Web Evaluation Process – HR Contact

Please read these instructions *before* you begin using the Tool.
These instructions are meant to give you an overview of the tool.

The web evaluation process is generally quite similar to the paper-based evaluation process. The Online Performance Evaluation Tool (https://jeeves.ucsd.edu/campus/evals) will enable you to easily access evaluations from the departments for which you serve as a department HR contact, and the tool provides you with helpful instructions and information at each step of the process.

If you have any questions, please contact your department HR contact or email: bioevalhelp@ucsd.edu.
BACKGROUND - ACCESS

Who can see the HR Contact Tools tab?
The HR Contact Tools tab (see view below) is automatically viewable only by the Designated HR Contact (see those marked with the asterisk * on the website) and the Department Business Officer.

How can I add additional users to access the HR Control Center?
Additional HR Contacts may access the Tool, but only if the Department Business Officer clicks on the “Report a Problem, Ask Questions or Give Feedback” link that appears on the top-right corner of each page (see the red arrow) or emails bioevalhelp@ucsd.edu.

Please note: A request to add an HR Contact to use the Tool will only be accepted when the Department Business Officer approves and emails the following information: Additional employee’s employee ID number and the department code(s) for which (s)he will administer the online performance appraisal process.

What will the HR Contact see in the HR Contact Tools tab?
The HR Contact Tools tab is your portal for accessing a listing of the employees eligible to be evaluated by the online performance appraisal tool. It is through this HR Contact Tools tab that you will create individual evaluation forms.

If you have multiple departments for which you serve as the HR Contact or Business Officer, then you must first select your department (see the red arrow in the snippet below).
What will the HR Contact see in the HR Control Center?

After you select your department, you will see the list of your employees. If you have previously used the online performance appraisal tool, it will not be unusual for you to see your employees at various stages of the evaluation process.

<table>
<thead>
<tr>
<th>Name</th>
<th>Empno</th>
<th>Appt/Supervisor(s)</th>
<th>Current Job Desc #</th>
<th>Hire Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>DUCK, DEWEY</td>
<td>000010</td>
<td>9717 - DIVING OFCR</td>
<td>edit 204534 V. 1</td>
<td>1940-01-01</td>
</tr>
<tr>
<td>DUCK, DONALD</td>
<td>202493</td>
<td>0876 - LABORER</td>
<td>edit V.</td>
<td>1940-01-01</td>
</tr>
<tr>
<td>HUEY</td>
<td>460354</td>
<td>9717 - DIVING OFCR</td>
<td>edit 204534 V. 1</td>
<td>1940-01-01</td>
</tr>
<tr>
<td>LOUIE</td>
<td>000013</td>
<td>9717 - DIVING OFCR</td>
<td>edit 204534 V. 1</td>
<td>1940-01-01</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cycle</th>
<th>Start</th>
<th>End</th>
<th>Supervisor(s)</th>
<th>Title</th>
<th>Job Desc #</th>
<th>Status</th>
<th>Released?</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011/12</td>
<td>07/01/2011</td>
<td>06/30/2012</td>
<td>MCDUCK, SCROOGE</td>
<td>9325 CMTY HEALTH PRG REPR</td>
<td>100200</td>
<td>Abandoned</td>
<td></td>
</tr>
<tr>
<td>2011/12</td>
<td>07/01/2013</td>
<td>06/30/2014</td>
<td>POOLE, JUDE</td>
<td>7275 PROGR ANL 3</td>
<td>204534</td>
<td>Drafting</td>
<td></td>
</tr>
<tr>
<td>2011/12</td>
<td>07/01/2012</td>
<td>06/30/2012</td>
<td>POOLE, JUDE</td>
<td>7275 PROGR ANL 3</td>
<td>204534</td>
<td>Finalized Released</td>
<td></td>
</tr>
<tr>
<td>2012/13</td>
<td>07/01/2012</td>
<td>06/30/2013</td>
<td>POOLE, JUDE</td>
<td>7275 PROGR ANL 3</td>
<td>204534</td>
<td>Finalized Released</td>
<td></td>
</tr>
</tbody>
</table>
**BACKGROUND – STAGES OF APPRAISAL**

**How can I determine the status of an evaluation?**

During the appraisal process, the status of the evaluation changes depending upon where the supervisor and employee are in the process. You can get a view of the status of each value from the HR Control Center. Please look at the column 2nd farthest from the right.

