CLASSIFIED STAFF

EMPLOYEE GUIDE – NEOED PERFORM

August 2024

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Introduction

Welcome to NEOED Perform! The following is a step-by-step guide to walk you through the NEOED Perform Performance Plan process for MCC *Classified* Employees. **To avoid pitfalls and corrections later, we strongly encourage you to follow this reference guide.** Please contact MCC's NEOED Perform Administrator if you need assistance.

Disclaimer: Please note that the screenshots included in this guide are for illustrative purposes only. The content and due dates may be different than what you see in NEOED Perform.

Account Activation/Access

If you are new to NEOED Perform, you will be sent an email to activate your account. A username will be provided in the email, but you will need to set your password. Note that activation links are good for five days. If your activation link has expired or you need a password reset, contact the MCC NEOED Perform Administrator.

The NEOED Perform Process

The Classified Employee Performance Plan cycle runs from **August 1 – July 31**.

All Classified Employees will be rated on several core competencies, including Job Knowledge, Customer Service/Interpersonal Skills, Communication (Oral/Written), and Accountability/Integrity. Classified Staff who also serve as Supervisors will be rated on the Supervision/Human Resources Management competency, as well.

1. Your first step will be to collaborate with your Supervisor to develop 1-3 Individual Performance Objectives (IPOs) for your Performance Plan. Within NEOED, IPOs will be referred to as "goals." You will be responsible for entering your IPOs into NEOED within 15 days of the start of your Evaluation cycle.
2. Once you have entered your IPOs, your Supervisor will review them. If revisions are needed, they will contact you outside of NEOED to revise the applicable IPO(s). After your Supervisor signs off on the IPOs, you will then sign off on them, as well. IPOs should be established and signed off on within 30 days of the beginning of the Evaluation cycle (or of the start date of a new Employee).
3. In January, your Supervisor will complete a "Performance Plan Mid-Cycle Progress Review Check-in" to document your progress toward meeting your IPOs and the expectations of the core competencies. You will be asked to sign acknowledging receipt of the Mid-Cycle Progress Review. Your Supervisor will then sign acknowledging that they have discussed the Review with you. Note: If you were hired during the current evaluation cycle, this mid-cycle step may not apply to you, depending on when you started employment.
4. In June, you will be asked to provide an update to your Supervisor about how you achieved your IPOs.
5. After you have submitted your IPO Progress Check-in, your Supervisor will complete your end-of-evaluation-cycle ratings.
6. Once your *Second-level* Supervisor has reviewed and approved your Evaluation, your Supervisor will sign off on it and it will be released to you for viewing. You will be asked to sign acknowledging receipt of the Evaluation. You and your Supervisor will meet in person to discuss your Evaluation.

The NEOED Perform Process, Continued:

A summary of the steps and timeline of the NEOED Perform process follows. The remainder of this Guide will go into detail about how to complete each step.

Before Ratings

#	Step	Step Due Date	Step is required	Open Date
1	Employee adds 1-3 Individual Performance Objectives (IPOs) Employee	14 Days after Evaluation creation date	Yes	14 Days before step due date
2	Signature Manager	28 Days after Evaluation creation date	Yes	
3	Signature Employee	29 Days after Evaluation creation date	Yes	
4	Supervisor completes Performance Plan Mid-Cycle Progress Review Check-In Manager	176 Days after Evaluation creation date	Yes	30 Days before step due date
5	Signature Employee	181 Days after Evaluation creation date	Yes	
6	Signature Manager	185 Days after Evaluation creation date	Yes	
7	Employee provides update on Individual Performance Objectives progress Employee	36 Days before Evaluation due date	Yes	30 Days before step due date

