Success Factors

Guide to Performance Appraisal Processing

May, 2010

By: Patti Kelly
792-7302
Employee Types and Reviews

**Reviews - YES**
- Classified
- Unclassified Non-Faculty
- Research Grant/Staff Scientist
- Temp Non-Faculty

**Reviews - NO**
- Faculty
- Temp Faculty
- Students
- Post Doc’s
- Residents

- For those employees who do not receive reviews only add to the Arbor:
  - If they Supervise other employees
  - To complete the Arbor Tree
Review Types vs. Success Forms

Many Review Types
No Reviews/Paper Reviews

Annual
Annual Catch Up
Returning Retiree
Returning from LOA
Temporary
RG Initial

4 Success Factor Forms

Annual - Leader
Annual - Staff

Probationary/Trial – Leader
Probationary/Trial – Staff
Probationary Review

• All Classified, Unclassified Non-Faculty employees who have not completed a 1 year probationary period

• For a one year period from the Hire/effective date of the position

• Planning Stage documents sent 32 days from the effective date and need to be completed within 45 days from the effective date

• Probationary Review sent 45 days prior to the end of the one year probationary period

• Email notifying the supervisor will be generated

• The Success Factor review type will be listed as
  – Probationary – Leader
  – Probationary – Staff
Trial Review

- All Classified, Unclassified Non-Faculty employees who have completed a one year probationary period and are reclassified to a new position

- For a six month period from the effective date of the new position

- New Planning Stage sent 32 days from the effective date and to be completed within 45 days from the effective date

- Probationary Review sent approximately 30 days prior to the end of the 6 month trial period

- Email notifying the supervisor will be generated.

- The Success Factor review type will be listed as
  - Trial – Leader
  - Trial – Staff
Annual Catch Up Review

- All Unclassified Non-Faculty and Classified employees who have completed a trial/probationary/LOA review will received an Annual Catch Up Review to align them with the 8/1 Universal Review Date

- A new Planning Stage Document is not required

- Annual Catch Up Review will be sent June 15 of each year and are due by August 1

- Email notifying the supervisor will be generated

- Employees identified in Success Factors as
  - Annual Catch Up - Staff
  - Annual Catch Up - Leader
Annual Review

- All Unclassified Non-Faculty, Classified, Research Grant and Temporary Non-Faculty employees who have completed an Annual Catch Up or Initial RG Review

- The review period runs from 8/1 to 7/31 each year with reviews due on 8/1 of the following year

- Annual Review forms will be pushed June 15

- Email notifying the supervisor will be generated

- Employees identified in Success Factors with the following review type
  - Annual - Staff
  - Annual - Leader
Annual/Annual Catch Up Review and Planning Stage Workflow

**June 15**
Annual Reviews Pushed to Supervisors for Verification

6/15 - 7/1
Supervisors verify information being sent to the employee for self-review is correct and sends to employee to complete self-review

System Generated Emails to all supervisors to begin the Annual Review process

6/15 - 7/15
Employees complete Annual Review Self-Assessment and Returns it to the Supervisor

System Generated Emails to supervisor that the self review is completed

6/15 - 8/1
Supervisors complete Annual Review in Success Factors

System marks the review completed and is moved to the supervisor completed box

6/15 - 9/15
Supervisor initiates one-on-one discussions with employees about their review

System Generated Emails to supervisor that the planning stage document is ready to be completed and sent to the employee for sign-off

6/15 - 9/15
Supervisor sends review to employee for sign-off

System Generated email to the employee to sign-off on their review

6/15 - 9/15
Employee signs the review in Success Factors and sends it back to the Supervisor for signature

System Generated email to the Supervisor that the review has been signed by the employee

6/15 - 9/15
Supervisor receives the signed review from the employee and signs that the review is complete

System marks the review completed and is moved to the supervisor completed box

9/15
Annual Review Period Closed
All Reviews signed/completed
All ratings feed to HeRMIT

9/16
Planning Stages for 2010 - 2011 sent to Supervisors

9/16 - 10/30
Supervisor completes Planning Stage Document and send to employee for signature