These statuses are:

**Drafting** - All newly-created evaluations begin in this status. While in this status, only the supervisor has the ability to edit the evaluation. If you go into the actual evaluation, you will see the Status Summary reported as “Private Draft” (see below). The HR contact can also view the evaluation while in this mode, but the HR contact may not edit it. While in this status, the employee may complete the self-appraisal, but the employee cannot view what the supervisor is currently drafting.

**Share with Employee** – After an employee has finalized the self-appraisal and the supervisor has completed all required fields in the evaluation, its status may be changed to SHARE WITH EMPLOYEE. At this point, the employee has the ability to view and add comments to their evaluation in the Employee Comments section (but not edit any other fields).
**Finalized** – Once the supervisor and employee agree that an evaluation is complete, the supervisor may change its status by clicking the FINALIZE button. At this stage, all fields of the evaluation are locked for editing. The evaluation is now ready to be printed for signing. This is what you will see as an HR Contact when an evaluation is completed.

The HR Contact may also FINALIZE the evaluation. From the HR Control Center, the option to Finalize appears after clicking on “Show HR Contact Tool”.

This is what will appear afterwards.
**BACKGROUND – EMPLOYEE SELF-APPRaisal**

*When can an employee access the employee self-appraisal?*

After the HR Contact has prepared the evaluation for editing by the supervisor and the employee, the supervisor may allow the employee to begin his or her self-appraisal. The employee does *not* have to wait until the supervisor’s evaluation is complete.

To inform an employee that he/she can begin drafting the self-appraisal, the supervisor may send them to the *Home Page* of the on-line tool ([https://jeeves.ucsd.edu/campus/evals](https://jeeves.ucsd.edu/campus/evals)) or click the *EMAIL EMPLOYEE* button from within the evaluation itself. The supervisor may type in a short note to the employee, and the employee will be sent the appropriate link to complete the evaluation. In some departments, the HR contact may notify employees that they may begin work on their self-appraisals.

The supervisor will not have access to view an employee’s self-appraisal until the employee completes the Functions/Goals/Projects and Employee’s Accomplishments and Comments sections (or voluntarily choose not to do so). The employee must click the *FINALIZE* button in the self-appraisal to indicate that he/she has completed the appraisal. After the employee has done this, an email from the online performance appraisal tool will be sent to the supervisor. The supervisor will then have access to view (but not edit) the self-appraisal and continue editing the overall evaluation.

*How & When do I “Unfinalize” an Evaluation?*

On *rare* occasions, an employee may ask the HR Contact to UNFINALIZE the self-appraisal to allow for further editing. This will only be allowed if the supervisor has not yet moved the evaluation to SHARE WITH EMPLOYEE mode.
DETAILED INSTRUCTIONS

HOW TO PREPARE THE EVALUATIONS FOR YOUR DEPARTMENT(S)

1. PRIOR TO BEGINNING THE EVALUATION PROCESS

1a. Assign supervisor-employee relationships for employees in your department

Work with your DSA to assign these relationships, using AccessLink-TNG (ALTNG) - [https://altng.ucsd.edu/](https://altng.ucsd.edu/). See attached PDF – Assigning a supervisor [https://academicaffairs.ucsd.edu/_files/staffhr/erlr/ALTNG_Sup.pdf](https://academicaffairs.ucsd.edu/_files/staffhr/erlr/ALTNG_Sup.pdf)

1b. Ensure job descriptions are up to date and in the job description library

Review your employees’ job cards in the job description library for accuracy. Pay special attention to ensure job functions listed are those for which the employee should be evaluated. Only employees with job descriptions in the library can be evaluated using the tool. Changes made to job descriptions will be reflected in the tool the day after a revised job description is placed in the library.