#	Step	Step Due Date	Step is required	Weight
8	Rating Manager(s)	15 Days before Evaluation due date	Yes	100 %

OFF ON Entire Section Due Date

After Ratings

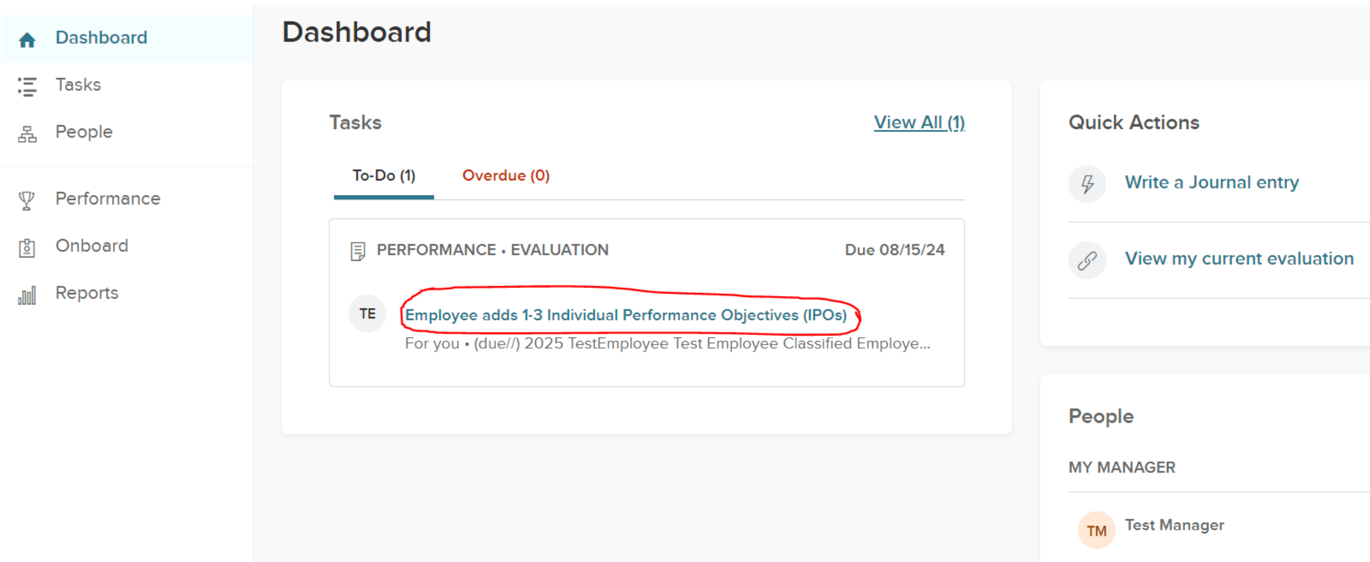
#	Step	Step Due Date	Step is required
9	Approval & Signature Manager's Manager	10 Days before Evaluation due date	Yes
10	Signature Manager	7 Days before Evaluation due date	Yes
	Release to Employee		
11	Signature Employee	0 Days before Evaluation due date	Yes

OFF ON Entire Section Due Date

Evaluation Due Date

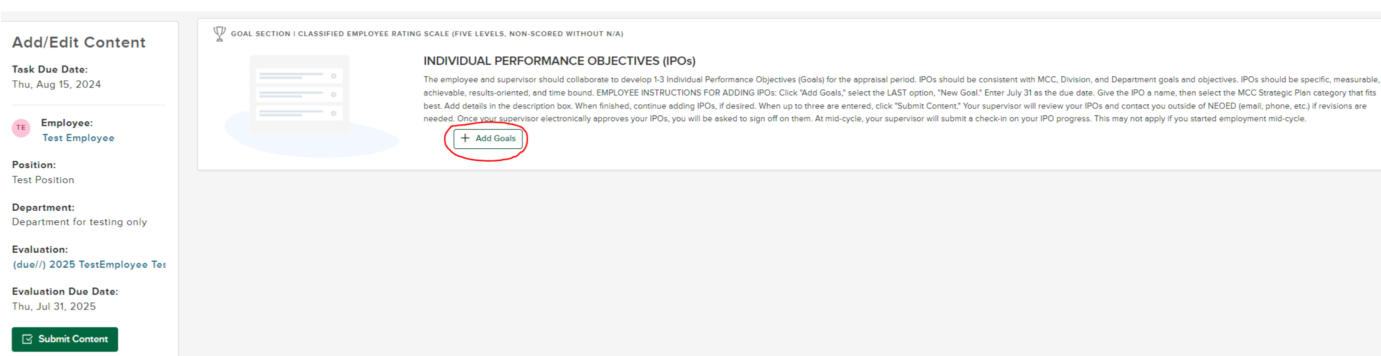
The NEOED Perform Dashboard

Once you log in to NEOED, you will see your Perform dashboard. The main page of the dashboard will give you an overview of any tasks due or overdue, give you quick access to write a journal entry (described later), or view your current Evaluation. It will also list your Supervisor/Manager and direct reports (if applicable). Please note that your current Evaluation may take a few days to appear on your dashboard after activating your account. Once your current Evaluation is active, you will receive an email notifying you that it is time for you to enter your Individual Performance Objectives (goals). You will also see a To-Do task appear on your dashboard.



