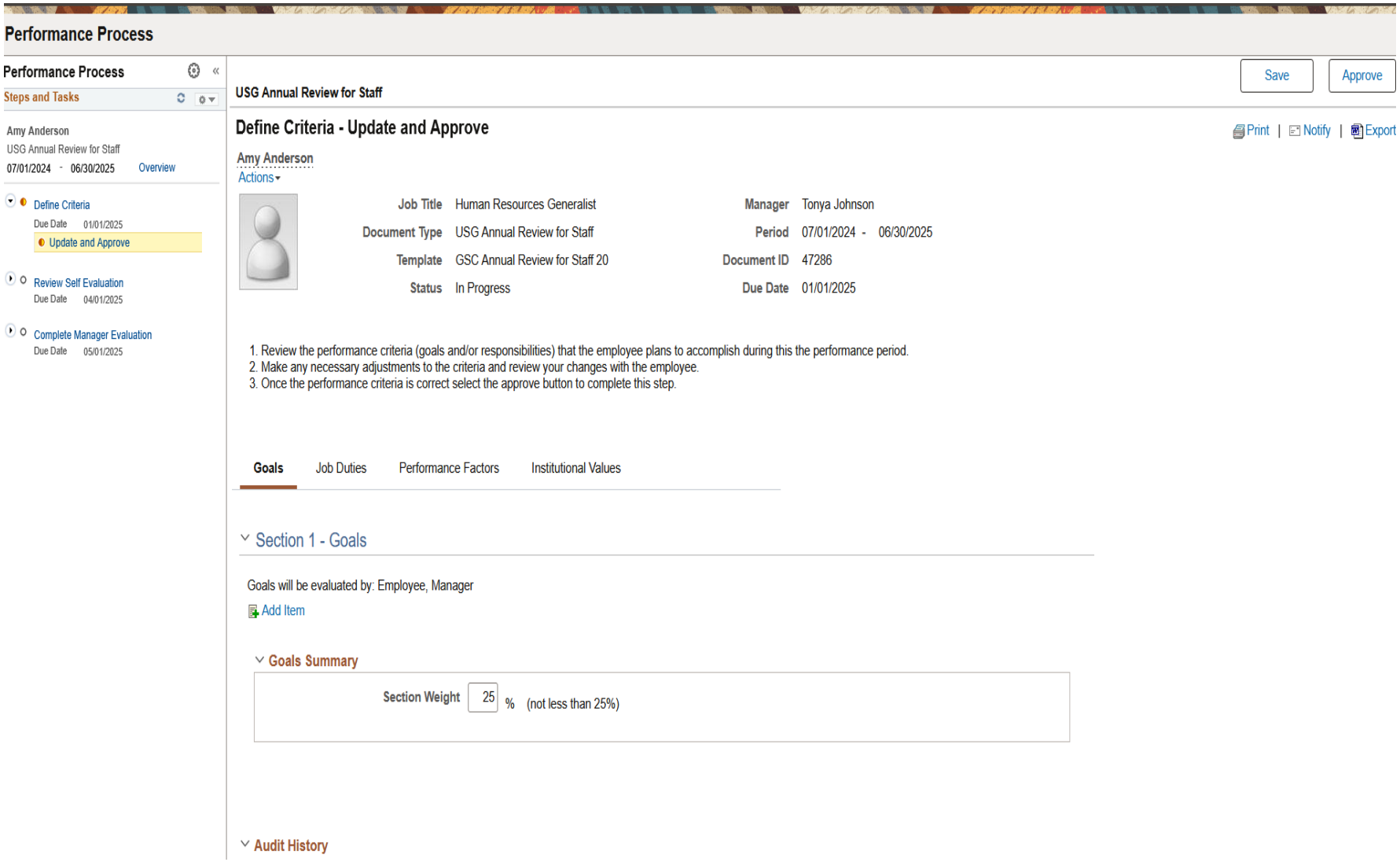
Define Criteria: Add Goals for Annual Evaluation.



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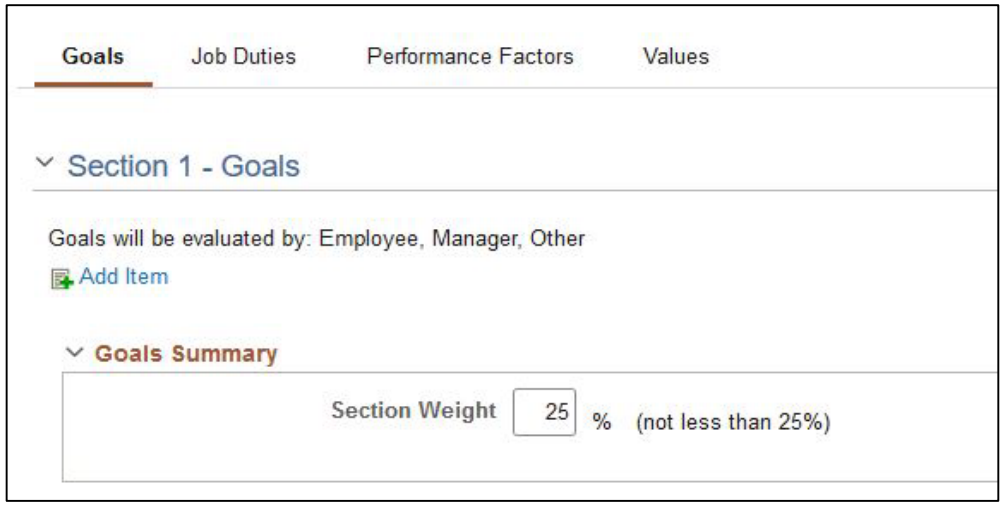
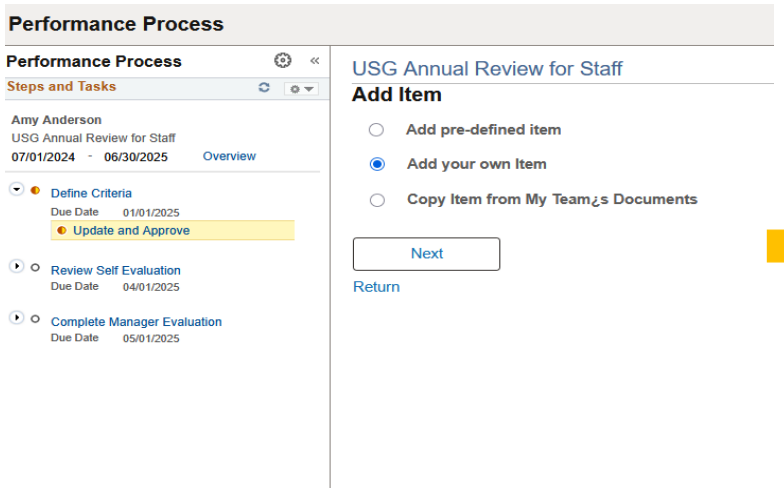
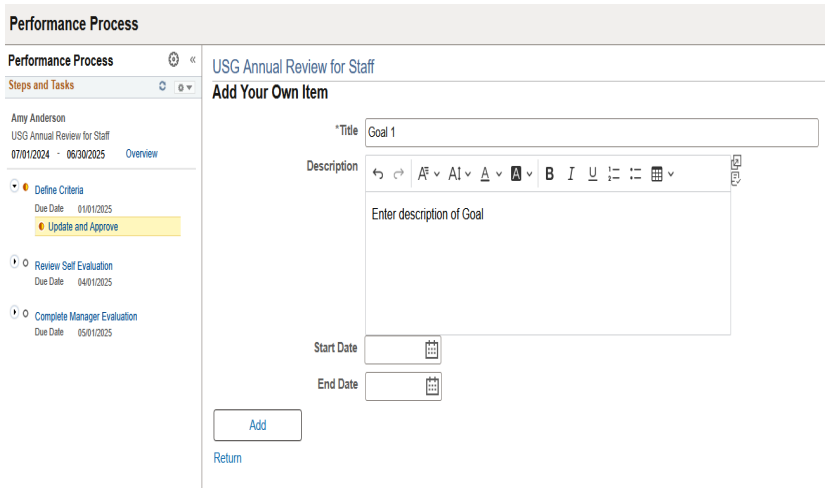
Define Criteria: Add Goals (cont.)







