Carolina Talent Performance for Managers

March 8, 2022

Tyler Enlow, Senior EMR Consultant
Ashley Hockaday, EHRA Non-Faculty Consultant
Rebecca Jones, ITS-Change Management Specialist
• Please use the chat box to ask questions

• Questions will be addressed at the end of the presentation

• Webinar is being recorded

Recording and slides will be available on:
on the Carolina Talent Performance page on hr.unc.edu
Agenda

- Carolina Talent Performance and Changes
- Important Dates and Appraisal Process
  - Self-Assessment
  - Appraisal Tasks
  - HR Checkpoint
- Employee Competency Assessment (SHRA)
- Performance Plan
- Co-Planner Role
- Submitting Help Tickets
- Resources & What’s Next
- Q&A
Carolina Talent
Performance & Changes
Ashley Hockaday
Carolina Talent Performance

Performance Features

- Houses performance documents for the University
- Online performance forms and workflow
- Robust development plans that can link to Carolina Talent Learning opportunities
- Ability to update goals and development plan progress throughout the year

[Carolina Talent Performance Website] carolinataalent.unc.edu
Changes

- SHRA and EHRA-NF synchronized timelines
- Online appraisals. No more paper!
- Self-assessment opportunity
- HR checkpoint review step
- Development plan comments
- Performance plan tasks automatically created for new employees
Important Dates & Appraisal Process

Tyler Enlow
## 2022 Important Dates

### 2021-2022 Annual Appraisal for SHRA and EHRA-NF

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<thead>
<tr>
<th>Event</th>
<th>Dates</th>
<th>Description</th>
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<tbody>
<tr>
<td>Employee self-assessment*</td>
<td>March 15 – March 31</td>
<td>Manager enters appraisal or SHRA probationary review</td>
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<td>Manager enters appraisal or SHRA probationary review</td>
<td>April 1 – April 30</td>
<td>HR checkpoint review</td>
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<td>Manager signs and releases appraisal to employee and schedules performance conference</td>
<td>May 1 – May 20</td>
<td>15 days from release: Employee acknowledgment*</td>
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<tr>
<td>2021-2022 SHRA Employee Competency Assessment</td>
<td>April 1 – June 3</td>
<td>15 days: Employee acknowledgment*</td>
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### 2022-2023 Planning

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<td>Manager creates performance plan</td>
<td>April 1 – June 3</td>
<td>Employee acknowledgment*</td>
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### Other Reviews

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<th>Event</th>
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<tr>
<td>SHRA probationary review</td>
<td>July 1</td>
<td>Ongoing Performance check-ins, off-cycle reviews, off-cycle performance plans</td>
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<tr>
<td>Mid-cycle and SHRA probationary reviews</td>
<td>October 1</td>
<td>Ongoing Performance check-ins, off-cycle reviews, off-cycle performance plans</td>
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<tr>
<td>SHRA probationary review</td>
<td>January 1</td>
<td>Ongoing Performance check-ins, off-cycle reviews, off-cycle performance plans</td>
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*Employee steps are optional and will move on if not completed by the due date.
What to expect this year

SHRA and EHRA Non-Faculty are now on the same timeline!

On **Friday, April 1**, performance tasks will be available to you in Carolina Talent.

You’ll have:

**Two tasks** for each **EHRA Non-Faculty** employee who reports to you:
1. 2021-2022 Appraisal
2. 2022-2023 Performance Plan

**Three tasks** for each **SHRA** employee who reports to you:
1. 2021-2022 Appraisal (or probationary review)
2. 2021-2022 Employee Competency Assessment
3. 2022-2023 Performance Plan

Let’s take a closer look at the timeline for those tasks.
April 1 Tasks Launch

carolinataalent.unc.edu

You’ll receive an email for each employee who reports to you notifying you that tasks are ready.

Heads up! - This could mean a lot of emails.

You’ll get reminder emails of approaching due dates.