1c. Review the accuracy of PPS entries for all staff that will be evaluated

Make corrections as appropriate, paying special attention to hire date and employee relations (HEERA) code. Changes made in PPS will be reflected in the tool on the following day.

Please Note: The online tool imports data from PPS, the on-line job description library and ALTNG when creating individual evaluations for employees, so it is vital that this information is accurate prior to beginning the process.
2. GO TO THE HR CONTACT TOOLS TAB

When you first log into the system, you will be taken to the Staff Evaluation System Home Page. Using the tabs at the top of the page, navigate to the HR Contact Tools.

This page will include links to one or more home departments, depending upon how many units for which you are administering the evaluation process. Click on the link for each department to get to its HR Control Center. This initial process involves several steps:

- 999001 - COLUMBIA STUDIOS
- 999002 - DISNEY
- 999003 - STRATENMEYER SYNDICATE

Please use the link at the top of the page to report technical issues with this tool.
2a. SCAN THE LIST OF EMPLOYEES

Review the employee list for your home department. Only current career (appt type 2), partial year career (appt type 7) and contract (appt type 1) employees in your home department can be evaluated using the online tool. The tool is not intended to be used to evaluate academic, limited or student employees.

If, after reviewing your list, you believe any employees are missing, use the link at the top right of the page to report your issue, and it will be investigated.

When reporting an issue, be sure to include:
the full name and employee ID number of the person in question

Please Note: Employees with multiple appointments may appear more than once in this list. The system will only allow you to create one evaluation for an employee, so select an appropriate appointment with which to work, and ignore the rest.
2b. Review entries in the Current Job Desc # column

The Job Desc # should reflect the job description on which the employee is to be evaluated. If this is your department’s first time using the on-line tool, this field will be blank, and you will need to manually enter job card numbers. If you have previously used the tool, the employee’s job description number from the most recent evaluation year will show.

In addition to filling in blanks, review and update any job description numbers which have changed. Click the gray-colored EDIT button located at the side of the job description number that you see listed. After you click on this EDIT button, you will be able to enter or edit job description number.

A window will pop out, and you will have the option to enter a new job description number and version. Click the SAVE button to save changes. Please note: The system will validate against the job description library to ensure you are entering a valid job description number. Only employees with job descriptions in the library can be evaluated using the tool. A valid entry in the Job Desc # field is required to generate an evaluation.
You may also change the Job Desc# after you have created the employee's evaluation. Within the individual performance appraisal, click on the EDIT button. A window will pop out, and you will have the option to change the job description number and version. Click the SAVE button to save changes. Please note: The system will validate against the job description library to ensure you are entering a valid job description number. Only employees with job descriptions in the library can be evaluated using the tool. A valid entry in the Job Desc # field is required to generate an evaluation.

Please Note: All job descriptions must have a job description number and version number. If the job description number has only one version, then the number “1” will automatically appear in the evaluation.

Please Note: If you alter the job description number in the individual evaluation, it will not automatically change the job description number the HR Control Center.

Please Note: If you alter the job description number in the individual evaluation, it will automatically change the functions that appear in the I. Job Function Review section. The functions will now match those that appear in the new job description number. Any previously-entered ratings in the evaluation will be deleted.
2c. Check for active past evaluations

The system only allows for the existence of one active evaluation for an employee. If there is an active past evaluation for an employee in your list, you will not be able to create a new one until you FINALIZE or ABANDON the prior evaluation (see 3a). You can access that prior evaluation via the hyperlink located in the Cycle column for that employee. Please access that evaluation, and take appropriate action.

2d. Create individual evaluations for employees

In order to generate an evaluation for an employee for the current year, a valid job description number must be entered and they cannot have any active past evaluations. When this is done, the text in the Name column will change from “Can’t Create. Why?” to “Create Eval.”

Click the “Create Eval” link above the employee's name to generate the evaluation. After you click the “Create Eval” link, a window will pop up asking you to select the evaluation year or select “Probation” or “Special.” Make your selection and click on the SAVE button.
Once an evaluation is generated, a hyperlink will appear in the Cycle column located beneath the employee’s name. You will also be able to see the following information related to that evaluation: Start, End, Supervisor, Title, Job Desc #, Status, and Released.