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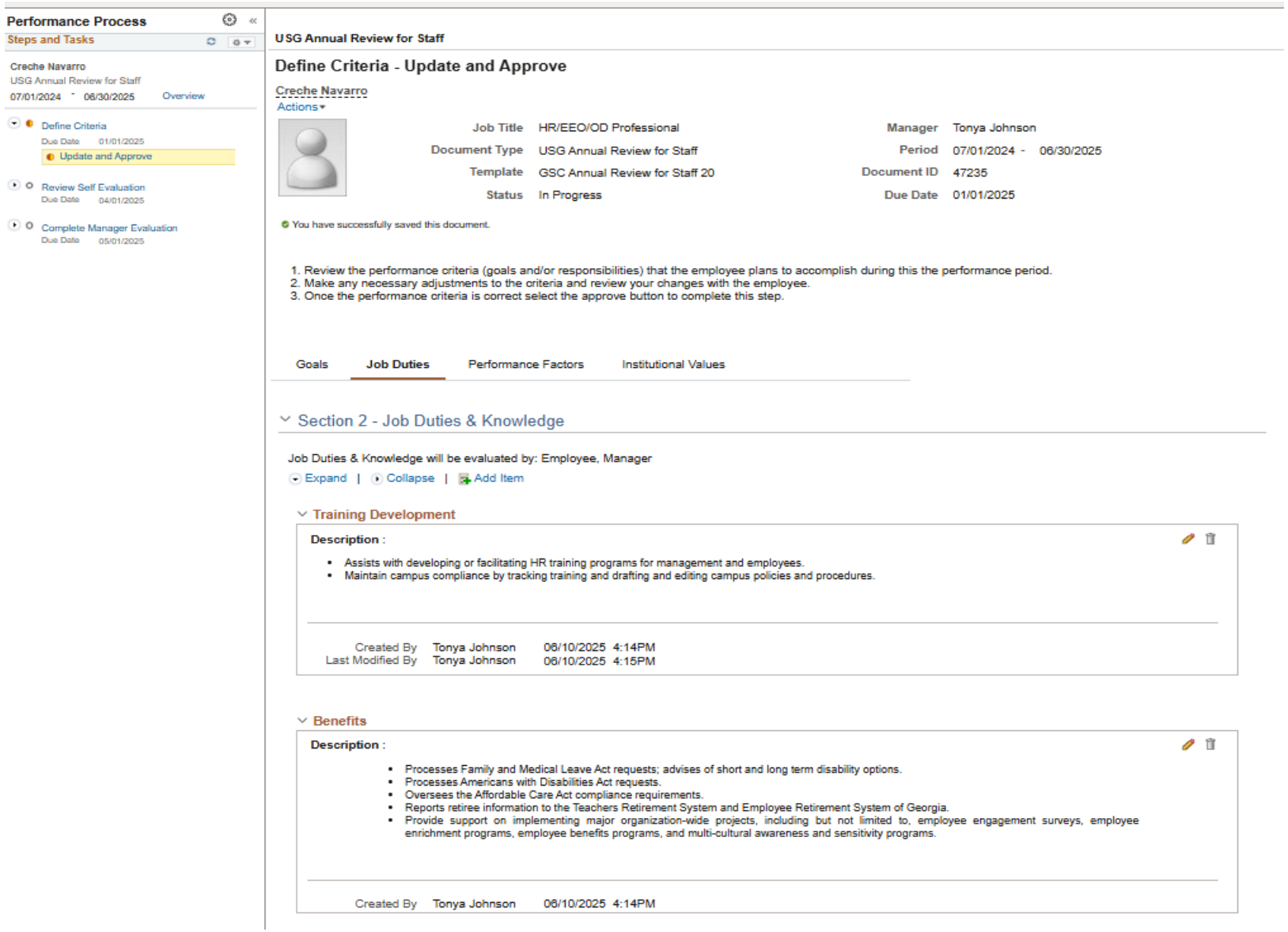
Define Criteria: Add and Review Job Duties



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Job Duties

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Building Maintenance Worker
Facilities

FAC/12

JOB SUMMARY

This position is responsible for participating in the maintenance of college buildings, facilities and equipment. An incumbent in this position may be designated "Senior Building Maintenance Worker".

MAJOR DUTIES

- Inspects buildings, fixtures, machines and other structural or mechanical units and notes repair needs; performs minor maintenance such as cleaning and lubricating.
- Changes, washes, and cuts filters for air conditioners; checks for bad bearings.
- Repairs, hangs and installs blinds and window shades; installs drapery rods and hangs drapes.
- Installs restroom accessories.
- Replaces glass, screens, locks and door latches.
- Repairs doors and door locks.
- Repairs chairs, cabinets, shelves and other furniture.
- Installs commodes, lavatories, urinals and faucets.
- Changes ballasts, light bulbs, and smoke alarms.
- Paints interior and exterior surfaces.
- Locates and repairs leaks.
- Performs related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of college policies and procedures.
- Knowledge of the hazards and safety precautions associated with the work.
- Knowledge of the installation, repair and maintenance of HVAC and other mechanical systems.
- Knowledge of plumbing and electrical system installation, maintenance and repair.
- Skill in the use of hand and power tools.
- Skill in decision making and problem solving.
- Skill in the completion of a variety of reports.
- Skill in oral and written communication.

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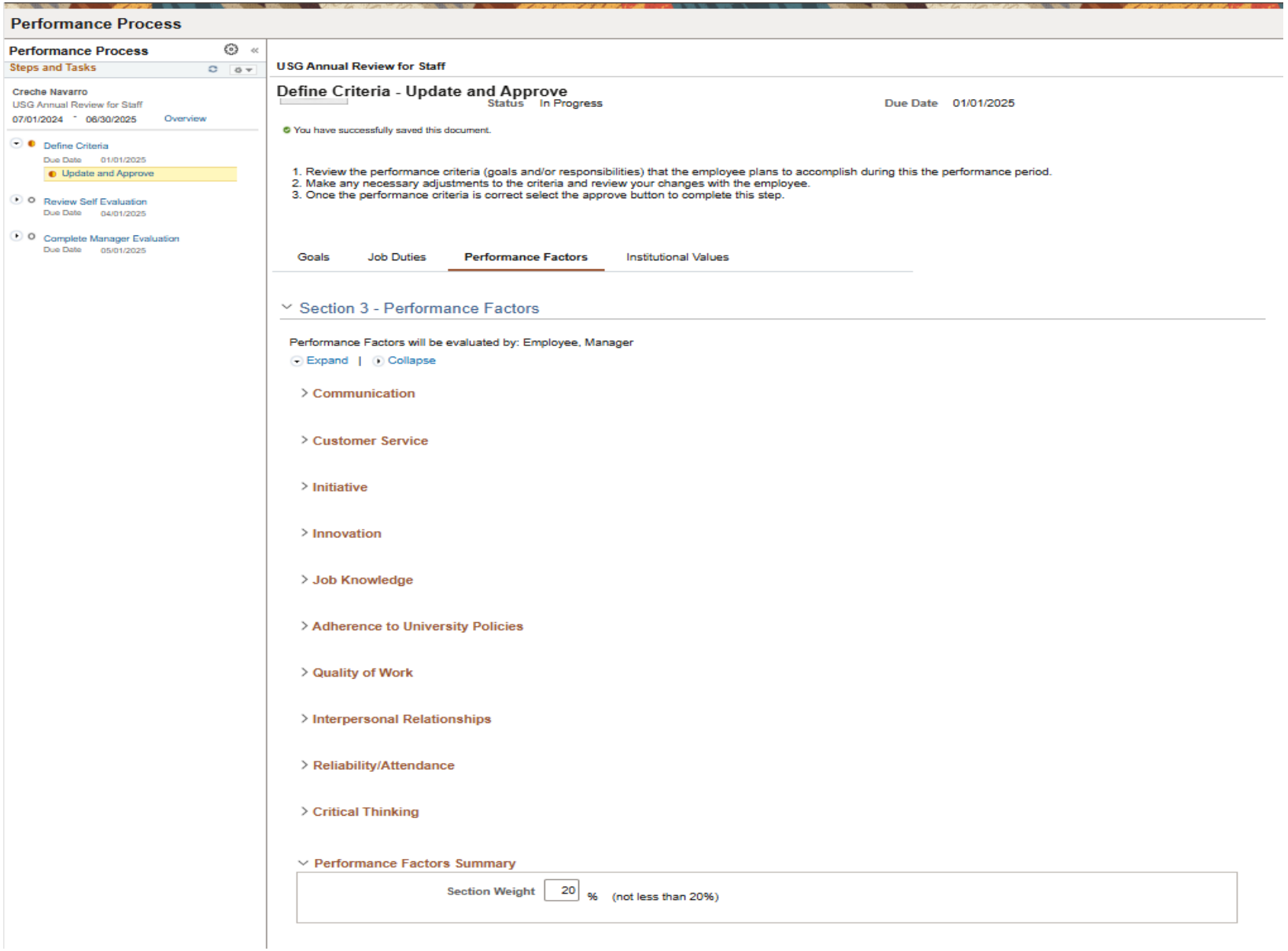
Define Criteria: Review Performance Factors