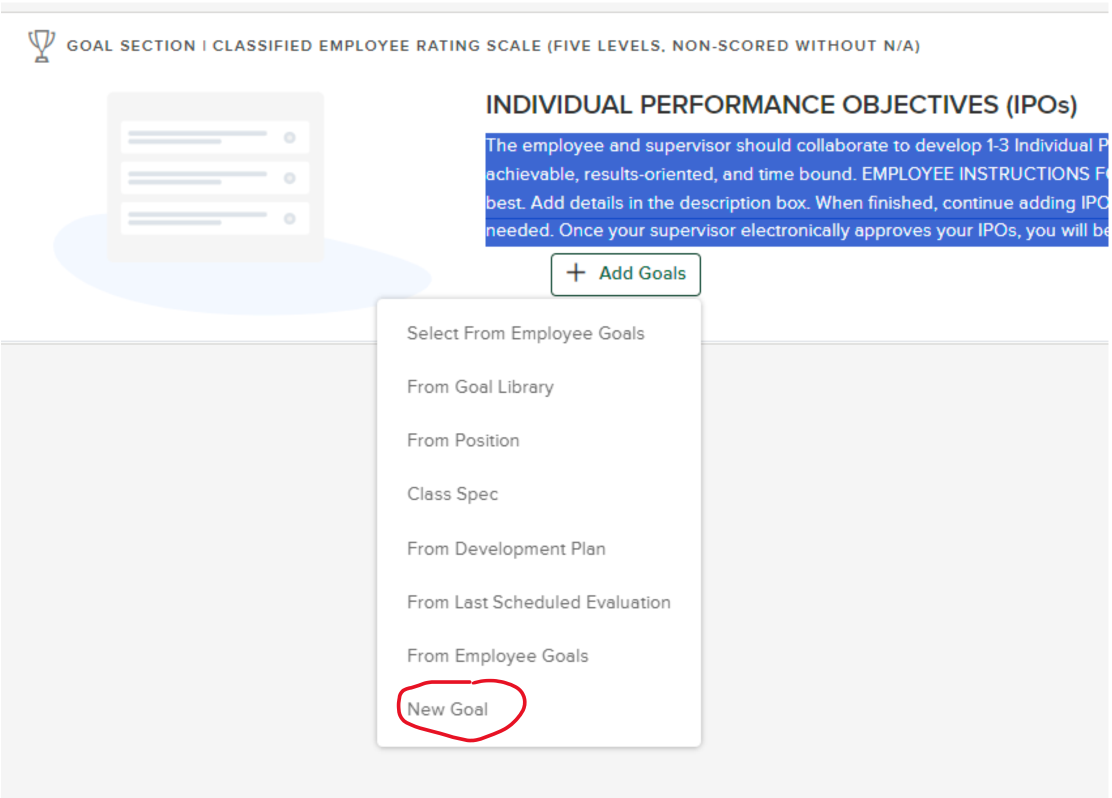
Adding Individual Performance Objectives (IPOs)

You and your Supervisor should collaborate to develop 1-3 Individual Performance Objectives (IPOs) for the Evaluation period. IPOs should be consistent with MCC, Division, and Department goals and objectives. They should also be specific, measurable, achievable, results-oriented, and time bound. Once you and your Supervisor have determined your IPOs, you are responsible for entering them into NEOED. Under your Tasks To-Do list, click the blue link that says “Employee adds 1-3 Individual Performance Objectives (IPOs).” An “Add/Edit Content” screen will appear. Click on the “Add Goals" button.