Please Note: It is not necessary to generate an evaluation for all employees at once in order for an evaluation to be released and/or approved. If, for example, one unit head prefers to complete his/her evaluations in advance of others, you can first create evaluations for those unit’s employees and release and/or approve those for editing. Then, at a later time, you can generate evaluations for other employees and release and/or approve them for editing.

3. REVIEW, APPROVE AND RELEASE INDIVIDUAL EVALUATION

Once the evaluation is generated, you must ensure the data included in each employee’s evaluation is accurate before you release it to their supervisor. Data points that are not available from a central data repository/data warehouse must be entered.
3a. HR Contact Tools

HR Contacts have a number of tools available to work within each evaluation. The tools appear at the top of the evaluation page and may be shown or hidden by toggling the bar at the top of the page.

**Standard Tools** - The 2 HR Contact Tools that are required for all evaluations: Approve, Release

**Additional Tools** – These 5 HR Contact Tools should only be used as needed: Finalize, Unfinalize, Unfinalize Self-Appraisal, Abandon, Add Supervisor Factors

A Status Summary appears just below the HR Contact Tools, indicating where the evaluation is in the overall process. This can be very helpful information if there are questions from employees or supervisors about a particular evaluation.

These are various types of the Status Summary that you may see:
3b. Review/edit header

The information in the header has been retrieved from the campus data warehouse, PPS and JDOnline. As the HR contact, you must review and verify the accuracy of this information. Some of these fields are locked for editing, but you can make changes or entries in the following fields (click the edit button next to the field you wish to edit):

- **Unit**: This optional field will initially be blank. If you work in a large department that is subdivided into smaller distinct units, you may enter the name of that subunit (Professor X Research Lab, Academic Personnel Services, IT Support, etc.)
- **Period Covered**: Initially defaults to the prior fiscal year, but can be edited if your department is on a different annual review cycle, you are evaluating an employee who started work mid-year or if there is some other valid reason to alter the dates
- **Time Supervised: Years**: and **Months**: You will need to enter information into these fields as there is no source of data to prepopulate it
- **Supervisor**: In most cases this field will already be filled in, importing data from ALTNG. If it is empty you must enter the appropriate supervisor for this employee. You can also change the supervisor name if another individual has responsibility for completing this evaluation. The search tool allows you to quickly search for and find the correct supervisor by typing the first few letters of their last name. **Note**: You will not be able to select a represented employee as a supervisor to complete an evaluation.
- **Job Description Number**: This field will already have been entered in the Control Center. If you or the supervisor discover that the wrong job description has been used to create the evaluation, you MUST correct the job description number here in order for the tool to retrieve the correct data to populate the evaluation.

3c. Review job functions for employees to be evaluated

Job functions appear next in each employee's evaluation. They are taken from the job card (in the on-line job description library) on which the employee to be evaluated. Only the HR Contact can edit these functions, and then only should do so in rare cases. As in 3b above, if you or the supervisor discover that the wrong job description has been used to create the evaluation, you MUST correct the job description number in the header in order for the tool to retrieve the correct data to populate the evaluation.
3d. Add supervisory performance factors for work directors

All employees are evaluated on the same nine performance factors. Managers, supervisors (and most work directors) are evaluated on four additional supervisory standards, which should only appear in the evaluations of appropriate staff. Employees designated as supervisors and managers in PPS will already have these additional factors showing, but in certain circumstances other employees, such as work directors and other “non-designated” supervisors, should also be evaluated on them. Use the HR Contact tool available at the top of the page to add the additional performance factors for these employees.

Add Supervisor Factors – Add the four supervisory performance factors to an evaluation of a work director or other “non-designated” supervisor.

Please Note: This functionality is disabled for represented employees.