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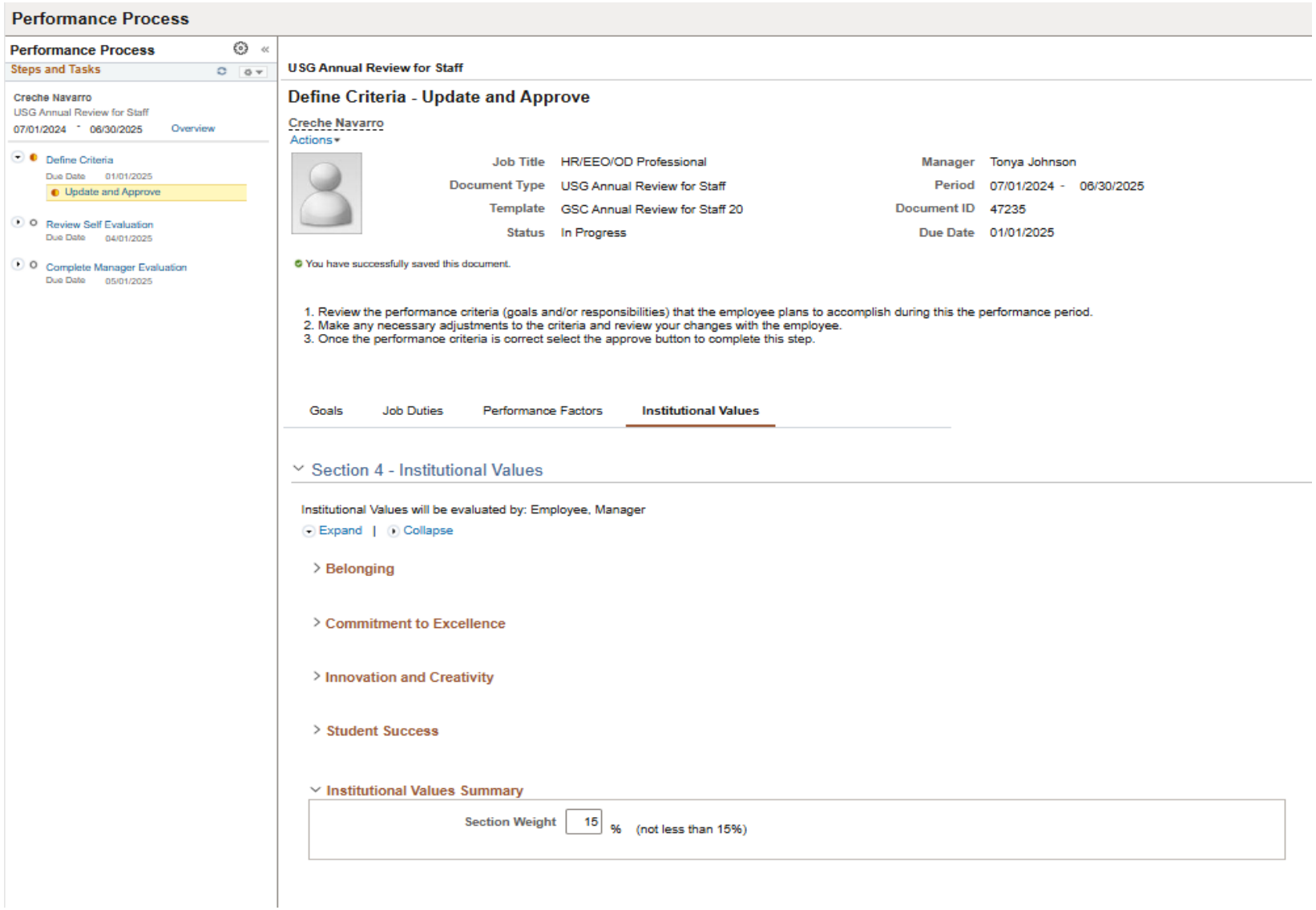
Define Criteria: Review GSC Core Values



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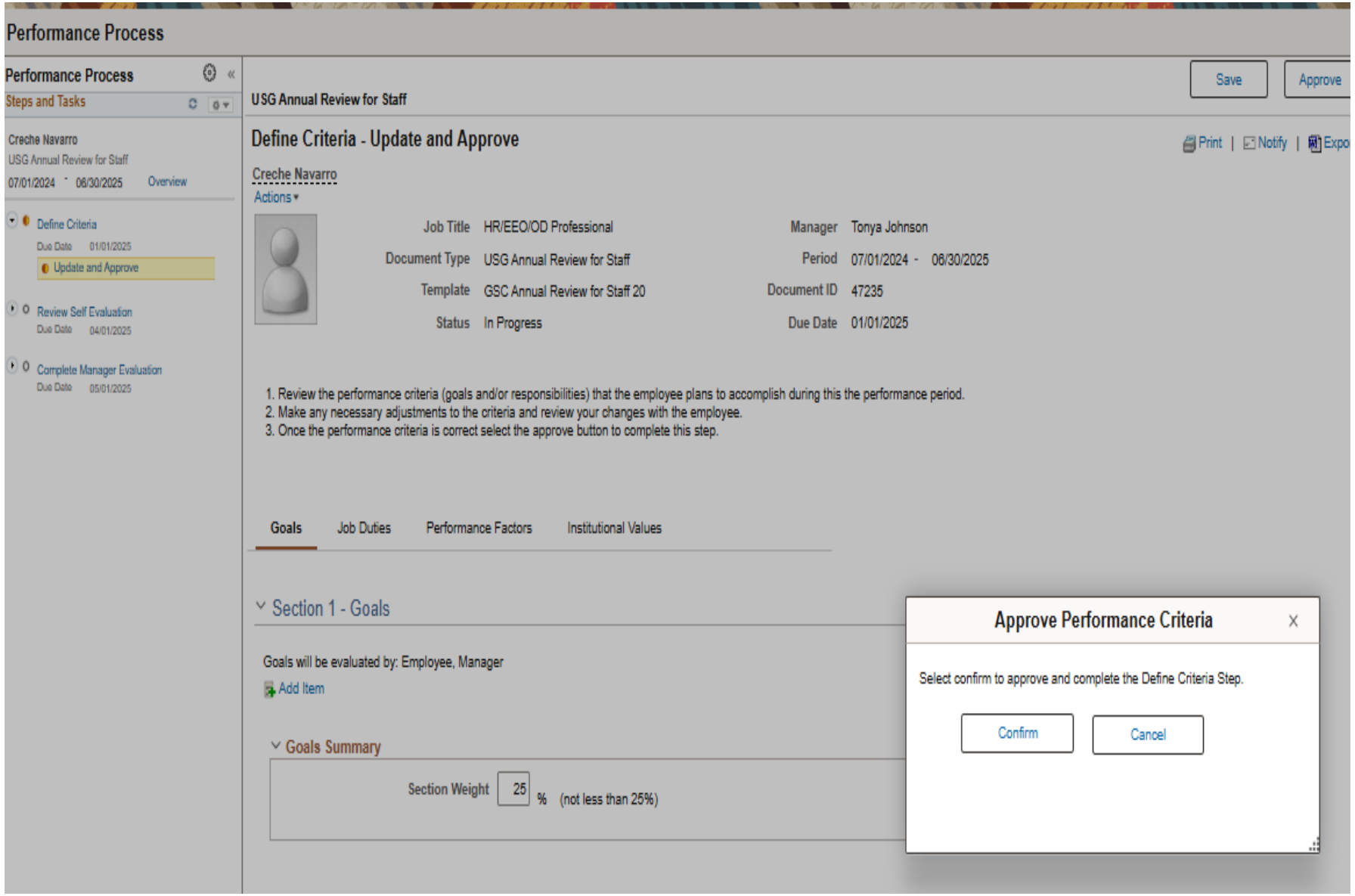
Define Criteria: Confirm and Approve Criteria



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Employee: Self Evaluation

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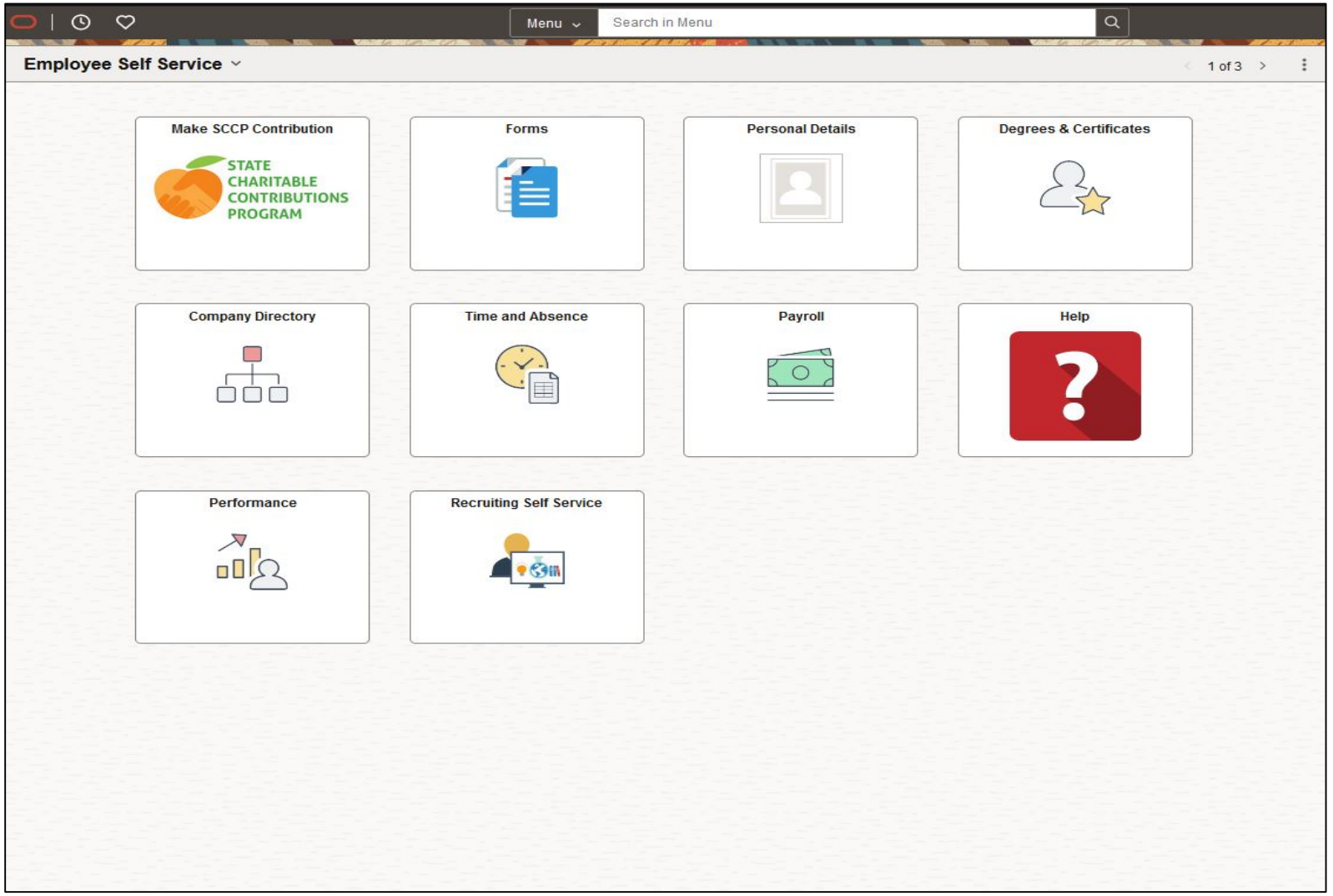
Log into OneUSG. In Employee Self Service, Choose the Performance Tile.