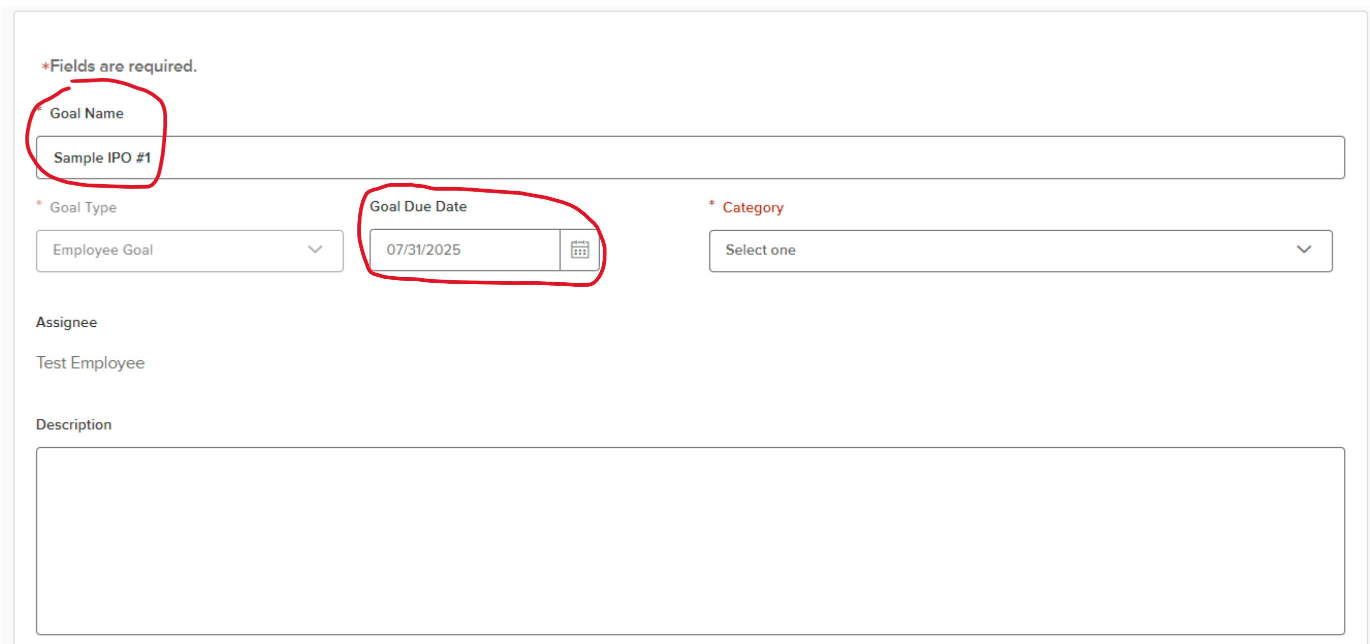


Adding Individual Performance Objectives (IPOs), continued:

A drop-down box will give you several options. Click the **LAST** option, **"New Goal."**

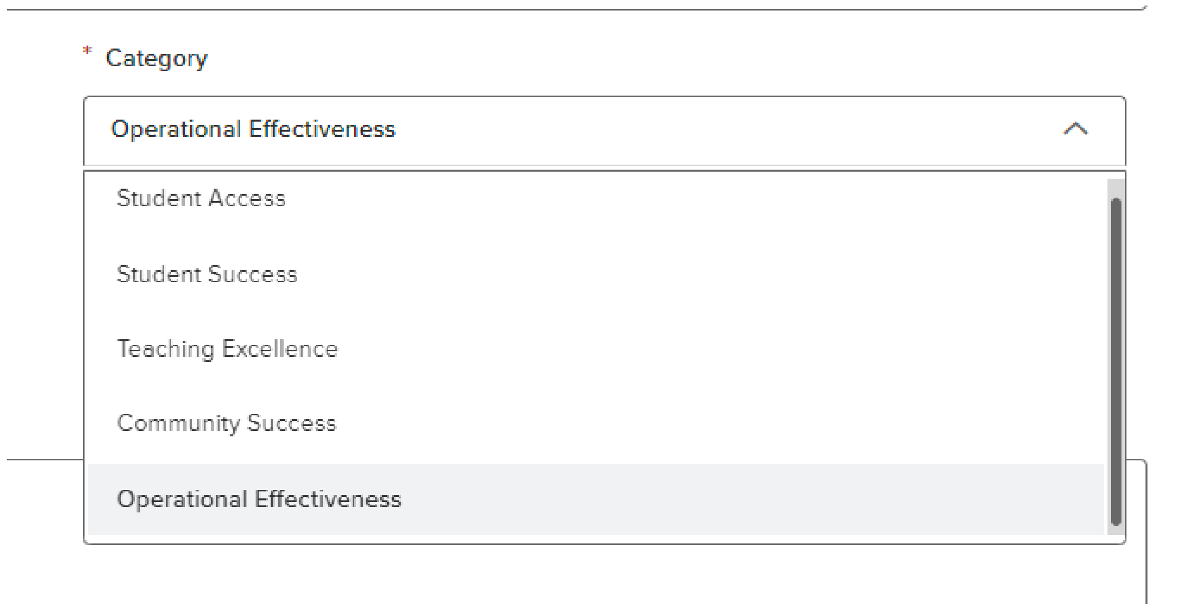


An entry screen will appear. Enter a name for your IPO/Goal. Enter July 31 as the Goal Due Date.