System Generated email to employee to sign Planning Stage is sent

9/16 - 10/30
Employee Signatures due on Planning Stages

System marks the Planning Stage document complete

November 1
All Annual Planning stages are completed and signed

Color Code Key

- System processes pushed
- Supervisor Processes
- Employee Processes
- System Generated Emails
- Due Dates
**Annual/Annual Catch Up Review and Planning Stage Workflow**

- **June 15**
  - Annual Reviews Pushed to Supervisors for Verification

- **6/15 - 7/1**
  - Supervisors verifies information being sent to the employee for self-review is correct and sends to employee to complete self-review

- **System Generated E-mails**
  - E-mails sent to employees notifying them of the self-review period is open

- **6/15 - 7/15**
  - Employees complete Annual Review Self-Assessment and Returns it to the Supervisor
  - System Generated E-mails to supervisor that the self review is completed

- **6/15/ - 8/1**
  - Supervisors complete Annual Review in Success Factors

- **6/15 - 9/15**
  - Supervisor initiates one-on-one discussions with employees about their review

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**Color Code Key**
- **System processes pushed**
- **Supervisor Processes**
- **Employee Processes**
- **Due Dates**
- **System Generated E-mails**
Annual/Annual Catch Up Review and Planning Stage Workflow

6/15 - 9/15
Supervisor sends review to employee for sign-off

6/15 - 9/15
Employee signs the review in Success Factors and sends it back to the Supervisor for signature

6/15 - 9/15
Supervisor receives the signed review from the employee and signs that the review is complete

9/15
Annual Review Period Closed
All Reviews signed/completed
All ratings feed to HeRMIT

System marks the review completed and is moved to the supervisor completed box

System Generated e-mail to the employee to sign-off on their review

System Generated e-mail to the Supervisor that the review has been signed by the employee

System processes pushed

Supervisor Processes

Due Dates

System Generated E-mails

Color Code Key
Annual/Annual Catch Up Review and Planning Stage Workflow

- **9/16**
  - Planning Stages for 2010 - 2011 sent to Supervisors
  - System Generated e-mail to Supervisor that the planning stage document is ready to be completed and sent to the employee for sign-off

- **9/16 - 10/30**
  - Supervisor completes Planning Stage Document and send to employee for signature
  - System Generated e-mail to the employee to sign Planning Stage is sent

- **9/16 - 10/30**
  - Employee Signatures due on Planning Stages
  - System marks the Planning Stage document complete

- **November 1**
  - All Annual Planning stages are completed and signed

**Color Code Key**

- **System processes pushed**
- **Supervisor Processes**
- **Employee Processes**
- **Due Dates**
- **System Generated E-mails**
Paper Reviews

• All employees in a Probationary or Trial Review Status prior to 8/1/2009 will receive a paper review at the completion of the review period

• The completed review should be sent to HR for processing.

• The employee will receive a catch up review in Success Factors to align them with the 8/1 annual review date

• As of 8/1/2010 all reviews will be done in Success Factors
Returning Retiree Review Cycle

• Classified/Unclassified Non-Faculty Employees who have retired and Return to MUSC as a Temporary Non-Faculty classification

• Do not enter into a probationary/trial period

• Remain on the 8/1 – 7/31 Annual Review Cycle

• Planning Stage document must be completed for the Annual Review Cycle

• After their two-week mandatory break in service, the only change to the employee review record is the position number
LOA Review

• Employee is in an unpaid leave status

• Employee moves from their current review type to an LOA review

• Upon the employees return from LOA, the LOA review is updated to reflect an extension of its due date by one day for each day greater than 30’s on an LOA status.

• At the time of the LOA Review Due date, the employee is than moved to an Annual Catch Up Review to align them with the Universal Review date.