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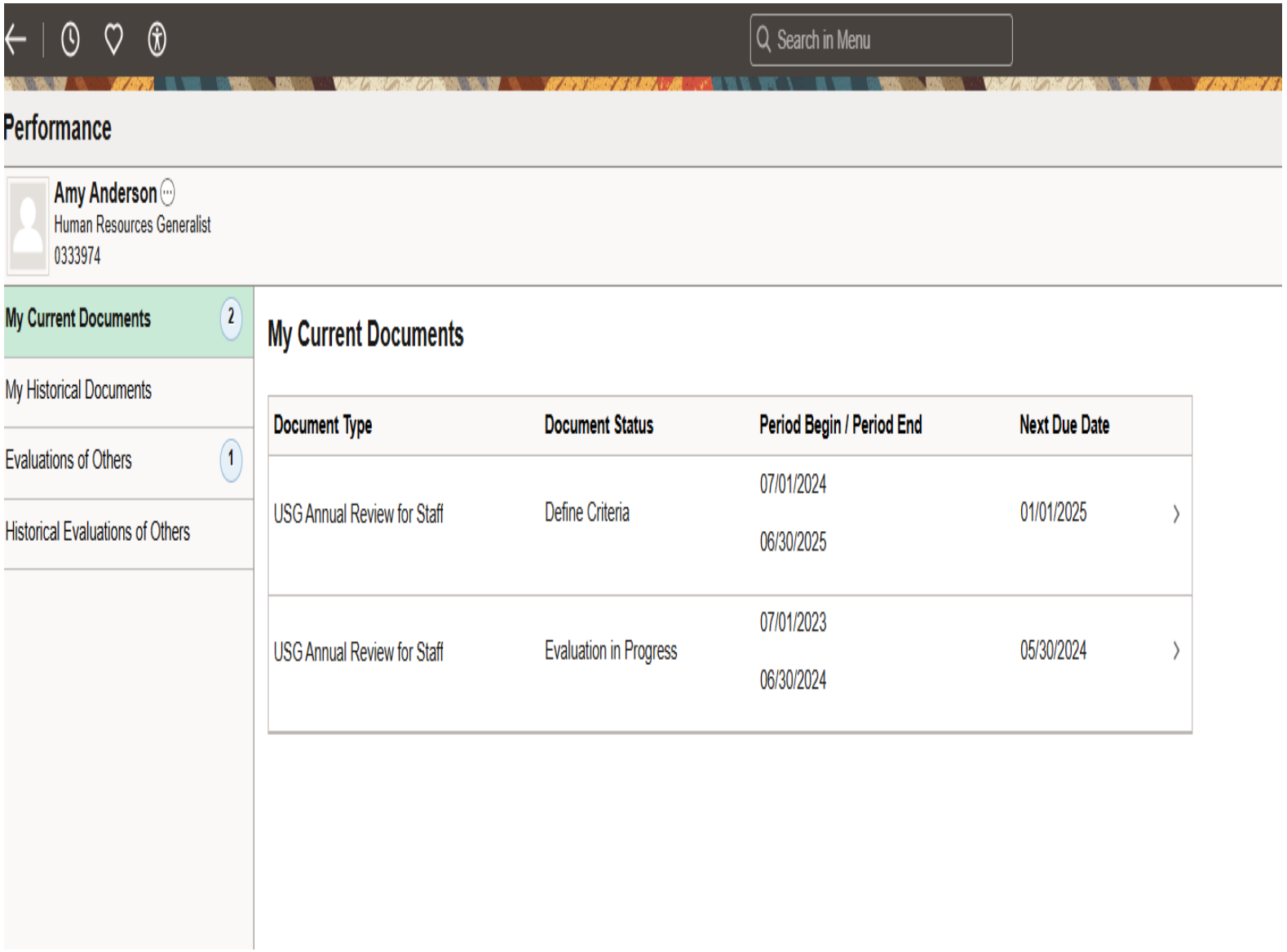
Self Evaluation: In “My Current Documents”, your document will be visible.



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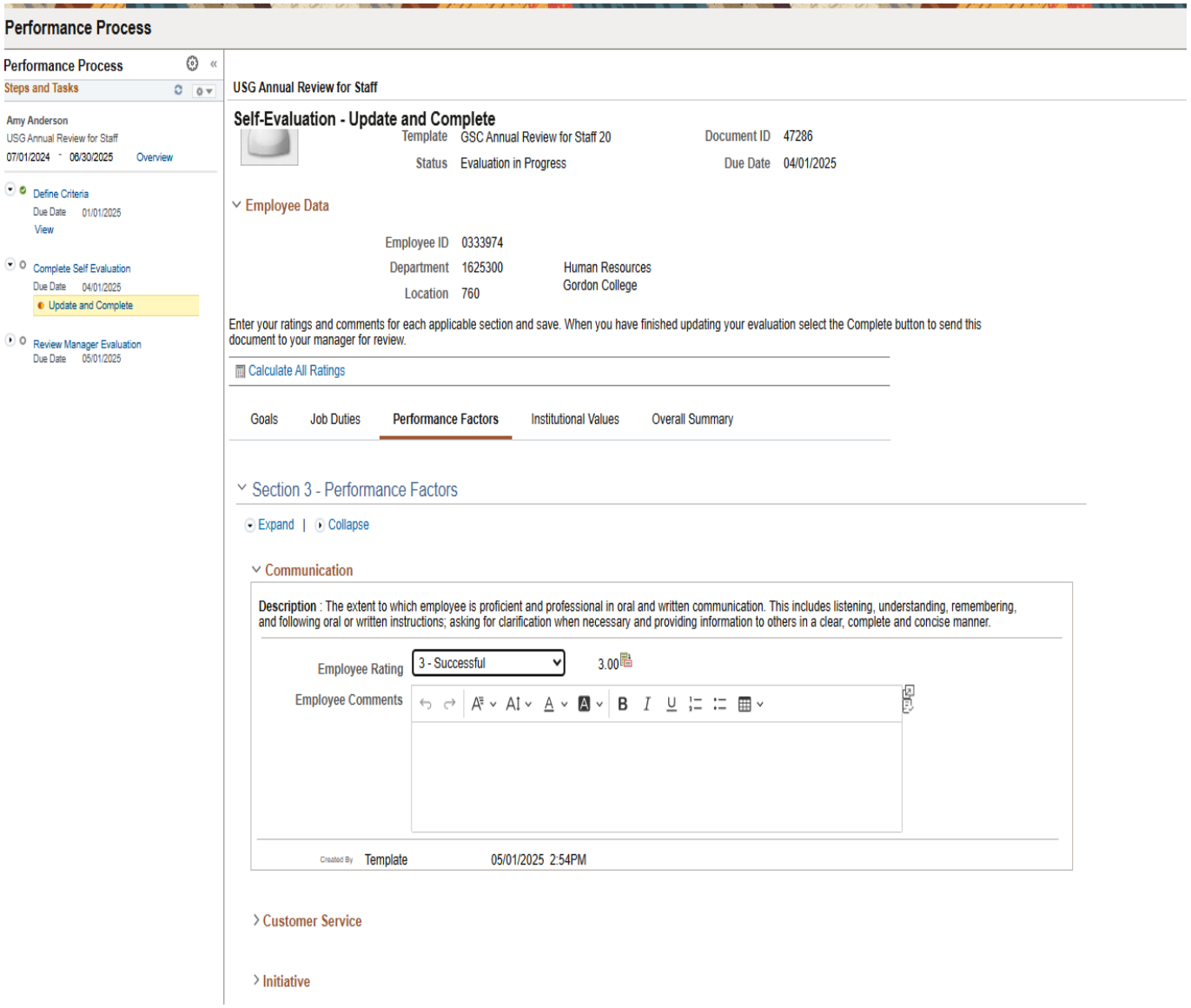
Self Evaluation: Add Ratings and Comments on Each Tab. Click on the Calculator to Calculate Summary Rating.