See your list of tasks
Task Timelines

- **March 15**: Employee Self-Assessment
- **April 1**: Appraisal Task launch for managers
- **May 1**: HR Checkpoint begins for appraisals
- **May 21**: Manager signs appraisal and meets with employee
- **June 3**: Task Due

**Performance Plan & Employee Competency**

- **April 1**: Task launch for managers
- **June 3**: Task Due

15 days Employee acknowledgment
Appraisal Timeline

- **March 15**: Employee Self-Assessment
- **April 1**: Appraisal Task launch for managers
- **May 1**: HR Checkpoint begins for appraisals
- **May 21**: Manager signs appraisal and meets with employee
- **June 3**: Task Due
- **15 days**: Employee acknowledgment
“My Appraisal Task”- Self Assessment

When: March 15 - March 31

What is the “My Appraisal Task”?
- It’s an opportunity for the employee to complete a self-assessment by answering a few general questions
- The step is optional for the employee

Why was this step added?
- Allow the opportunity for employees to comment on their performance
- Departments and managers can provide their own questions in advance
- Employees can upload documents/awards

What happens after “My Appraisal Task”? Who can see it?
- Task available for update until March 31, then task will route to manager on April 1
- Self-assessment becomes a part of the Performance files and can be viewed by employee, manager, supervisory chain, and HR staff
“My Appraisal Task”- Self Assessment

Self-Assessment Questions:

1. Describe your accomplishments for this review period.
2. Describe your performance on this review period’s individual and institutional goals.
3. If any other unit-specific self-assessment questions were assigned by your manager or department, include your responses here.

How this works: Share any additional questions you want answered with your employees. There is a designated text box for them to add it to the self-assessment and answer it.

4. If there is any additional information to take into consideration when assessing your performance for this review period, include your responses here.

When will you see it?

You can see their self-assessment when you open their appraisal task available April 1. If they didn’t answer a question, the text box will be blank.
“My Appraisal Task” - Self Assessment

Must review institutional and individual goals first

Instructions

Prompt

Text box for answers
March 15  
Employee Self-Assessment

April 1  
Appraisal Task launch for managers

May 1  
HR Checkpoint begins for appraisals

May 21  
Manager signs appraisal and meets with employee

June 3  
Task Due

15 days  
Employee acknowledgment
Appraisal Task

When: April 1 – April 30

How long do I have to complete the appraisal task?

- The appraisal task doesn’t move forward until April 30 at 11:59:59 p.m.
- If you complete and submit the appraisal before April 30, you still have until April 30 to make changes without submitting a ticket to have it reopened.
- The appraisal task doesn’t automatically move to the HR Checkpoint on May 1. It will only move forward if you submit the task.
SHRA Appraisal Guidance

• If an employee receives a final overall rating of “Not Meeting Expectations,” please notify your departmental HR.

• Supervision Institutional Goal will display for all employees. Select “Supervision Goal N/A” for those that do not supervise at least one permanent employee.

• SHRA Institutional Goals weighted equally automatically.
  Each Institutional Goal is weighted:
  • 20% for non-supervisors
  • 16.67% for supervisors

• The appraisal will pull in goals set previously. If you do not see them, you need to go into Goals menu and add them. You need to do this now!

• Reminder: The 3-5 individual goals for SHRA employees must total 100% weighting with no goal less than 10%.

• Development goals are not rated. They are not included on the appraisal.
Institutional and Individual Goals for EHRA-NF employees are not weighted. This means that you will need to manually select a final overall rating.

When deciding a final overall rating:
- Use your best judgement, consider the ratings they received for their individual goals
- If any individual goal receives a “Not Meeting Expectations” then the overall final rating should NOT be “Exceeding Expectations”

If an employee receives a final overall rating of “Not Meeting Expectations,” please notify your departmental HR.

Supervision Institutional Goal will display for all employees. Select “Supervision Goal N/A” for those that do not supervise at least one permanent employee.