• Email notifying the supervisor will be generated
RG/Staff Scientist /Temp Review Cycle

• Includes RG/Staff Scientists/Temporary employees entering into these classification for the first time
• The review period can be anywhere from 4 – 18 months depending on the date of the employee enters the position
  – Starts the position prior to 4/1 of the current fiscal year, the review is due during the current 8/1 review period
  – Starts the position on or after 4/1, the review is due during the next 8/1 review period
• Planning Stage Document is required and will be sent 32 days after the effective date and is completed within 45 days of the effective date
• Email notifying the supervisor will be generated
• The Review form will be sent June 15 and is to be completed by Aug 1
• In Success Factors they will be listed as follows:
  – RG Initial – Staff - Temporary – Staff
  – RG Initial – Leader - Temporary – Leader
Review Section Weight

• Leader Review Section Weights:
  – Pillar Goals = 50%
  – Job Responsibilities/Duties = 35%
  – Standards of Behaviors = 15%

• Staff Review Section Weights:
  – Pillar Goals = 30%
  – Job Responsibilities/Duties = 55%
  – Standards of Behaviors = 15%
How Review Scores are Calculated

- **Section I – Pillar Goals**
  \[ ((\text{PG1} \times \text{Weight}) + (\text{PG2} \times \text{Weight}) + (\text{PG3} \times \text{Weight})) \times \text{Section Weight} = \text{Total Pillar Goal Score} \]

- **Section II – Job Responsibilities**
  \[ ((\text{JR1} \times \text{Weight}) + (\text{JR2} \times \text{Weight}) + (\text{JR3} \times \text{Weight})) \times \text{Section Weight} = \text{Total Job Responsibility Score} \]

- **Section III – Standards of Behavior**
  \[ \text{Standards of Behavior Rating} \times 15\% = \text{Standards of Behavior Score} \]

- **Overall Score**
  \[ \text{Total Pillar Goal Score} + \text{Total Job Responsibility Score} + \text{Standards of Behavior Score} = \text{Review Rating} \]
Arbor/Supervisor Tree Tips

- Add new employees and select review type
- Move employees to supervisors and adjust review types as needed
- Build your Tree Completely
- For those employees who do not receive reviews only add to the Arbor:
  - If they Supervise other employees who receive reviews
  - To complete the Arbor Tree
- System will delete employees from the Arbor once terminated in HeRMIT
Terminating Employees and Arbor

- Effective May 12, 2010 removing terminated employees from the Arbor will happen automatically once the employee is terminated after receiving their final payout.

- Key to the success of this – Termination form must be submitted for Processing

- Direct reports of a terminating supervisor will report to the next report level in the tree

- A system generated email will be sent to the next level manager in the tree

- Weekly terminated employees will be inactivated in Success Factors
  - Employee removed from the reporting manager under the goals tab
  - Copy of the Planning Stages and Review remain in the managers directory for future reference.
Key Dates to Remember

- **June 15, 2010**

- **August 1, 2010**
  - The Universal Annual Review Cycle closes
  - All reviews to be completed

- **September 15, 2010**
  - All forms must be signed by both manager and employee for the review to be complete
  - Review Ratings feed to HeRMIT

- **September 16, 2010**
  - Planning Stage documents sent for FY 2010-2011

- **November 1, 2010**
  - Planning Stage cycle ends all planning stages signed and completed.
10 key steps for a Successful Review Process

1. Manager receives an email notification that the review is available for their review.

2. If needed, notify your proxy by forwarding them the email that you received.

3. Hold a meeting to explain the self-review process with your staff. Key points are:
   - Encourage their participation in the self-review process.
   - Employees can rate and comment in the job description and standards of behavior sections.
   - Employees can comment in the pillar goals section.
   - If an employee does not want to participate in the self-review process, they must indicate their choice to opt-out at the bottom of the form.
   - Once the self-review or opt-out section is completed, the employee will need to send the review back to the manager.
10 key steps for a Successful Review Process

4. After your meeting, the manager or the proxy sends the review to the employee for the self-review.

5. The employee completes the self-review or opts-out and sends the review back to the manager.

6. The manager completes their portions of the review and discusses the review with their immediate supervisor as required.

7. The manager holds a one-on-one meeting with the employee and discusses the final review as written.

8. The manager sends the review to the employee for signature.

9. The employee signs the review and sends it back to the manager for signature.

10. The manager signs the review and the review process is completed.
Questions

Patti Kelly
Manager HRIS - University
792-7302
kellyp@musc.edu

For the most current up-to-date training materials and documentation, please visit the HR Web Site at:

http://academicdepartments.musc.edu/vpfa/hrm/success/training/index.htm

Includes how to setup an Outlook rule for your faculty for SF system generated emails to be forwarded directly to their assigned proxies.