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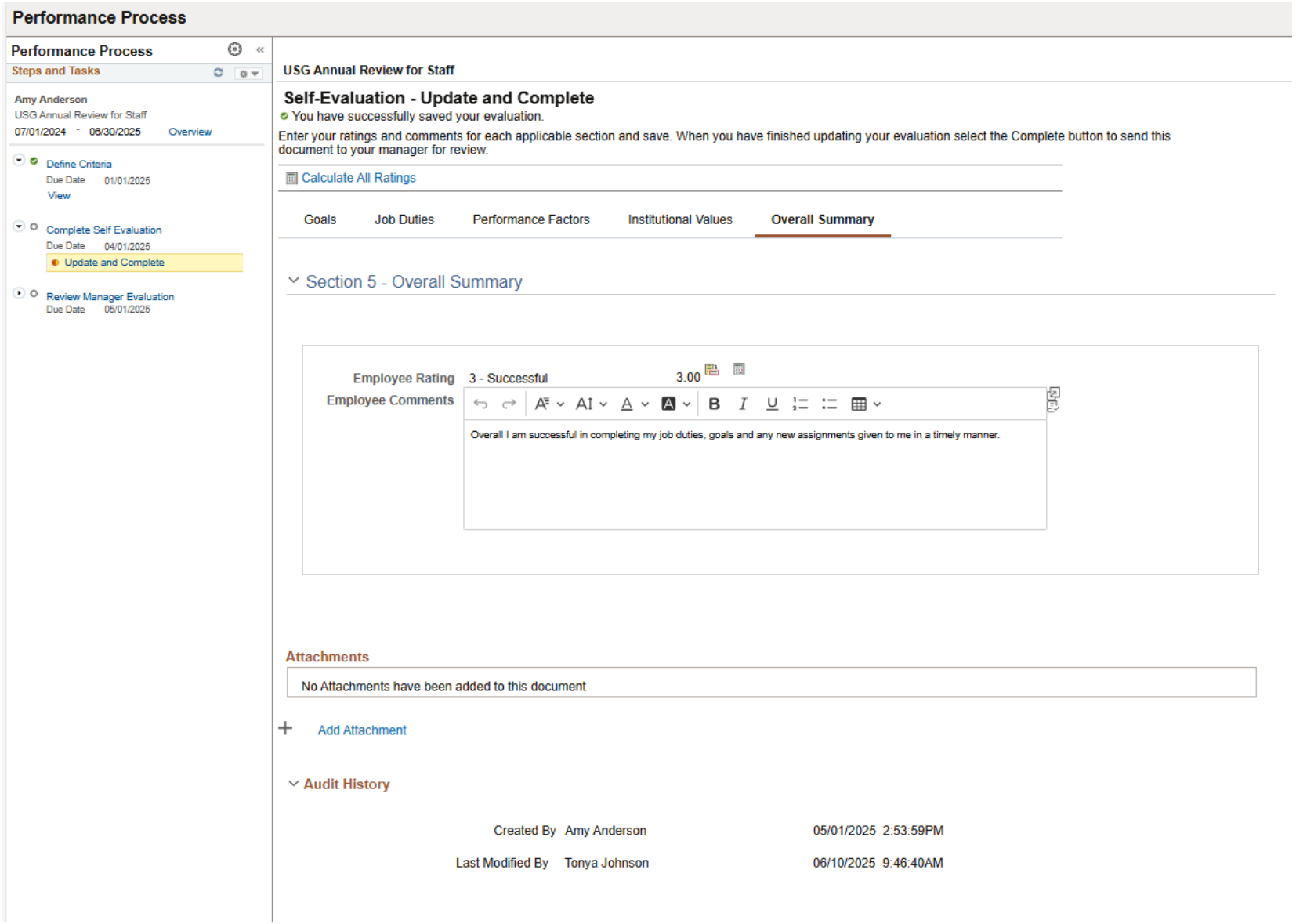
Self Evaluation: Complete an Overall Summary and add Employee Comments. Calculate all ratings before completing this section.



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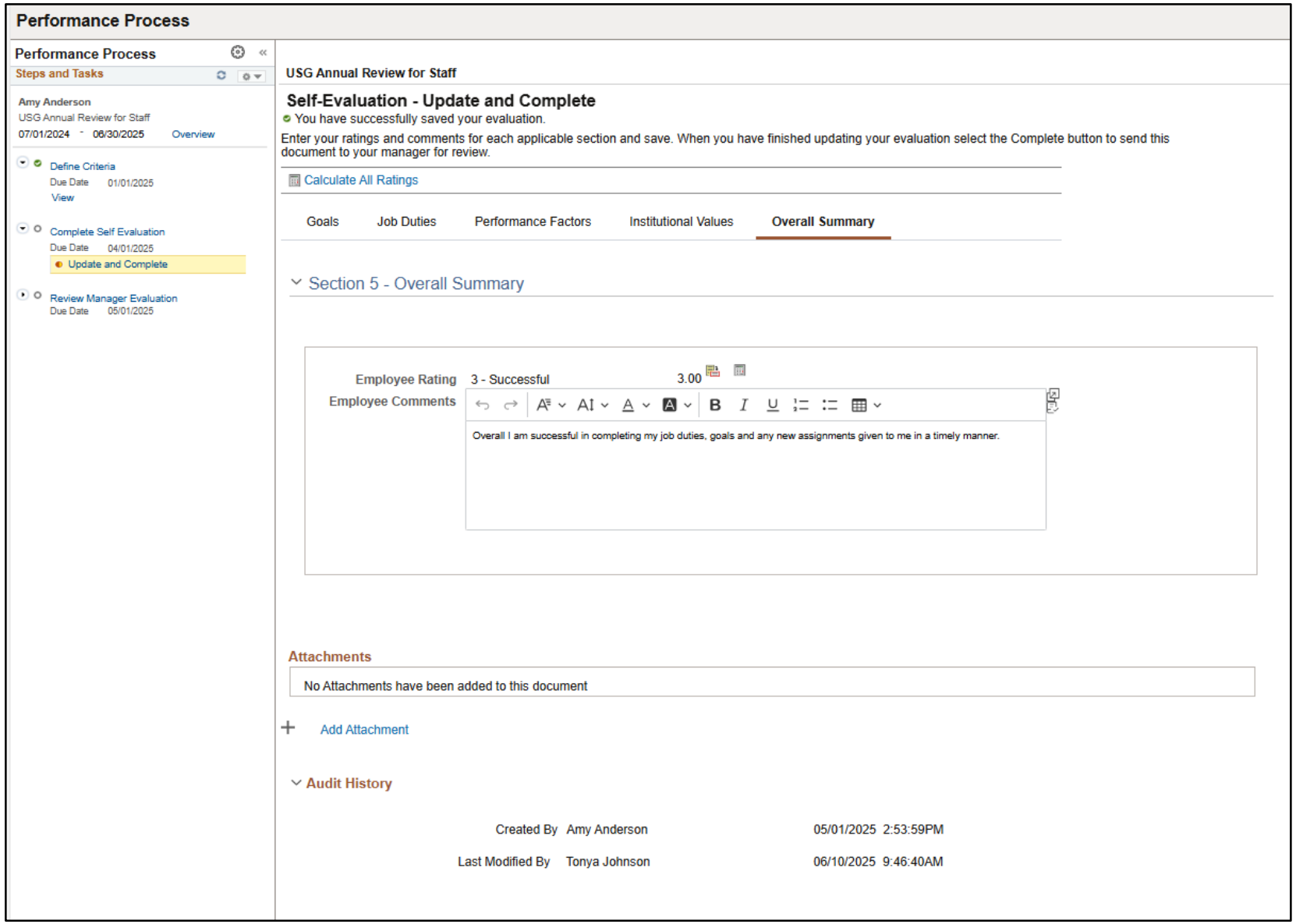
Self Evaluation: Add Attachment if necessary.



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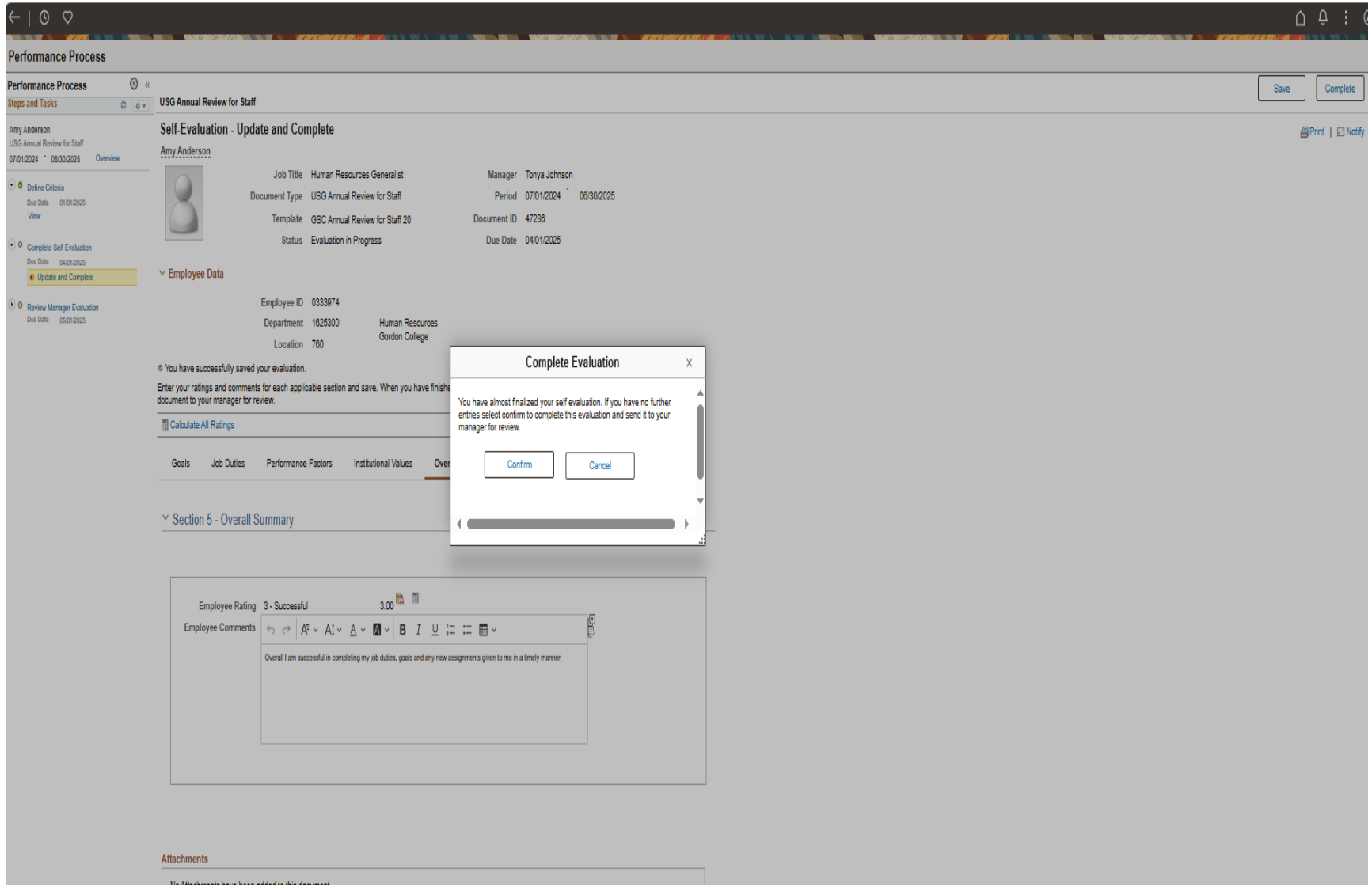
Self Evaluation: Once completed, click “Complete” in the top right corner and Confirm to finalize Self Evaluation.



