The Information below answers the most frequently asked questions about Performance Planning, Coaching and Evaluation. If you have a question not answered in the content below, follow-up with your HR Generalist or, email Student Life Human Resources at Learning@osu.edu.

Process

1. Should I/my employees complete a self-evaluation?

Whether or not employees should complete a self-evaluation is the decision of the supervisor. Student Life does not require employees to complete a self-evaluation however, a supervisor can decide to implement this as part of the performance evaluation process if he or she determines it to be helpful. If you're unsure, check in with your supervisor for clarification.

2. Should I be rating the core duties and values separate from the goals?

In the new PPCE system, employees receive one overall rating instead of separate ratings on the Core Duties and Values and Goals. To appropriately select an overall rating, managers should incorporate feedback on the core duties and goals. The overall rating is selected from the drop-down menu on the "Summary" tab. Managers are asked to use the text box provided on the Core Duties tab to indicate how an employee has demonstrated the values in his or her work. Similarly, feedback on employee goals, as well as a goal status, should be recorded on the Goals and Coaching tab.

3. When should my employees and I start creating goals for the new performance cycle?

Managers and employees can start creating goals during the evaluation stage of the current performance cycle. This conversation should include a discussion of any goals needing to be continued as well as any new goals to be added for the next performance cycle. Both new and continued goals should be finalized during the performance planning phase of the new cycle.

4. Is it possible to change an employee’s goals during the year?

Yes, an employee’s goals can be modified during the year. Just as organizational priorities can shift, so can employee priorities. Changes to goals should be discussed by the employee and their supervisor. Once agreed upon, the "goal status" drop down menu should be adjusted to "Cancelled.”

5. How many coaching conversations should I have with my employees each year?

Student Life requires that at least two coaching conversations take place between supervisor and employee. These conversations are critical to ensure expectations of the employee around what work they do and how they do it are mutually understood. The date of each coaching conversation should be recorded in the PPCE system.
6. When should I meet with my employee(s) to deliver their performance evaluation?

Evaluations for all staff are due completed with all signatures in the PPCE system by Wednesday June 19, 2019. There will be no exceptions to this deadline. Supervisors should complete individual employee evaluations for each staff member, including the summative paragraph and Hit “Submit” on the Summary tab in the PPCE system to send a request for second-level supervisor approval.

Second-level approval is required before having in-person meetings. After receiving approval, supervisors should facilitate an in-person meeting with each employee and complete the employee signature process in the system. Keep in mind, all of these steps must be complete by June 19.

7. Are the values listed in the system new?

Yes, the Office of Student Life has updated its values and associated behaviors. We have updated this language in the PPCE system. The updated values language and associated behaviors are:

Inclusive Excellence:
- Continuously gains knowledge, builds skills, increases engagement and improves productivity.
- Seeks and shares expertise on best practices.
- Treats everyone with dignity, respect and equitably. Establishes and maintains respectful, trusting, cooperative relationships.
- Applies knowledge of other work styles and personal filters to enhance the work of the team.
- Promotes an inclusive work environment. Appreciates and seeks deeper understanding of each person’s unique contribution.
- Establishes positive cooperative work relationships with co-workers, managers and customers.
- Is sensitive to and aware of individual needs, accommodating accordingly.
- Listens for understanding and asks questions that get to the deeper meaning.

Innovation and Collaboration:
- Develops relationships across the university to share information, collaborate, and enhance the quality of work.
- Thinks creatively about challenges and issues, seeking multiple sources of input.
- Avoid the “It’s always been done that way” trap.
- Promotes teamwork through positive attitude and encouragement.
- Anticipates and prepares for change and changing demands. Anticipates internal/external customer needs and understands the customer perspective.
- Maintains curiosity, especially in difficult situations. Pursues creative and unique solutions. Asks questions and seeks information.
- Focuses on how something can be done instead of why it cannot. Takes risks, initiating action despite uncertainty of outcome. Remains respectfully persistent when faced with a difficult situation or problem.
- Removes obstacles to move the work forward and/or get efforts back on track.
- Surfaces problems and issues before projects get derailed. Recognizing when perfection is not necessary and moves on with the work.

Integrity, Transparency, and Trust:
- Takes responsibility for decisions, actions and results. Accepts responsibility for own actions.
- Ensures behaviors and communications are representative of the organization’s values, and conducts business according to the values, conduct guidelines, policies and procedures.
Communicates accurately and honestly in an open, candid and respectful manner.
Organizes and expresses ideas/information clearly. Promotes authenticity and transparency
Acts with integrity and supports group, team, and organizational goals over personal gains.
Personally demonstrates the expectations set for the team and organization.
Acts with care and respect of teammates, colleagues, and customers.

System

1. How do I add a new employee to the system?

To add an employee who is new to Student Life to the PPCE system, click the red, "Add New Employee" button on the right-hand side of the screen above "Add Review." If the employee is not new to Student Life but, new to you as their supervisor, reach out to your HR Generalist for assistance. S/he will need to make this adjustment in the administrative area of the PPCE system.

2. What should I do if an employee is not showing up under "My Employees" when I log in?

If an employee you supervise is not listed on your dashboard, contact your HR Generalist. S/he will be able to access the administrative side of the PPCE system to determine the source and provide resolution to the problem.

3. Where do I include coaching notes in the PPCE system?

Coaching notes are no longer entered or “live” in the PPCE system. These should be maintained in the supervisor files. The dates of coaching conversations are required to be recorded in the PPCE system. The section now labeled Goals and Coaching documents the employee’s goals for the year, as well as cites only the dates of the coaching meetings. Supervisors must keep the coaching notes in their own separate files. Please remember, supervisors are still required to hold a minimum of two coaching sessions with employees throughout the year.

4. Do I need to create a new review for my employees(s) each time we have a coaching conversation?

No. A new review need only be created once at the start of a new performance cycle. When a coaching conversation is conducted, please record the date in the PPCE system under the "Goals and Coaching" tab.

5. Where can I find the coaching notes I entered in the system before the updates took place?

Coaching notes entered in the PPCE system prior to the May 2019 update are linked on the right-hand side of your dashboard, under each employee. If coaching notes were entered for a review, a link entitled "Coaching Notes" is provided that year.
6. How can I share an update to the employee's performance plan (core duties, goals, etc.) with the employee?

The best methods for sharing an employee's performance plan is to print a copy of his or her review from the PPCE system prior to a performance planning, coaching or evaluation conversation. To print a copy of the review, please click on the "Print" link under the "manage" header on the right-hand side of the dashboard.

7. How do I archive an employee who no longer works for me?

To archive an employee no longer under your supervision, go to your dashboard and click the "Archive Employee" link next to the employee's name, employee ID number and name. Once archived, an employee's reviews will no longer be visible to you however, they have not been deleted. To view an archived employee, click the checkbox titled "Show Archived Employees" on the right-hand side of the screen above "Select Review Year." Once visible, an archived employee can be unarchived by clicking on the link entitled "Unarchive Employee."