The Missouri State Employee Online Performance Appraisal System

PERforM

Productivity, Excellence and Results for Missouri

THE ANNUAL APPRAISAL PROCESS
BASIC USAGE MANUAL

Home Page – The default page first displayed when you visit PERforM.

Rater – An employee's supervisor.

Reviewer – An employee's second-level supervisor (often the rater's supervisor).

Components – Standard statewide performance categories for which an employee receives a numerical appraisal rating (one numerical rating for each component).

Objectives – Statements that describe and define the specific level of performance the employee is expected to achieve for a given component.

Performance Plan – A document that encompasses an employee's components and objectives.

Appraisal Period – The period of time an employee demonstrates the level of ability to perform the objectives contained on their Performance Plan.

Rating – A numerical score (from 1 – 10) assigned to each component based upon the employee's overall performance of the component's objectives.

Overall Score – The numeric score automatically calculated by PERforM determined by all the ratings (scores) entered for each of the employee's components.

Overall Performance Rating – One of four worded ratings (Exceptional, Outstanding, Successful, Needs Improvement) PERforM automatically assigns to the employee based upon the overall score.

Appraisal – A document that contains an employee's ratings of individual components and overall performance.

Rating Period – The period of time a rater is given to complete an employee's Annual appraisal.

Exemption – "Excusing" an employee from receiving an Annual rating (recorded on an appraisal) when insufficient information exists for the rater to adequately access the employee's ability to perform the objectives contained on their Performance Plan.

~ LOGGING ON ~

PERforM access is based upon role designation. Access is limited to individuals who are supervisors or who have been granted administrator functionality. Problems with accessing PERforM should be reported to the user's Human Resources office.

Log-on to PERforM using the "Log-on to PERforM" button available at www.perform.mo.gov or by using the direct address https://perform.oa.state.mo.us/perform/.

The log-on box contains entry fields for User Name and Password. Your User Name is comprised of your PC domain\PC user name and will be entered in this format. Your User

Name can be determined by referring to "Log-on Information," which is displayed by pressing the Alt, Ctrl, and Delete keys on your keyboard simultaneously. Your PERforM Password will be the same password used to log-on to your PC. If your log-on is accepted, the Disclaimer page will appear for your agreement.

The first time you log-on to PERforM, you will be required to register. You will be asked to provide your last name and last four digits of your social security number, and to select your agency. If you cannot be uniquely identified through these three (3) pieces of information, you will also be asked to provide your date of birth. When successfully registered, you will be able to access your Home Page.

~ GETTING STARTED ~

It is recommended that you utilize the View My Current Employees link available under **Raters** *My Employee List* on your Home Page. The list provided should include the names of all employees you supervise in your agency. If the list is incorrect, contact your Human Resources office.

~ CREATING A PERFORMANCE PLAN ~

1) From your Home Page, click on the Develop/Update Performance Objectives link located under **Raters** *Performance Plans (Objectives)*.

2) From the list provided, select the employee for whom you are creating a Performance Plan by clicking the employee's name.

3) Select the type of appraisal that the Performance Plan applies to from the drop-down list and click the "**Show Performance Objectives**" button.

4) Use the "**Add Objectives**" button, "**Copy Objectives**" button, "**Delete Selected Objectives**" button, and Edit links (provided in the lower half of the page) to develop or update the objectives to be included on the Performance Plan.

5) To print the Performance Plan document, use the "**Performance Plan Print Preview**" button and then the printer icon provided on the preview screen.

6) Obtain the necessary signatures on the Performance Plan document and communicate the objectives to the employee.

7) To indicate that the objectives have been communicated to the employee, follow steps 1 through 3 above to return to the objectives development page. Click the "**Yes**" radio button that follows the statement, "All [appraisal type] Performance Objectives have been reviewed with your employee and all the necessary signatures have been obtained on a Performance Plan document. Is this correct?"

~ CREATING AN APPRAISAL AND RATING AN EMPLOYEE'S PERFORMANCE ~

1) Use the Create New Appraisal link located under **Raters** *Performance Appraisals (Ratings and Annual Rating Exemptions)* on your Home Page.

2) On the Employee List screen, select the employee for whom you are creating an appraisal by clicking the employee's name. (Review the Annual Required column to determine which employees are required to receive Annual appraisals during the Annual rating period.)

3) Select the type of appraisal that you wish to create from the drop-down list and click the "**OK**" button. (If you enable Quick Scoring, no component comment fields will be provided on your screen.)

4) Be mindful of the following message which is provided at the top of the appraisal page: "**Your PERforM session will time out after 30 minutes. To refresh (extend) your session, please save the appraisal often by using the Save button located at the bottom of the page.**"

5) Click on the "**Save**" button provided on the bottom of the appraisal page. By doing this, the system recognizes that an appraisal has been created and is "In Progress" for the employee.

6) Click on the desired numerical rating score of 1 – 10 for each component based on the employee's performance during the appraisal period. The How to Evaluate and Rate Employee Performance Components available at the top of the appraisal page provides information that may be used as a guide in this process.

7) You can include additional information in the comment text boxes and/or by using the "**Attachments**" button provided at the bottom of the appraisal page.

8) The "**Calculate Only**" button will assist in determining the employee's overall score and overall performance rating while the appraisal is still in "In Progress" status. Refer to the PERforM Guidelines posted at www.perform.mo.gov for information concerning overall performance scores and ratings.

9) Send the appraisal to the reviewer for approval by clicking on the "**Submit**" button. The appraisal status will change to "Pending."