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Manager: Complete Evaluation

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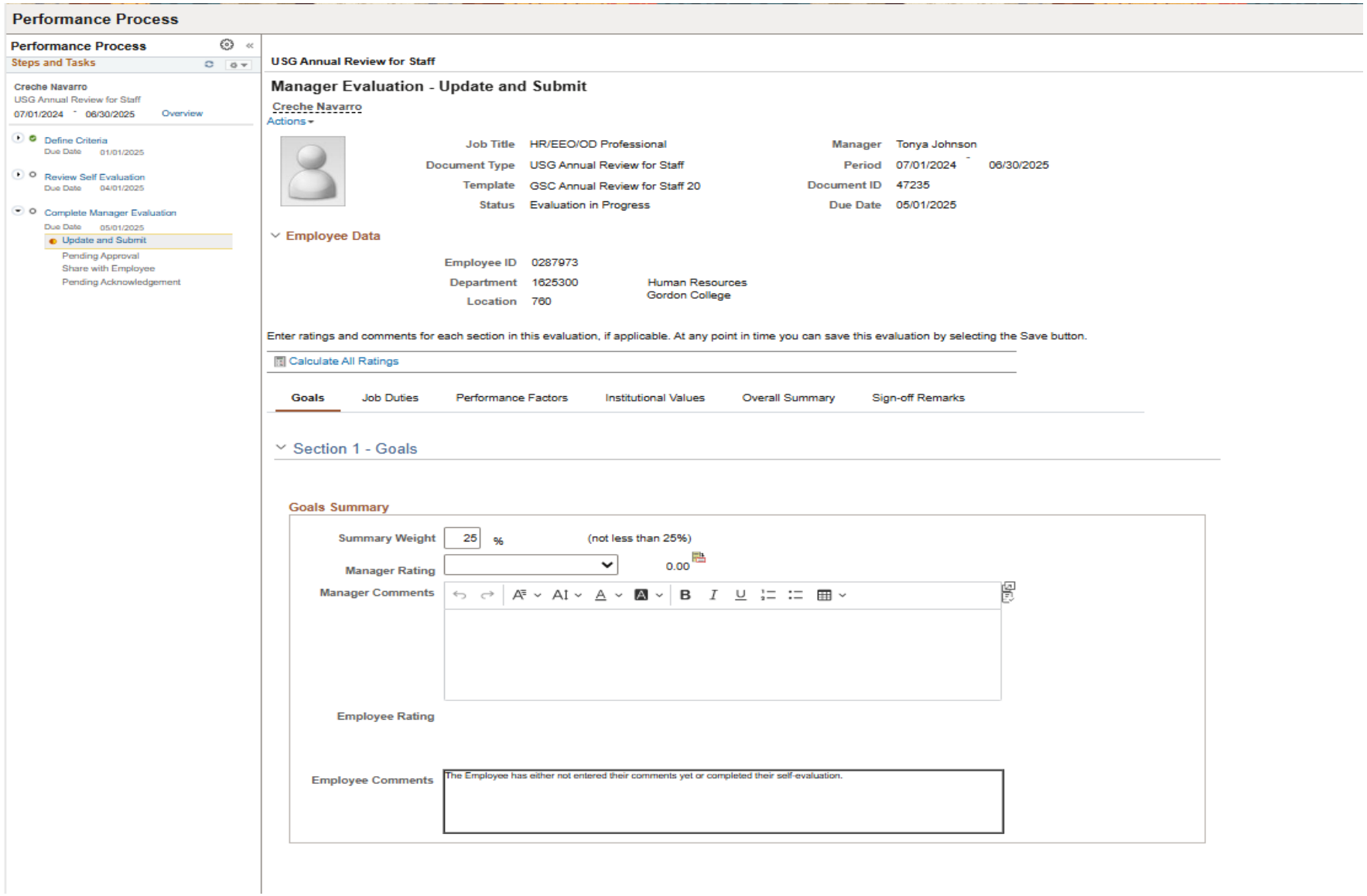
Manager Evaluation: Click on “Complete Manager Evaluation” and then “Update and Share” to open the evaluation.



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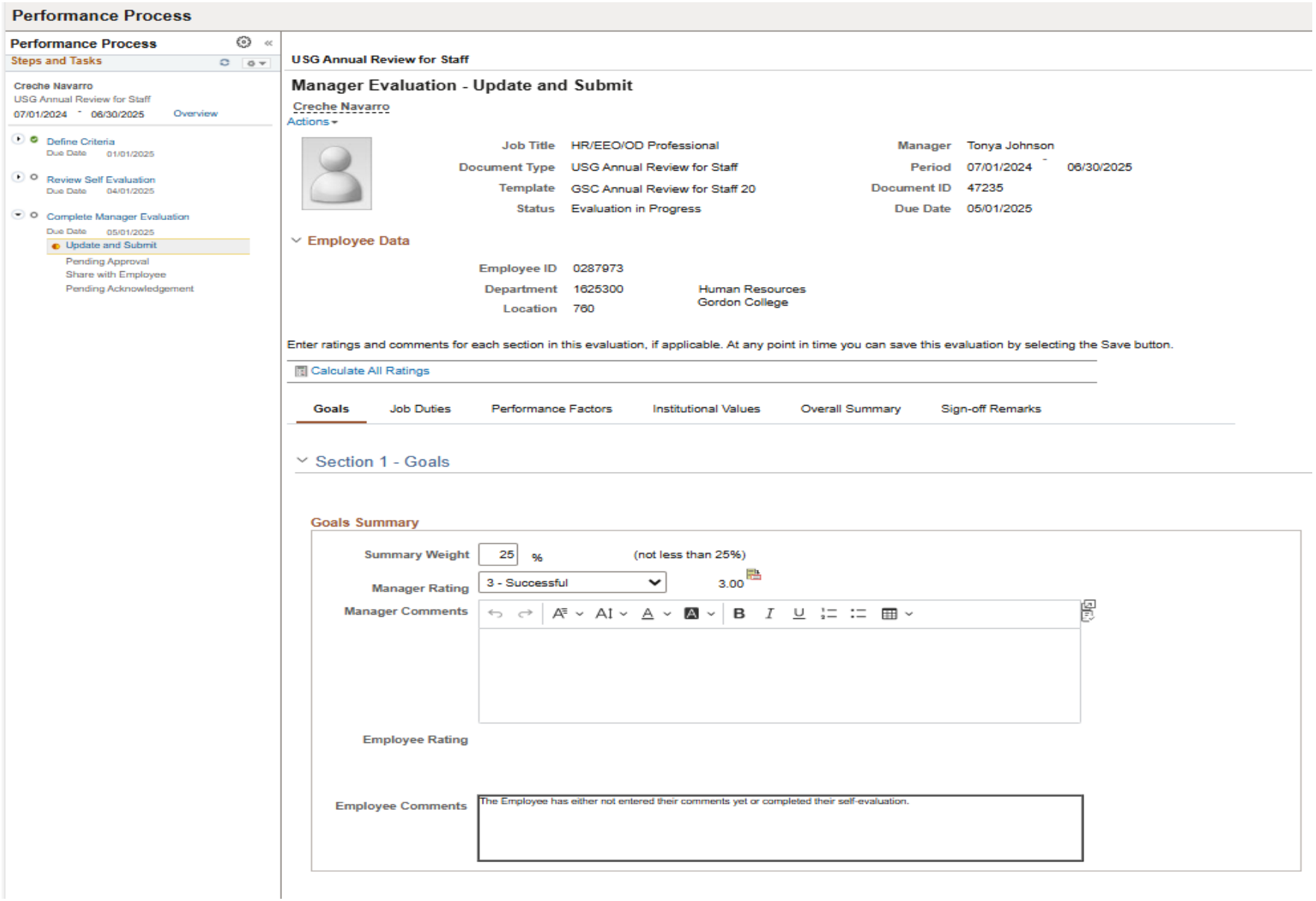
Manager Evaluation: Add Manager Ratings and Comments on Each Tab. Click on the Calculator to Calculate Summary Rating. Employee Comments will be visible.