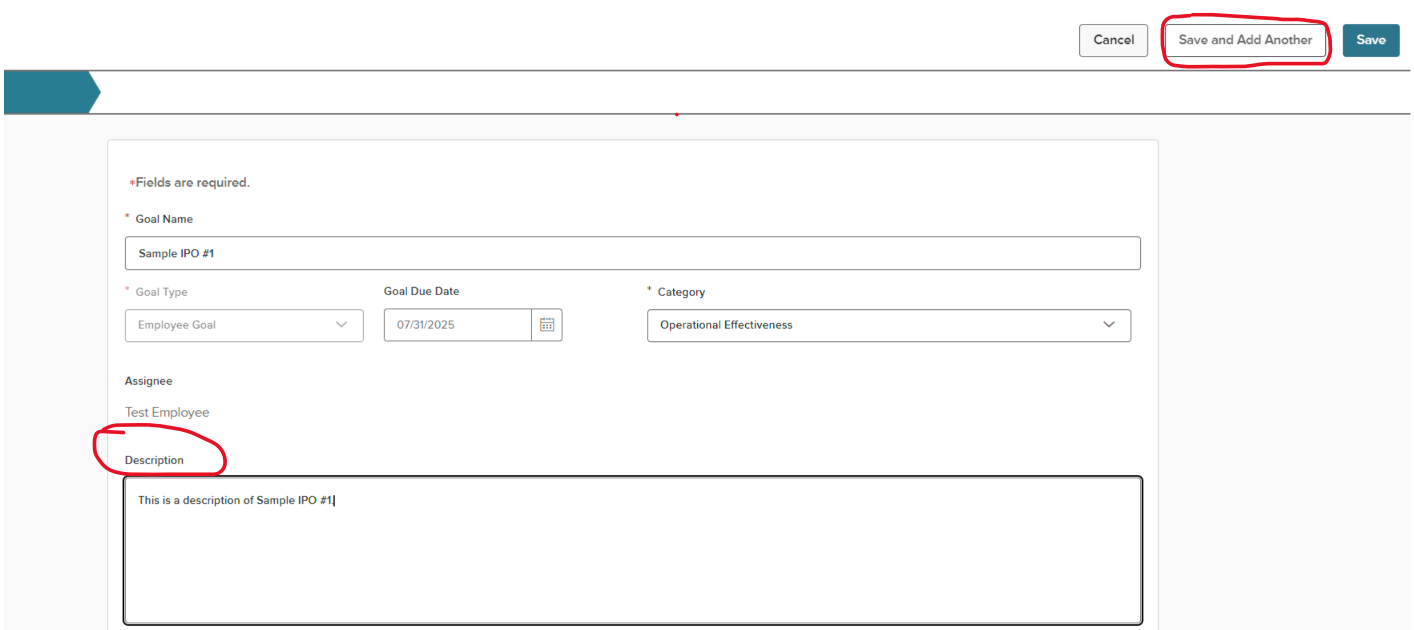


Adding Individual Performance Objectives (IPOs), continued:

Under "Category," select which category best fits your IPO. Note: These categories are the major objectives of MCC's Strategic Plan. In the sample below, "Operational Effectiveness" has been selected.



