

ELECTRONIC PERFORMANCE ASSESSMENT REVIEW (EPAR) FOR CLASSIFIED EMPLOYEES

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The Office of Human Resources
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WHO'S WHO IN PERFORMANCE

Evaluation Team

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PRESENTATION PURPOSE

- Performance management updates
- Introduction to the ePAR process & system
- Review performance management concepts



PAR Competency Updates

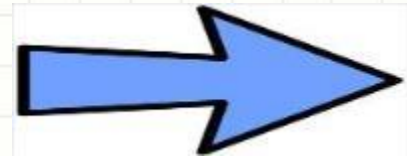
| | PAR | EE |
|---------|--------------------------------|---|
| RESULTS | Job Achievement Factors | <ul style="list-style-type: none">● Timeliness● Quality of work● Quantity of work |
| HOW | Job Related Factors | <ul style="list-style-type: none">● Communication● Conscientiousness● Customer Service● Flexibility● Interpersonal Skills● Job Knowledge/Skills● Problem Solving● Teamwork 1● Safety● Self-Management |

PAR Basics

- Dates: June 30 (Final), December 31 (Interim)
- Why is it important to set expectations?
- Performance Improvement Plans
 - Employee responsible to change their choices or behaviors
- A note about 3 ratings
 - Consistency, Significantly exceeds

CSC & ePAR

- 2014-15 Final PAR evaluations on paper
- 2 years in development
- Mirrors current format
- Auto scoring
- Access secure system through the *My New Jersey* portal
 - Self-registration using State EID



CSC Video Presentation

[My New Jersey website](#)

Sections 1-2 Recap

1. Goals
2. Expectations & Criteria
 - Occurs When?
 - Supervisor driven
3. Achievement & job related factors
 - REVIEW the factor description & scale
 - Only use whole numbers

Examples of Criteria

Responsibility: Provide payroll journal entries with backup to Director on a weekly basis.

Criteria: Journal entries are due the day after payroll has been initiated for payment to employees.

Responsibility: Return calls in a timely fashion.

Criteria: All calls are returned within 24 hours.

Responsibility: Purchase orders are generated and approved in a timely manner.

Criteria: Purchase orders are approved within 24 hrs from receipt.

Responsibility: Tuition waivers are delivered 2 weeks prior to semester starting.

Criteria: Deadlines for tuition waivers are A, B, C, and D.

Responsibility: Prepare vendor reports to VP Finance on a weekly basis.

Criteria: Reports are due every Friday at close of business (COB).

Responsibility: Office management regarding faculty grids, schedule, advisement, and office hours

Criteria: Meet deadlines for schedule and grid submissions
– LIST DATES .

Responsibility: Answer calls in a timely fashion.

Criteria: Calls are answered by the 3rd ring.



Sections 3-4-5 Recap

4. MUST have a justification if there is:

- Justification should be specific
 - Didn't meet reporting deadline. (too general)
 - Didn't meet reporting deadline 9 times out of 10. (specific)

5. Development plans are **growth centered**

PIPs are for improvement!

- Specific issues
- Can be implemented any time in cycle

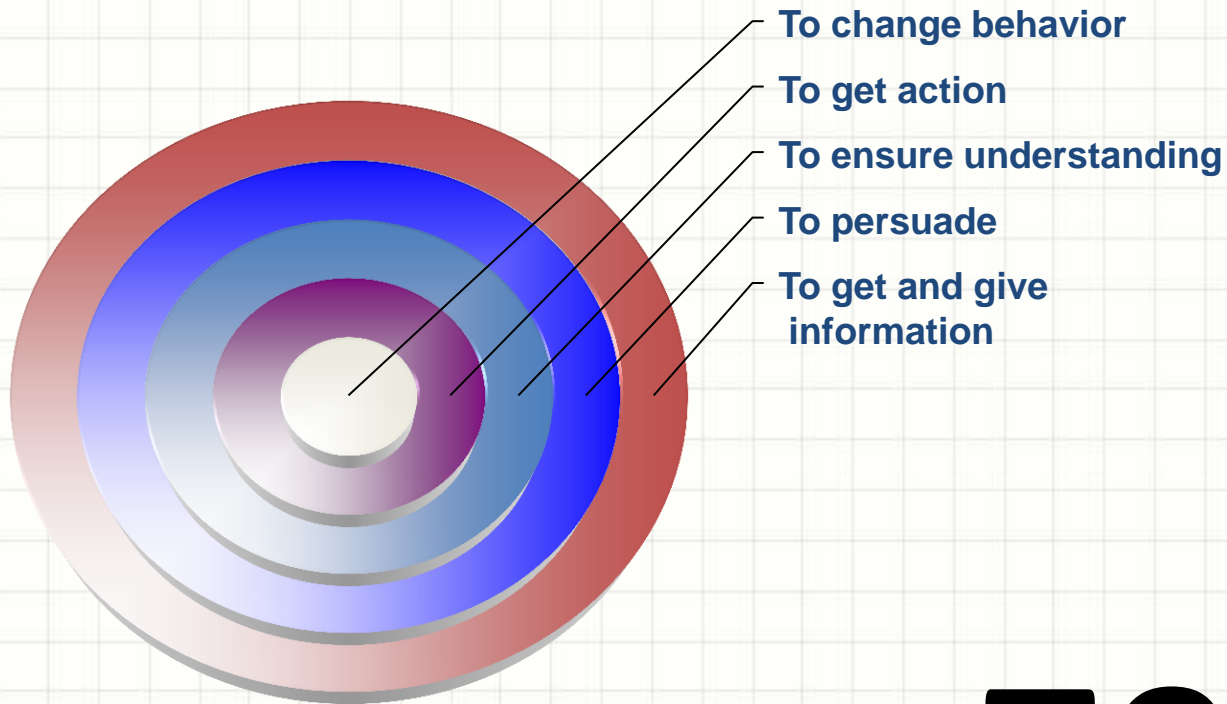
Signatures

- Means you **received** and **reviewed** the PAR
- DOES NOT mean you agree
 - Boxes for agree/disagree
 - Must be checked
 - Room for comments



**EPAR
QUESTIONS?**

COMMUNICATION



70%

What makes good communication?

BARRIERS

Poor Listening
Assuming
Judging
Selective Perception
Emotions
Rank

PATHS TO SUCCESS

Two Way
Active Listening
Accountability
Feedback
Timing
Clarity
Integrity

Performance Management Concepts

1. Setting Expectations

The foundation of effective people management is setting expectations. This practice begins on day 1 and is a dynamic process.¹

2. Connecting Broader Goals to Individual Performance

Ensuring staff know what's expected of them is more than defining performance through a job description. It is connecting the staff's goals to the broader Kean University goals and strategies.¹

3. Establish Regular Discussions through 1:1s

Establishing a consistent dialogue and iterative process improves outcomes.^{2, 3}

The 1:1 Dialogue²

1:1s

- **Proactive approach**
- Minimum 1x month
- 10 min for Employee
- 10 min for Manager
- 10 min for Solutions
- Topics:
 - Priorities
 - Performance
 - Obstacles
- Documented sessions





**COMMUNICATION OR
1:1 QUESTIONS?**

GENERAL QUESTIONS?

References

1. *UCSF Great Manager Program*, Retrieved July 15, 2015 from: <http://greatmanager/ucsf.edu>
2. Ross, J.A. (2008, February 27). Communicating Strategically with Direct Reports, *Harvard Management Update*.
3. Saunders, E. G. (2015, March 09). Cancelling One on Ones Destroys Your Productivity, *Harvard Business Review*.