The appraisal will pull in goals set previously. If you do not see them, you need to go into Goals menu and add them. You need to do this now!

Development goals are not rated. They are not included on the appraisal.
Comment Box Guidance

There is a comment box for you to comment on each Individual Goal and the “Manager Overall Comments on Employee Performance” at the end of the appraisal. The Comments should be thorough.

- Take the employee’s performance throughout the totality of the year and explain why the employee is receiving the rating that you are giving them for each goal.
- Give strong specific examples that reflect overall work
  - Include performance that you have directly observed.
- Emphasize work performed above and below Meets Expectations level.
- Ask yourself:
  - What specifically is driving this rating?
  - Are there changes or adjustments that need to be made?
  - Have you had a conversation about “this” with the employee?
March 15
Employee Self-Assessment

April 1
Appraisal Task launch for managers

May 1
HR Checkpoint begins for appraisals

May 21
Manager signs appraisal and meets with employee

June 3
Task Due

15 days
Employee acknowledgment
When: May 1 – May 20

What is the HR Checkpoint?
It’s a review period where your department HR can partner with managers to ensure that reviews are compliant with University Policies.

Why was this step added?
• This was already happening. Now it has a formal place in the process
  o Was moved to the middle of the process so HR review could take place while the document was still in draft form prior to the employee receiving the review
• Ensure compliance. Goals/Ratings/Comments
• Provides time for HR to assist managers with completing past due reviews

What happens during the checkpoint?
Department HR will have a checklist provided by the Office of Human Resources (OHR) to check for:
  o Reviews that have Not Meeting Expectations Ratings
  o Employees with Disciplinary Actions or PIPs
  o 100% compliance
What happens if something is found during HR Checkpoint that needs to be addressed?

- Departmental HR will reach out to you as well as submit a help ticket to re-open the manager step of the appraisal.
- You will update the appraisal based on the guidance provided by HR and re-submit the appraisal task.
For SHRA employees with an overall rating of “Exceeds Expectations” and a “Not Meeting Expectations” rating on a goal:
  o Manually update overall rating to “Meeting Expectations.”

For SHRA employees with an overall rating of “Exceeds Expectations” and an active disciplinary action:
  o Manually update overall rating to “Meeting Expectations.”

For employees with a disciplinary action, review overall ratings and review the specific goals listed in the disciplinary actions.
  o Run report [TBD] in Carolina Talent and filter by PID.
  o View the full appraisal via the employee snapshot.

For employees who received a Performance Improvement Plan (PIP), review overall rating and goal ratings.
  o Run report [TBD] and filter by PID.
  o View the full appraisal via the employee snapshot.

Ensure all reviews have between 3-5 Individual Goals.
  o Run report [TBD] in Carolina Talent.

Ensure “Supervision” Institutional Goal rating of “Not Applicable” is correctly applied.
  o Run report [TBD] in Carolina Talent
Second-Level Managers

- Second-level signatures are no longer required for SHRA appraisals.
- Even though their signatures are no longer required, they can still view the employee’s appraisal information and provide feedback outside of Carolina Talent.
- A manager can view overall ratings for direct and indirect reports:
  - Reports > Standard Reports > Performance > Performance Rating Distribution > select EHRA Non-Faculty Annual Appraisal 2021-2022 > Search
  - Run a second time for SHRA Annual Appraisal 2021-2022
- A manager can view the full appraisal document for an employee:
  - My Profile/Team > View Team button > search for employee > Snapshot > Performance Documents > Click on task name
Appraisal Timeline

- **March 15**: Employee Self-Assessment
- **April 1**: Appraisal Task launch for managers
- **May 1**: HR Checkpoint begins for appraisals
- **May 21**: Manager signs appraisal and meets with employee
- **June 3**: Task Due
- **15 days**: Employee acknowledgment
When: May 21 – June 3

What happens next?

May 21 your employee’s appraisal task returns to you for your signature.