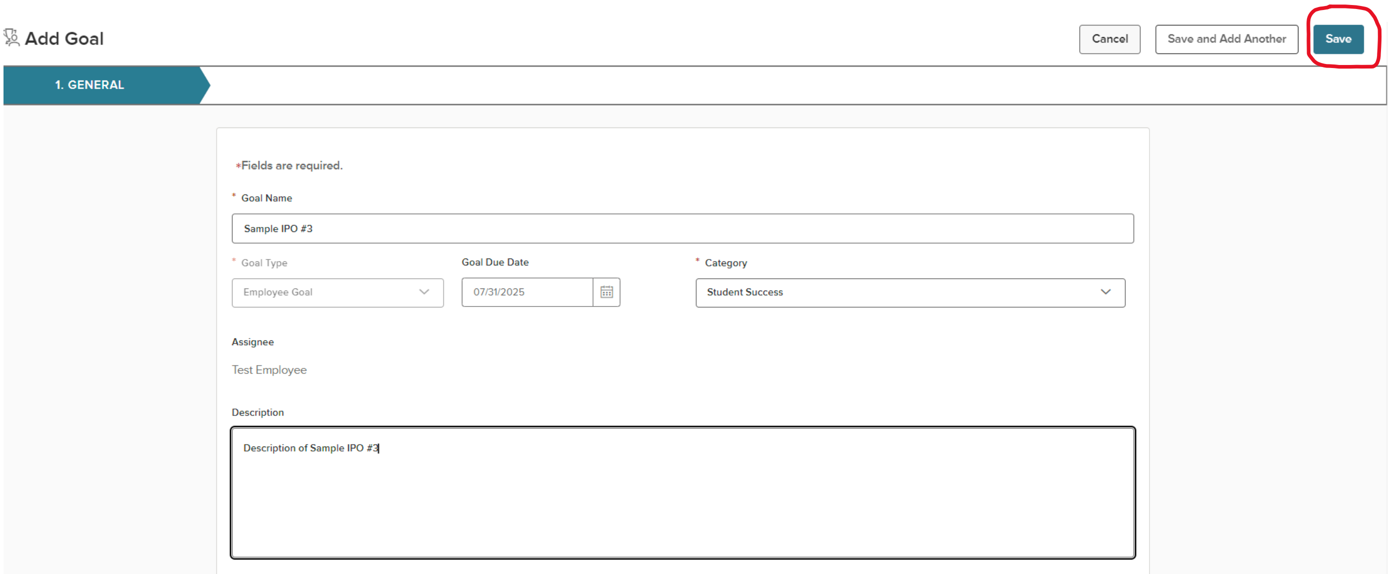
In the "Description Box," describe your goal in more detail. You can also describe how it relates to the Strategic Plan category you selected. When you are done, click the button in the upper right that says, "**SAVE AND ADD ANOTHER**" if you have additional IPOs to enter. If you do not have additional IPOs to enter, click save.



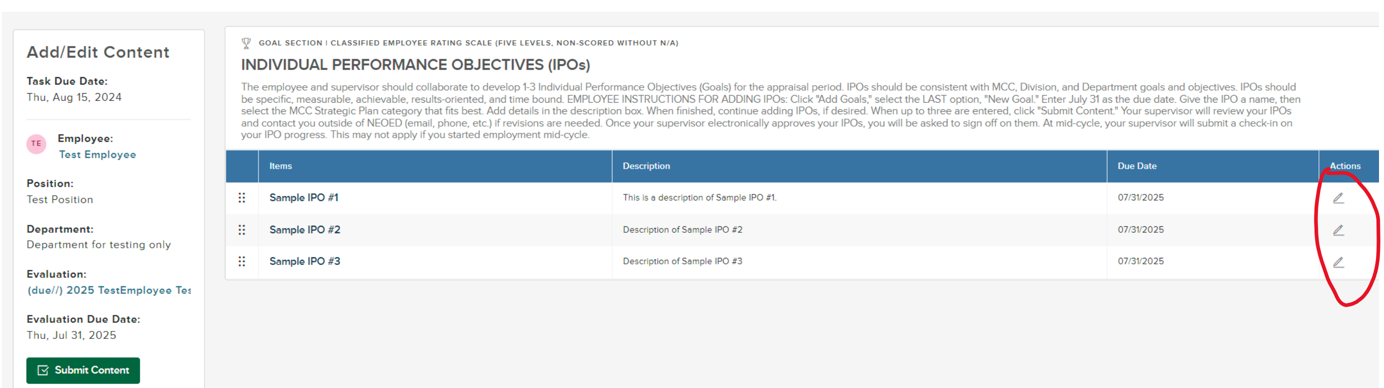
Adding Individual Performance Objectives (IPOs), continued:

If you clicked “Save and Add Another,” You will see a new “Add Goal” box. Add your second IPO.

Continue the process until you have entered up to three IPOs. When you are finished, click the **SAVE button** in the upper right corner.