If the appraisal is not ready to be submitted to the reviewer at the end of your session, remember to save before logging out. The appraisal can be accessed at a later time by using the Update Incomplete Appraisal/Overturn Completed Appraisal link located under **Raters** *Performance Appraisals (Ratings and Annual Rating Exemptions)* on your Home Page and then selecting the Edit link provided in front of the employee appraisal you would like to retrieve.

To exempt an employee from an Annual rating, you must still create an appraisal for the employee which requires that at least one objective be listed for each component. If you have not developed objectives for the employee, please refer to the instructions provided under "Creating a Performance Plan" (skipping steps 5 and 6 when appropriate) and then proceed with the steps provided below.

1) Use the Create New Appraisal link located under **Raters** *Performance Appraisals (Ratings and Annual Rating Exemptions)* on your Home Page.

2) On the Employee List screen, you will select the employee for whom you are creating an appraisal (to exempt) by clicking the employee's name. (Review the Annual Required column to determine which employees are required to receive Annual appraisals during the Annual rating period.)

3) Select the Annual appraisal type from the drop down menu provided and click the "**OK**" button.

4) Note the following message which is provided at the top of the appraisal page: "**Your PERforM session will time out after 30 minutes. To refresh (extend) your session, please save the appraisal often by using the Save button located at the bottom of the page.**"

5) Click the "**Save**" button provided on the bottom of the appraisal page. By doing this, the system recognizes that an appraisal has been created and is "In Progress" for the employee.

6) Enter the reason for the exemption in the **Overall Comments** text box located in the lower half of the appraisal page.

7) Click the "**Exempt & Submit**" button to send the appraisal to the reviewer. The appraisal status will change to "Exempt Pending."

If the appraisal is not ready to be submitted at the end of your session, remember to save before logging out. You can access the appraisal at a later time by using the Update Incomplete Appraisal/Overturn Completed Appraisal link located under **Raters** *Performance Appraisals (Ratings and Annual Rating Exemptions)* on your Home Page and then selecting the Edit link provided in front of the employee appraisal you would like to retrieve.

~ APPRAISAL APPROVAL PROCESS ~

The **Reviewers** Home Page contains the Review/Approve Pending Appraisals link which is used to access submitted appraisals.

The Review link provided in front of the employee name is selected to open an appraisal.

Using the buttons available, the reviewer can approve, disapprove, and add temporary sticky notes to submitted appraisals.

~ DETERMINING THE STATUS OF A SUBMITTED APPRAISAL ~

To determine if the reviewer has taken any action on submitted appraisals, click on the Update Incomplete Appraisal/Overturn Completed Appraisal link located under **Raters** *Performance Appraisals (Ratings and Annual Rating Exemptions)* on your Home Page.

Refer to the Appraisal Status column to determine the current status of an appraisal. Also review any sticky notes denoted with a NEW icon for additional information/instruction.

To take any action, click the Edit link provided in front of the desired employee appraisal.

~ EDIT/OVERTURN ANNUAL APPRAISALS ~

To edit or overturn an Annual appraisal, click on the Update Incomplete Appraisal/Overturn Completed Appraisal link located under **Raters** *Performance Appraisals (Ratings and Annual Rating Exemptions)* on your Home Page. Click the Edit link provided in front of the employee appraisal you would like to retrieve.

If the appraisal is in a status of "Disapproved," "Pending," or "In Progress," you can proceed with making necessary edits. When revised, resubmit the appraisal to the reviewer by using the "**Submit**" button or "**Exempt & Submit**" button.

If the appraisal is in "Approved" status, click on the "**Complete Appraisal**" button to enable the "**Overturn Appraisal**" button. Clicking the "**Overturn Appraisal**" button will change the appraisal status to "In Progress" and allow the appraisal to be edited. When revised, resubmit the appraisal to the reviewer by using the "**Submit**" button or "**Exempt & Submit**" button.

If the appraisal is in "Complete" or "Exempt" status, click on the "**Overturn Appraisal**" button and then make necessary edits. When revised, resubmit the appraisal to the reviewer by using the "**Submit**" button or "**Exempt & Submit**" button.

~ FINALIZING AN APPRAISAL ~

1) When an appraisal is in "Approved" or "Exempt" status, click on the Update Incomplete Appraisal/Overturn Completed Appraisal link located under **Raters** *Performance Appraisals (Ratings and Annual Rating Exemptions)* on your Home Page. Then, use the Edit link provided in front of the appraisal.

2) Print the Appraisal document by using the "**Print Preview**" button located at the bottom of the appraisal page and then the printer icon provided on the preview screen.

3) Obtain the necessary signatures on the Appraisal document. Communicate the ratings and comments or exemption notification to the employee.

4) To indicate that an "Approved" appraisal has been communicated to the employee, return to the appraisal page by following Step 1 above and click on the "**Complete Appraisal**" button located at the bottom of the page. Because the system treats "Exempt" and "Complete" statuses in the same way, this step is not necessary for exemptions.

~ VIEW LINKS ~

The View links provided on the Home Page are <u>not</u> action screens. Appraisals referenced through these links can only be viewed and printed.

~ SEARCH APPRAISALS ~

Using the Search Appraisals link, found under **Raters** *Performance Appraisals (Ratings and Annual Rating Exemptions)* on your Home Page, specific criteria can be entered for the purpose of locating an appraisal. Appraisals referenced through this process can only be viewed and printed.

~ REPORTS ~

To view available reports, select **Reports** from the PERforM menu bar found on your Home Page. You may be required to again provide your PERforM log-on information to enter PERforM Reports.

Access to report information is limited. You can only retrieve data from reports applicable to your designated role/s.