Add signature and submit the appraisal task by June 3. Appraisal will be available to the employee to view.

Meet with your employee and go over their appraisal. Employee has 15 days from release to acknowledge.

You'll receive an email notification when this task is ready.
Manager Signature

Overview

This is the annual appraisal task for July 1, 2021 - March 31, 2022.

(Step 1 by 7/31/2022) Employee Self-Assessment: Enter optional self-assessment and submit the task. This will route to the manager. If the self-assessment is not completed by March 31, 2022, the task will move on to the manager automatically.

(Step 2 by 8/29/2022) Performance Appraisal Follow-up: Conduct the assessment and set up the appraisal and commentary.

(Step 3 by 9/21/2022) HR Checkpoint Review: Departmental HR partners with managers to ensure that reviews are compliant with University Policies.

(Step 4 by 10/1/2022) Manager Signs, Releases, and Meets with Employee: Sign the appraisal and set the date for the employee meeting. Once submitted, the employee will be able to view the appraisal.

(Step 5 within 15 days) Employee Acknowledgment: Review the appraisal. Sign and submit when complete. This will complete the task. The appraisal will be available in your performance document snapshot.

Review Step Progression

- Employee Self-Assessment
- Manager Enters Appraisal
- HR Checkpoint
- Manager Signature and Release to Employee (Due: 6/30/2022)
- Employee Acknowledgment

Get Started

Signatures - Manager and Employee

1. To download a copy of the full document, click the Options button in the upper right corner, then click Print Review.
2. Sign below and click Submit to complete the task.

Additional Instructions for Employee:
Please note that your electronic signature below only indicates that you have received this documentation. Your signature does not necessarily imply agreement with the contents. If you choose, you may write additional comments below. Note: This document will be available in Employee Snapshot.

Employee
Pending Signature

Manager

I acknowledge that providing my electronic approval is equivalent to signing this document and I understand that my electronic signature is binding.

Sign

Optional signature comment area
Best Practices for Meeting with your Employee

After you submit your signature on the appraisal, the employee can view. There are three options for you to view the appraisal electronically when you meet with your employee:

1. View in employee snapshot
2. View in performance documents page, click “completed”
3. Employee can share screen

- If there is a technological concern (such as technology not being easily or readily available), you can print review and share with employee in person.
- Signatures are still required online.
- You have the option to meet with the employee on all three tasks at once or can have individual task meetings.
Appraisal Timeline

- **March 15**: Employee Self-Assessment
- **April 1**: Appraisal Task launch for managers
- **May 1**: HR Checkpoint begins for appraisals
- **May 21**: Manager signs appraisal and meets with employee
- **June 3**: Task Due
- **June 3**: Task Due
- **15 days**: Employee acknowledgment
Employee Acknowledgement

- Employee Acknowledgement step is optional. Signatures are highly recommended to demonstrate that the employee has reviewed the document.
  - If the employee wants to refuse to sign, there is a box that the employee can check.

- Employee response to the review can be captured two ways:
  - There is a comment box underneath the signatures. Employees can type or copy and paste from a word processing document.
  - Employees can attach a document during the acknowledgement step.
    - If the step has completed, the task can be reopened to the Employee Acknowledgement step to complete.
Employee Competency Assessment (SHRA) Timeline

- **March 15**: Employee Self-Assessment
- **April 1**: Employee Competency Assessment Task launch for managers
- **May 1**: HR Checkpoint begins for appraisals
- **May 21**: Manager signs appraisal and meets with employee
- **June 3**: Task Due
- **15 days**: Employee acknowledgment

**April 1**: Appraisal Task launch for managers

**May 21**: Manager signs appraisal and meets with employee

**June 3**: Task Due

**15 days**: Employee acknowledgment
Employee Competency Assessment

When: April 1 – June 3

Employee Competency Assessment is a separate task for SHRA employees only.

- This is where you add their ratings for demonstrated competencies related to the employee’s position.
- The competencies will automatically populate! You don’t have to add them manually anymore.