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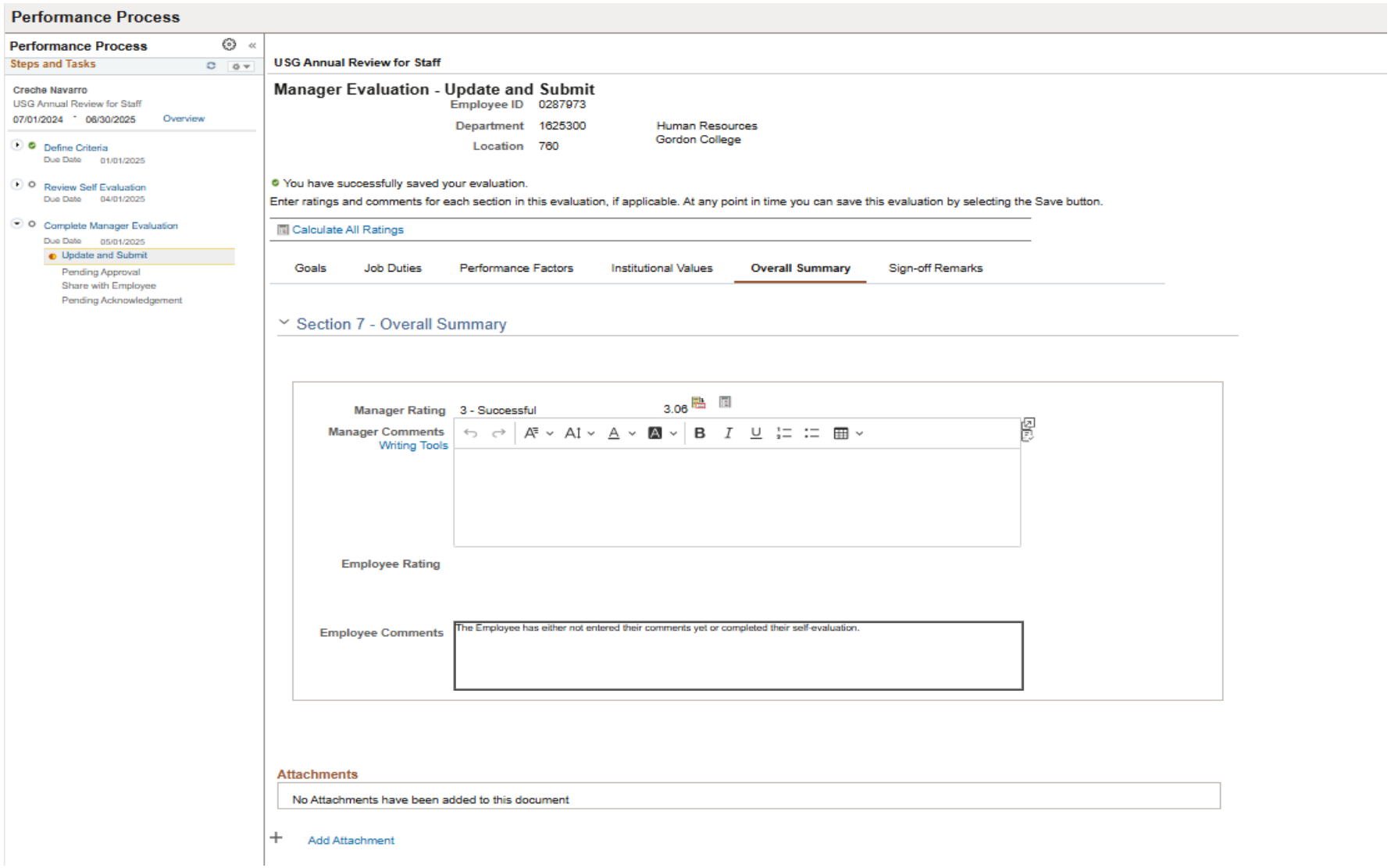
Manager Evaluation: Complete the “Manager’s Evaluation”. Add Manager Ratings and Comments on Overall Summary. Click on the Calculator to Calculate Summary Rating. Employee Comments and Ratings will be visible. Add Attachment if necessary.



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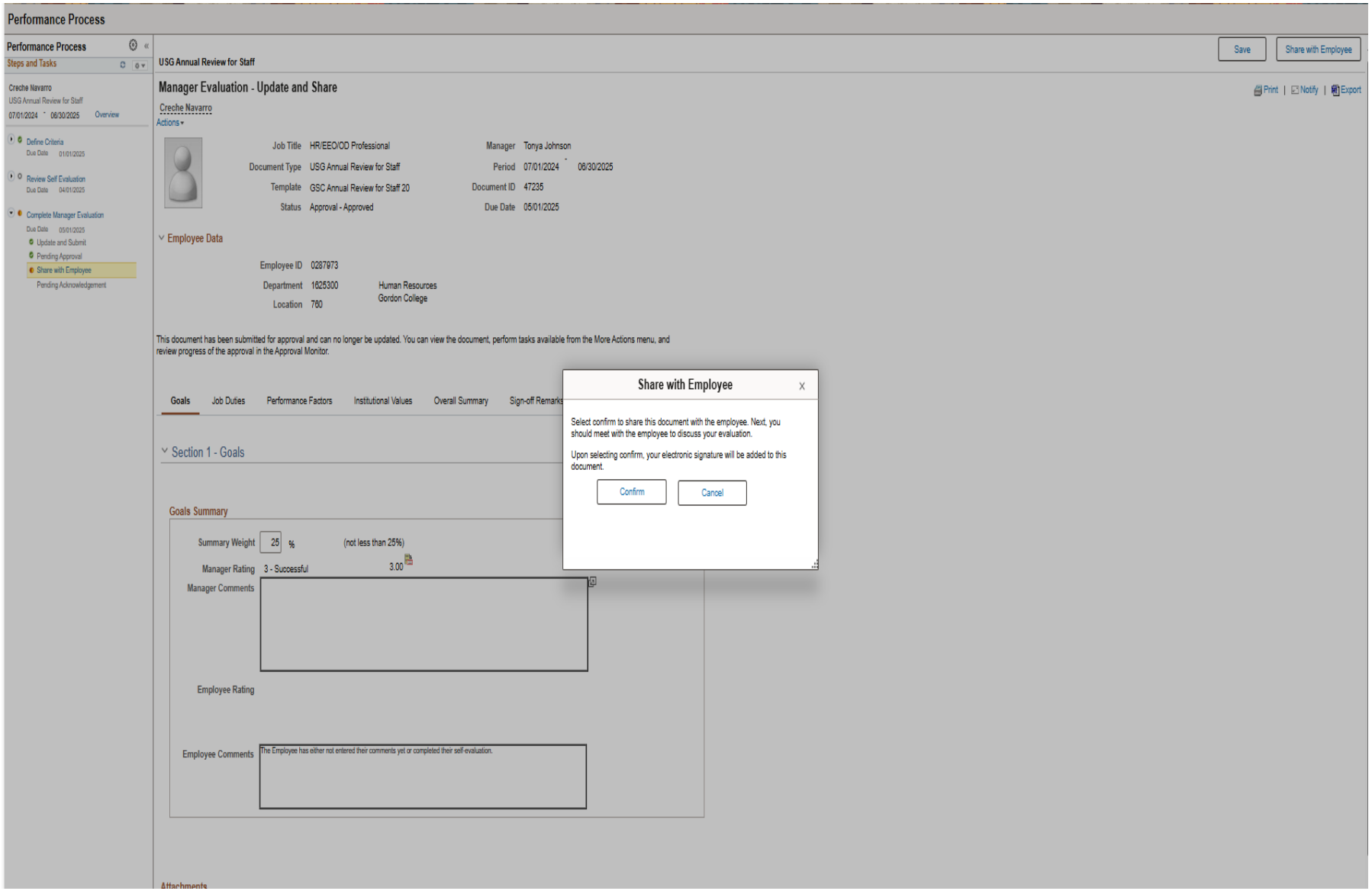
Manager Evaluation: Once the Evaluation has been completed, click on “Share with Employee” in the top right corner. “Confirm”.