This red arrows show you the new factors added to the II. Performance Review section:

<table>
<thead>
<tr>
<th>Importance Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOB KNOWLEDGE</td>
<td>Evaluate the use of information, procedures, materials, equipment and techniques required for current job.</td>
</tr>
<tr>
<td>QUALITY</td>
<td>Evaluate the accuracy, completeness, and follow-through of work.</td>
</tr>
<tr>
<td>PLANNING/ORGANIZING</td>
<td>Consider effectiveness in response to varying work demands, developing efficient methods, setting goals and objectives, establishing priorities, and utilizing available resources.</td>
</tr>
<tr>
<td>PRODUCTIVITY</td>
<td>Evaluate the volume and timeliness of work based on the resources available to accomplish department/unit goals and priorities.</td>
</tr>
<tr>
<td>INITIATIVE/INNOVATION</td>
<td>Evaluate the self-starting ability, resourcefulness, and creativity to formulate and propose innovative solutions and improvements to the duties of the position.</td>
</tr>
<tr>
<td>TEAMWORK/COOPERATION</td>
<td>Consider effectiveness of working relationships with other employees, students, and faculty to solve problems, improve work processes, share information and resources, and accomplish specific tasks in a professional and ethical manner.</td>
</tr>
<tr>
<td>DEPENDABILITY</td>
<td>Consider punctuality, regularity in attendance, meeting deadlines, and performing work without close supervision.</td>
</tr>
<tr>
<td>COMMUNICATION</td>
<td>Evaluate the clarity of ideas expressed, effectiveness of oral and written presentations, and listening to and interacting with others in a helpful, informative, and professional manner.</td>
</tr>
<tr>
<td>UCSD STANDARDS</td>
<td>Summary Rating for all UCSD Campus-Wide Standards.</td>
</tr>
<tr>
<td>SUPERVISORY STANDARD Leadership</td>
<td>Creating a climate of trust and mutual respect, increasing the potential for employees to be productive and to feel welcome, valued, and motivated.</td>
</tr>
<tr>
<td>SUPERVISORY STANDARD Performance Management</td>
<td>Managing employee performance in alignment with the mission and goals of the department or unit consistent with relevant policies and collective bargaining agreements.</td>
</tr>
<tr>
<td>SUPERVISORY STANDARD Organizational Accountability</td>
<td>Delegating authority consistent with the UCSD Principles of Accountability.</td>
</tr>
<tr>
<td>SUPERVISORY STANDARD Resource Management and Planning</td>
<td>Managing available resources efficiently to provide the best services possible while enabling employees to achieve their work goals.</td>
</tr>
</tbody>
</table>
3e. Approve and Release Evaluations to Supervisors

When you have confirmed an evaluation includes accurate information, you may Approve it, which verifies that all information is correct. You may then Release it to the supervisor so that he or she may begin the formal evaluation process with their employee(s). Once again, these HR Contact tools are available at the top of the evaluation page.

- **Approve** – Approves the content of an evaluation, verifying that the header, job functions and performance factors are accurate.
- **Release** – Makes an evaluation available to the supervisor. This allows the formal evaluation process to begin.

4. APPRAISAL STATUS

During the appraisal process, the evaluation’s status will change depending upon where the supervisor and employee are in the process. A highlighted box at the top of the page of the evaluation indicates its current status. These statuses are:

4a. **PRIVATE DRAFT (Supervisor currently drafting)**

All evaluations begin in PRIVATE DRAFT status. While in this status only the supervisor has the ability to edit the evaluation. The department HR Contact and business officer can view the evaluation while in PRIVATE DRAFT status, but they may not edit it. An employee may complete their self-appraisal, but cannot view the rest of the evaluation while it is in PRIVATE DRAFT status.