The competency is the employee’s demonstrated ability, not how well the employee performed. This is reflected in the performance review.
Performance Plan Timeline

- **March 15**: Employee Self-Assessment
- **April 1**: Performance task launch for managers
- **May 1**: HR Checkpoint begins for appraisals
- **May 21**: Manager signs appraisal and meets with employee
- **June 3**: Task Due

15 days Employee acknowledgment
Performance Plan Reminders

**When: April 1 – June 3**
Same process as last year

- Institutional goals are same for everyone (SHRA and EHRA-NF)
- All employees must have 3-5 individual goals
  - SHRA individual goals are weighted
  - EHRA-NF goals are *not* weighted
- All employees are required to have a development plan with at least one objective and development activity
The Performance plan task can be used to create/edit goals for a single employee.

If you want to copy goals, advance goals or assign goals to multiple people at one time, you can do this from the Performance > Goals menu. Once done, wait a few minutes and then go back into the performance plan task to finish.

Find the goal and click the options arrow. From there, you can “copy” current goals or “advance” previous goals.
Key Points

- Starting **March 15**, employees have two weeks to complete a self-assessment.
- **April 1** your tasks will be available Carolina Talent:
  - Two tasks for each EHRA-NF employee
  - Three tasks for each SHRA employee
- Second-level signatures are not required; however, managers can still review.
- There are instructions embedded in each task.
- You’ll receive email notifications when tasks are ready for your action and email reminders when due dates are approaching.
Keep in mind...

The performance road doesn’t stop in June.

Performance happens all year!
Performance All Year

- Encourage your employees to review goals on a recurring basis throughout the year.
- Goals and development plans have progress indicators, attachments, and comment fields.
- These notes will be invaluable for completing the next appraisal and promote keeping goals up to date.
Co-Planner Role
Ashley Hockaday
Co-Planner Role

- You can add a co-planner to assist with the manager step for a particular performance document, for a particular employee.
- HR Representatives are the most appropriate choice for a co-planner.
- Can do anything you can do using the performance management tasks.

For more information on how to add a co-planner, see the Performance for Managers quick reference guide in Carolina Talent.
Who you can add as a Co-Planner

Eligible Co-Planners
• HR Staff
• Previous Managers
• Co-Managers
• Second-Level Manager
• Other Managers that assign/control work

Not Eligible Co-Planners
• Anyone that is not HR staff or in the supervisory chain (outside of the above examples)
• Executive or administrative assistants

When a co-planner’s signature is added to a document, it will be their name. They cannot sign your name.
Submitting Help Tickets

Use the **Carolina Talent** service request

Include the following information on your ticket:

- Employee Name (and PID if you have it)
- Employee type (SHRA or EHRA Non-Faculty)
- Task name
Resources & What’s Next
Rebecca Jones
Resources

Visit: hr.unc.edu/carolintalent/performance/

- Quick reference guide*
- Overview online training*
- Training snippets and instructions embedded throughout the tool
- Important dates
- Office hours

*Currently being updated
Starting March 22 through all of April
- Hour-long sessions
- Tuesdays at 2 p.m.
- Wednesdays at 1 p.m.

For schedule and Zoom Link: hr.unc.edu/carolinatalent/performance

Open to Everyone!

Bring any and all questions!
- Help with goals
- Help with self-assessment
- Anything!
**What’s Next**

**Targeted Emails** with important reminders, links to resources including office hours:
- Employees | **March 14**
- Supervisors* | **March 31**

*Departmental HR is copied on all communications sent to supervisors

**Tasks:**
- Employee Self-Assessments available to employees through the My Appraisal Task **March 15**
- Annual ratings, Performance Plan, and SHRA Employee Competency Assessment tasks available to managers **April 1**

**Office Hours:**
- Starting March 22 through April
- Tuesdays at 2 p.m.
- Wednesdays at 1 p.m.

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