2017 PERFORMANCE EVALUATION AND PLANNING PROCESS (PEP)
FREQUENTLY ASKED QUESTIONS

Q. Has anything about the Performance Evaluation and Planning Process (PEP) changed from last year?

A. No. The form, process, and timeline are the same as they were last year.

Q. Is the PEP system going to be automated?

A. Not this year. Note that a small group **is** piloting an online version of the PEP this year, but unless you are specifically notified of your participation in the pilot, you should continue using the current process. Based on feedback from the pilot group's experience, the goal for the 2018 PEP cycle is to roll out the online system university-wide.

Q. Who's required to complete a self-evaluation?

A. US-UNM eligible employees _must_ complete a self-evaluation in accordance with Article 36. Performance Review. For everyone else, self-evaluations are optional _unless_ required by an individual's manager/supervisor.

    We highly recommend that employees refer to the evaluation form to help them prepare for the discussion with their manager. You must submit your self-evaluations if your manager requires it; if you use the self-evaluation form solely to help prepare for the discussion, submission is not required.

Q. Is there a separate self-evaluation form?

A. No. Anyone who is required to or chooses to complete a self-evaluation uses the same form – just check the 'Self-Evaluation' box in the 'Review Type' area.

Q. Is anything about the evaluation timeline changing?

A. No. The timeline is the same as in previous years.

Q. Where do I find the current Performance Evaluation form?

A. Please make sure that you download the current form here. Use of previous versions of the form may require that the evaluation be re-submitted on the current form.

Q. Can the new form be completed and submitted online?

A. No. The form is a fillable Word document; however, it must still be submitted to Human Resources in hard copy format. A small pilot group is currently testing an online process for completing, submitting, and routing of the form for future performance evaluation cycles.

FAQs: Current Process

Q. If I check 'Not Successful' for one or more areas in the Evaluation of Job Responsibilities section, does that mean that the individual's overall rating must also be 'Not Successful'?

A. No. There are legitimate reasons to choose 'Not Successful' for a specific job responsibility. The individual may be relatively new to the role and hasn't had the opportunity to demonstrate their performance in that area. They may have struggled for the majority of the year in a particular area, but after coaching conversations, have recently experienced significant improvement. Note that any 'Not Successful' rating(s) must be explained in the comments area before the Evaluation of Goals section.

No employee should be surprised by a 'Not Successful' rating in their evaluation! Conversations about progress and performance should occur throughout the year.

Q. What's the difference between a goal and a task?

A. Goals are general and high-level; *tasks support the goals*. For example, these items may be listed as individual goals: display professional phone etiquette, resolve problems quickly, meet deadlines, follow department SOPs, etc. Together, these tasks actually support a goal of 'improving customer experience' and are the individual actions that give you the ability to measure your progress toward the goal.

If you have more than 3 or 4 goals, you're probably working with a combination of goals and tasks. Consider grouping them as in the example above, and use the employee-manager discussion to reflect on how the employee's task performance supported achievement of his or her goals. This is also very helpful to keep in mind as you plan goals for the upcoming year.

Click here for more information on setting goals.

Q. How do I know which rating in the Evaluation of Goals section is appropriate?

A. Reserve **Exceptional** for cases where an individual performed far above agreed expectations and added significantly increased value to the team, department and/or university.
Successful is used in instances where an individual successfully accomplished a project or goal based on the expectations agreed on with the manager. It means that the individual did a thorough, effective job meeting expectations.
Not Successful is used when the project/goal attainment was not achieved (e.g., was incomplete, turned in after the deadline, required significant last-minute rework, contained errors, etc.)
Deferred is used when action on an already established goal is still expected, but funding or priorities have *temporarily* put it on hiatus.
In Progress is used when activity toward the project/goal didn't begin until late in the year and insufficient action has occurred to make a fair evaluation of progress.

Q. What is the difference between comments in the Evaluation of Job Responsibility/Evaluation of Goals areas and the Acknowledgements area?

A. Specific comments describing performance should be included in the Evaluation of Job Responsibility and/or Evaluation of Goals section(s). The employee and supervisor fields in the Acknowledgement area are for recording comments from either party at the conclusion of the performance conversation.

Q. How do I use the Future Goal Planning section?

A. This section is used to discuss and agree upon the upcoming year's goals, based on department needs and priorities, 'stretch' assignments, and development opportunities. This conversation ensures both the employee and manager clearly agree on expectations and the measures that will be used to gauge success.

Q. Who do I contact with questions?

A. You can contact your manager, your HR Services Consultant, or Employee and Organizational Development (EOD) for help.

Q. What resources are available to assist me with the new form/process?

A. Information regarding the PEP is located here. You may also contact Employee and Organizational Development if your department is interested in holding an informational session covering the Performance Evaluation Process.