4b. **SHARED DRAFT (Sharing with Employee)**

After the employee has finalized their self-appraisal and the supervisor has completed all required fields in the evaluation, its status may be changed to SHARED DRAFT. At this point the employee has the ability to view and add comments to their evaluation (but not edit any other fields). While editing of the evaluation is still possible at this point, it is generally expected that further changes will not be substantial.
4c. FINALIZED

When the supervisor and employee agree that an evaluation is complete, the supervisor may change its status to FINALIZED. At this point all fields of the evaluation are locked for editing. The evaluation is now ready to be printed for signing or routed for electronic signature.

| Status Summary | Finalized (Approved: Yes ; Released: Yes ) Further editing is disabled and this evaluation is being prepared for signing. All required fields in the evaluation have information. Employee has not completed self appraisal. |

4d. HR Contact Tools that Change Appraisal Status

Occasionally there may be a need for the HR Contact to **Finalize** an evaluation, **Unfinalize** an evaluation or self-appraisal, or **Abandon** an evaluation. Only the HR contact has the capability to make these changes, using the appropriate HR Contact Tools.

- **Finalize** – Finalizes the evaluation. This step is normally taken by the supervisor, who is responsible for ensuring the employee has been given the opportunity to add comments to the evaluation before it is finalized. This action might be taken by the HR Contact when the supervisor has submitted a completed and signed evaluation, but the electronic copy has not been finalized by them.

- **Unfinalize** – Returns an evaluation to SHARED DRAFT mode. This allows the supervisor to reedit their sections of the evaluation and the employee to edit their comments to the overall evaluation. Care should be exercised when unfinalizing, especially if a signed paper copy of the evaluation has already been routed or filed.

- **Unfinalize Self-Appraisal** – Allows the employee to reedit their self-appraisal. Once the evaluation has been put in SHARED DRAFT mode and the employee has had the opportunity to see their supervisor’s ratings and comments, this action is no longer available.

- **Abandon** - Abandons an evaluation. This action may be warranted if, for example, an employee leaves UCSD during the evaluation period and there is no longer a need or desire to complete the evaluation. The evaluation remains in the system but is no longer editable. It is viewable only to the supervisor and HR Contact.
5. CONSULTING WITH SUPERVISORS AND/OR EMPLOYEES

As the HR contact, you are able to view draft evaluations and provide consultation to the supervisor and/or employee.

Please Note: If any of the proposed ratings are below Solid Performance (Needs Improvement or Unsatisfactory), the supervisor must consult with you or the Business Officer before the evaluation can be made visible to the employee. In such cases you are responsible for changing the evaluation to SHARED DRAFT status, which enables mutual employee and supervisor editing.

Please Note: It is a requirement of some bargaining contracts that the represented employee shall be informed of any such performance deficiencies, including information on how to correct such deficiencies, prior to receiving the annual written evaluation when that represented employee receives a rating of “needs improvement” in any category of performance.

6. COMPLETING AN EVALUATION, ELECTRONICALLY SIGNING OR PRINTING THE EVALUATION, AND ROUTING FOR SIGNATURE

When the supervisor and employee agree that an evaluation is complete, the supervisor locks the evaluation (FINALIZES) so that no further edits can be made. At this point, an electronic copy of the final evaluation is generated and ready to be printed (by either the supervisor or HR Contact, per departmental instructions). Route the paper form signature.

The signed evaluation should be returned to the HR Contact. Place the original in the employee’s personnel file, and give a copy to the employee.

Please Note: As of July 15, 2015, the electronic signature routing function is not yet activated. Completed evaluations must be printed and hard copy routed for signature. Users will be notified when the electronic signature routing function is enabled.

Please Note: The table below identifies the actions which will generate notifications and the recipients of those notifications.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the appraisal has been released and after the supervisor has changed</td>
<td>New supervisor, old supervisor, employee</td>
</tr>
<tr>
<td>If the appraisal has been released and any of pre-populated appraisal data that the HR Contact approved and released is changed</td>
<td>Supervisor, employee</td>
</tr>
<tr>
<td>If the notify employees button has been pressed</td>
<td>All employees for that supervisor</td>
</tr>
<tr>
<td>After the employee self-appraisal has been finalized</td>
<td>Supervisor</td>
</tr>
<tr>
<td>After the supervisor has shared the appraisal</td>
<td>Employee</td>
</tr>
<tr>
<td>After the employee has submitted edited comments</td>
<td>Supervisor</td>
</tr>
<tr>
<td>After the appraisal has been finalized</td>
<td>Employee, HR Contact</td>
</tr>
</tbody>
</table>