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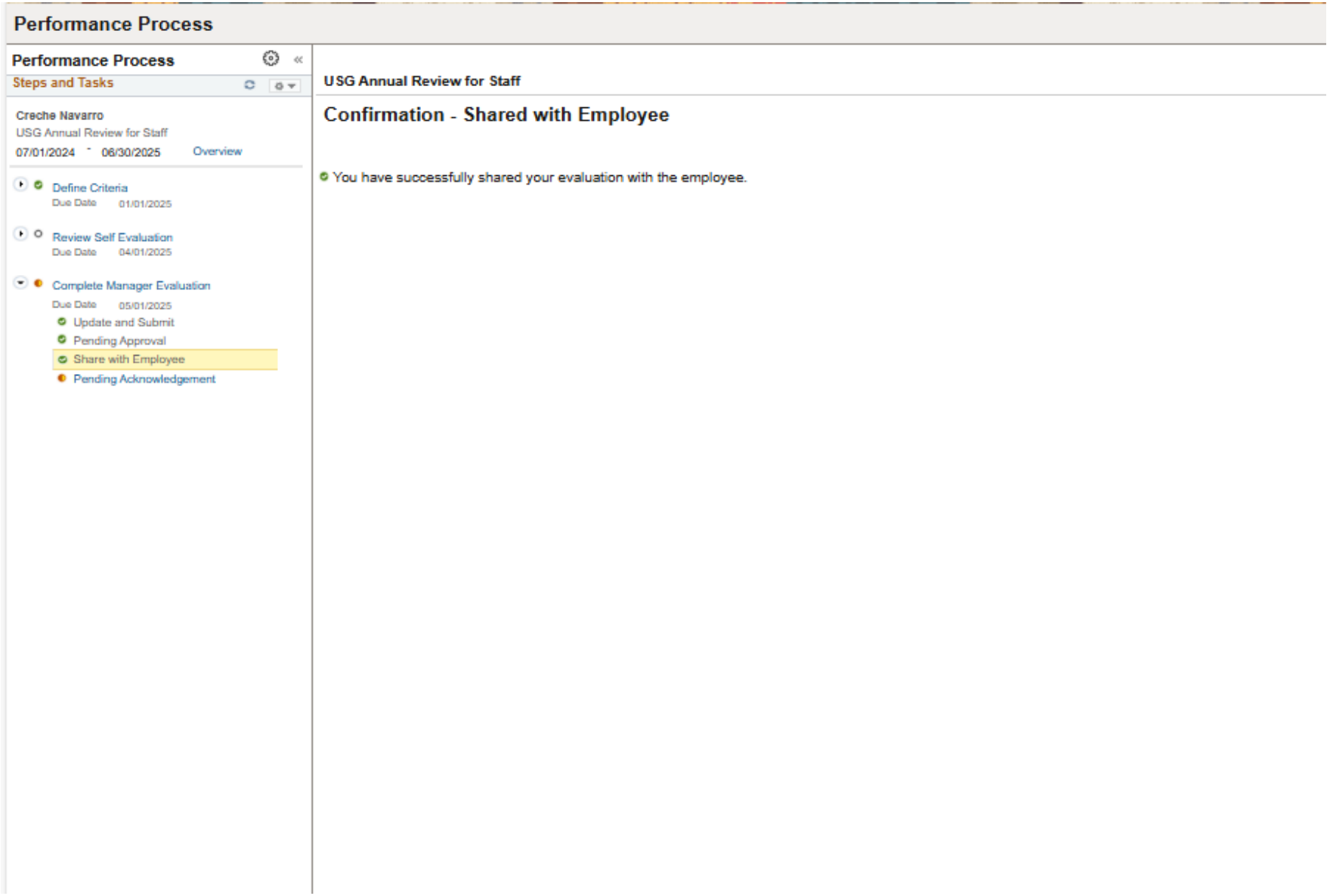
Manager Evaluation: “Share with Employee” (cont.)



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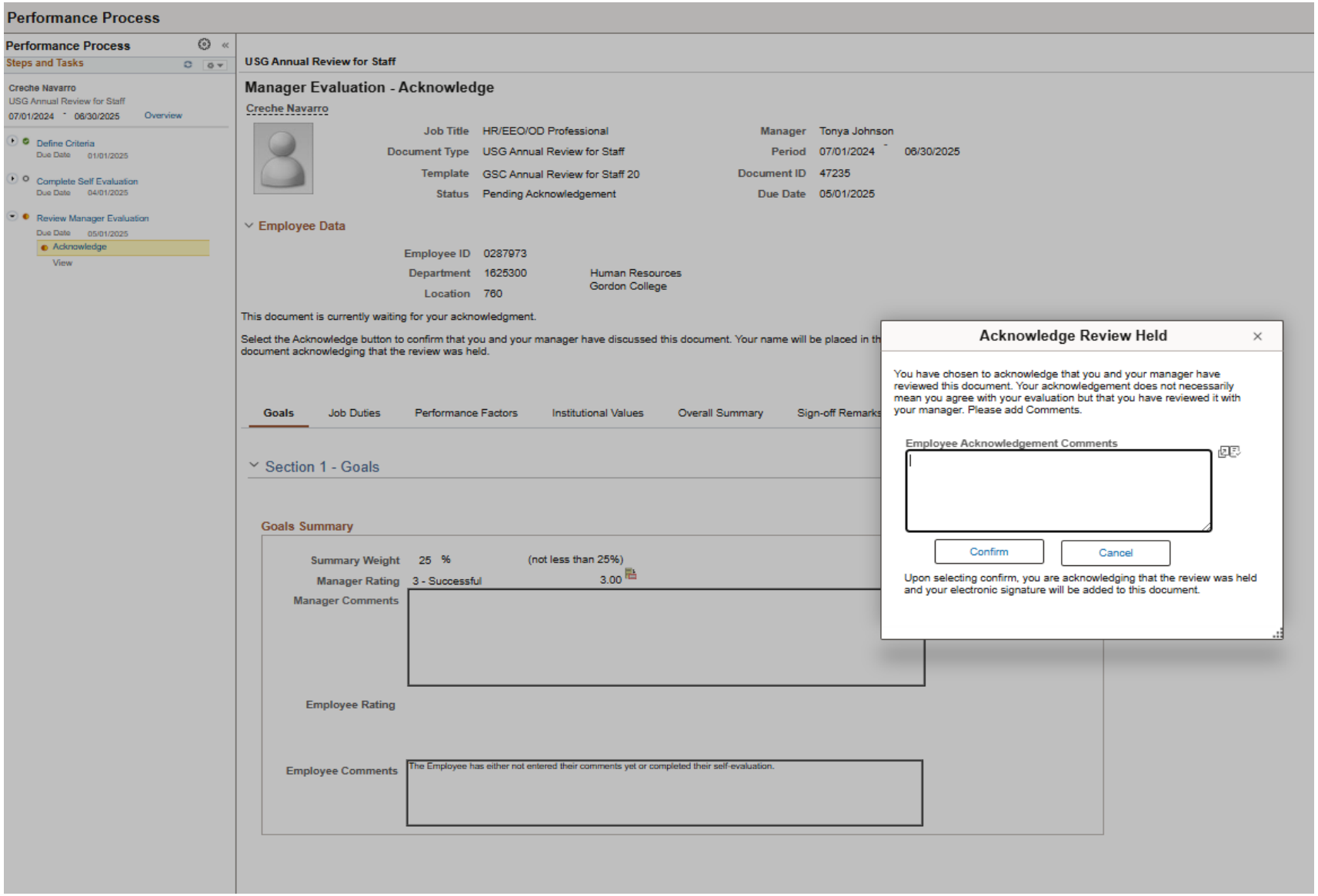
Manager Evaluation: Employee Acknowledgement



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Manager Resources and Tools

Defining Criteria for Employee ePerformance as a Manager (MSS Job Aid)
https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0011429

https://www.youtube.com/watch?v=FOqSXxdJ2h8

Complete Manager Evaluation (MSS Video) https://www.youtube.com/watch?v=4cQG65X3jBw

Sharing Evaluation with Employee and Submitting for Approval in ePerformance (MSS Job Aid)
https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0011435

Performance Evaluation Approvals (MSS Video)
https://www.youtube.com/watch?v=_cTi4WWCRuw

Acknowledge Performance Evaluation (ESS, MSS Video)
https://www.youtube.com/watch?v=bD6Mb7j9yGc

Reviewing an Employee's Self-Evaluation in ePerformance as a Manager (MSS Job Aid)
https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0011433

Review Self-Evaluation (ESS, MSS Video) https://www.youtube.com/watch?v=ng8dM7EulDM

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Employee Resources and Tools

Completing Self-Evaluation in ePerformance (ESS Job Aid)
https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0011432

Complete Self-Evaluation (ESS, MSS Video)
https://www.youtube.com/watch?v=ng8dM7EulDM

Acknowledging Performance Evaluation in ePerformance (ESS Job Aid)
https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0011434

Acknowledge Performance Evaluation (ESS, MSS Video)
https://www.youtube.com/watch?v=bD6Mb7j9yGc

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FAQs

When are Annual Evaluations due?

Annual Evaluations are currently in fiscal year setting. The evaluation period will be from July through June. Annual evaluations will be due by June 30, 2025.

When will goals for the next year be established?

We will be sending out Performance Evaluations in July. This is when goals will be established for the year.

If there is an error in employees listed or job descriptions, what should I do?

Contact Human Resources if there are any issues regarding employees missing or incorrect employees showing up in your Team Members for evaluations.

What will happen with New Hires throughout the year?

Anyone who is hired during the year will be subject to a Provisional Performance Evaluation. This evaluation will be started on their first day of employment and go through the first 6 months of their employment.

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Timeline for 2025 Annual Evaluations

Evaluative Period July 1, 2024-June 30, 2025

Actions	Responsible Party	Due Date
Define Criteria - Enter Goals and job duties in the system	Manager	June 13, 2025
Complete Self Evaluation	Employee	June 20, 2025
Review Self Evaluation	Manager	June 20, 2025
Complete Evaluation -Enter ratings and comments for all sections	Manager	June 27, 2025
One Up Approvals (if applicable)	One Level Up Manager	July 7, 2025
Review Evaluation & Acknowledge	Employee	July 15, 2025
Finalize Evaluation	Manager	July 15, 2025

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Questions?

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