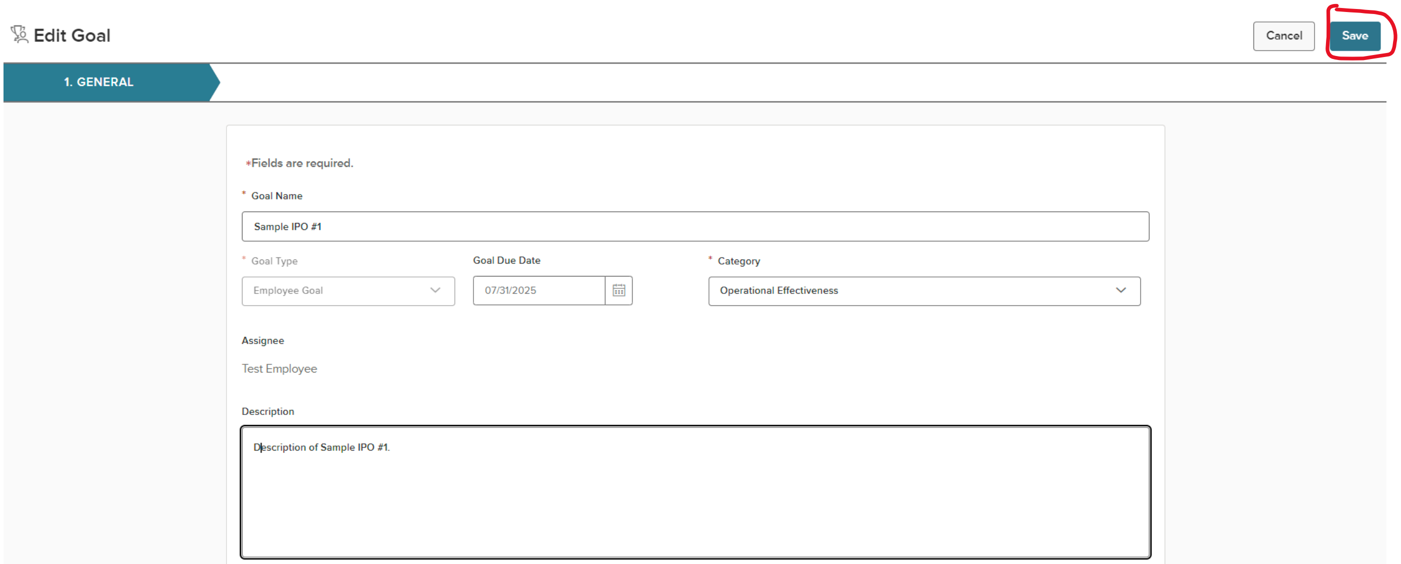


After you have saved your last IPO, you will be able to view all your IPOs. If you wish to make further edits, click on the pencil icon next to the applicable IPO(s).

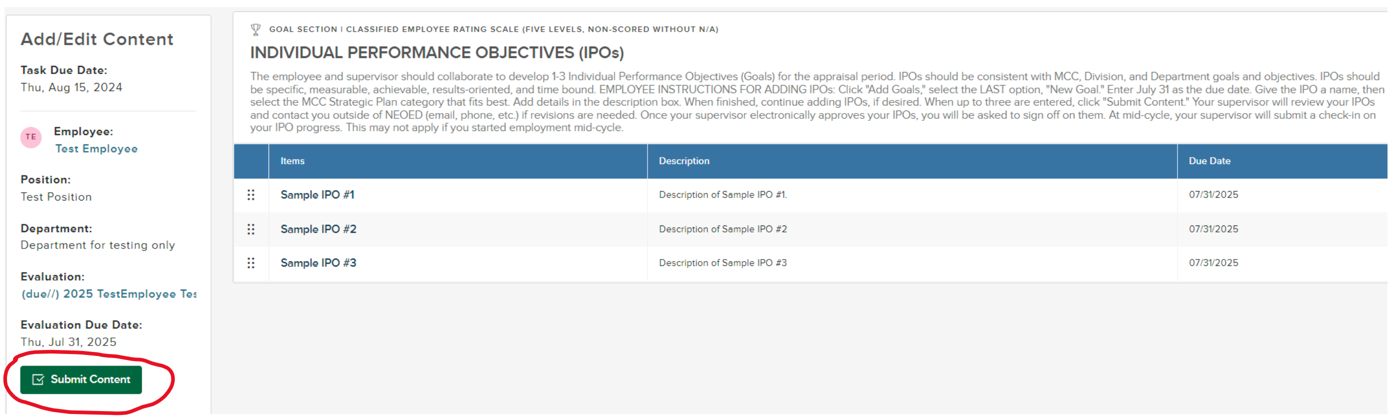


Adding Individual Performance Objectives (IPOs), continued:

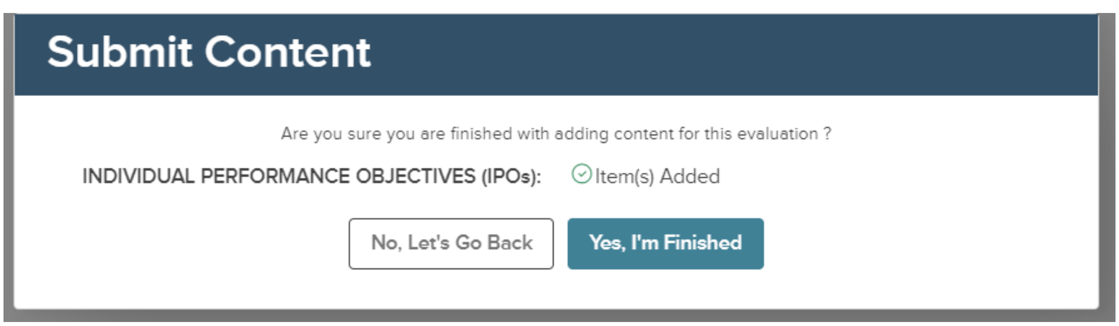
The Edit Goal step opens the same entry box you used to enter your IPOs. Make your edits and click the SAVE button.



After saving an edit to an IPO, you will return to the IPO Section overview. When you are ready to submit your IPOs to your Supervisor for approval, click on the **SUBMIT CONTENT** button on the lower left.

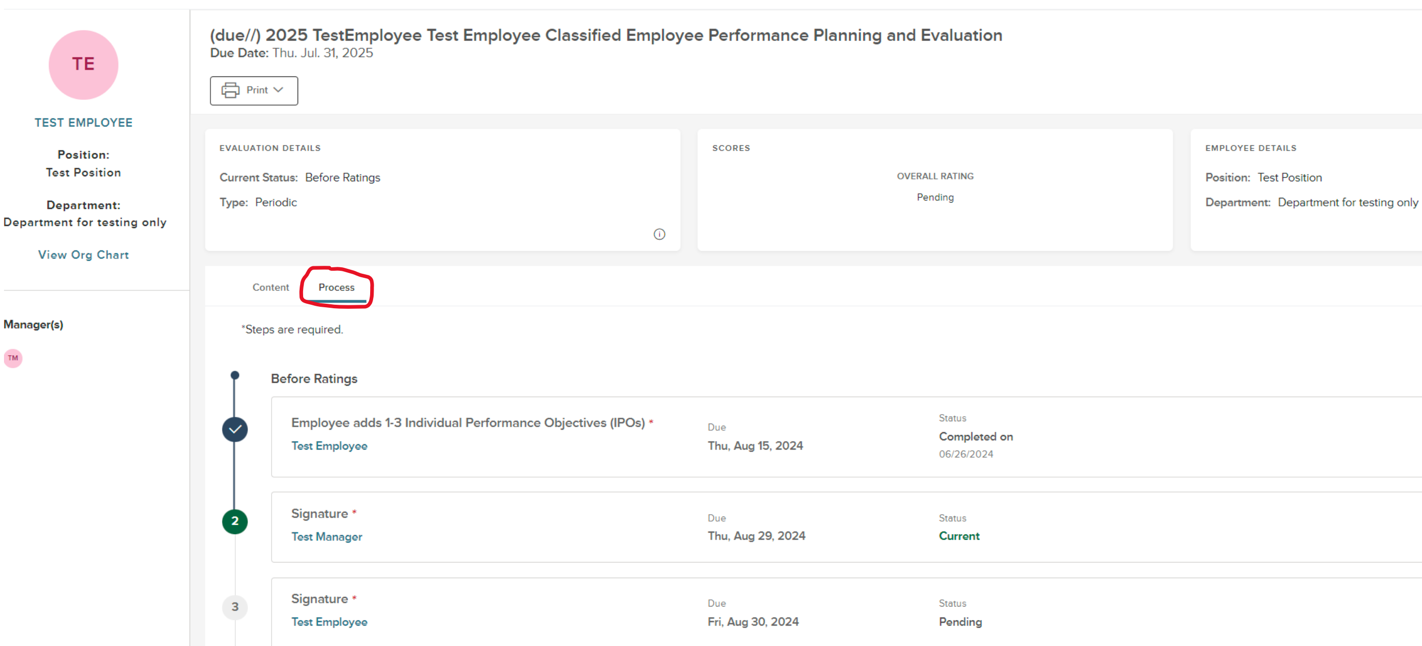


You will be asked to verify that you are ready to submit your IPOs. If you are not, click the "No, Let's Go Back" button to edit them further. If you are finished, click the **"Yes, I'm Finished"** button.



Evaluation Timeline and Content

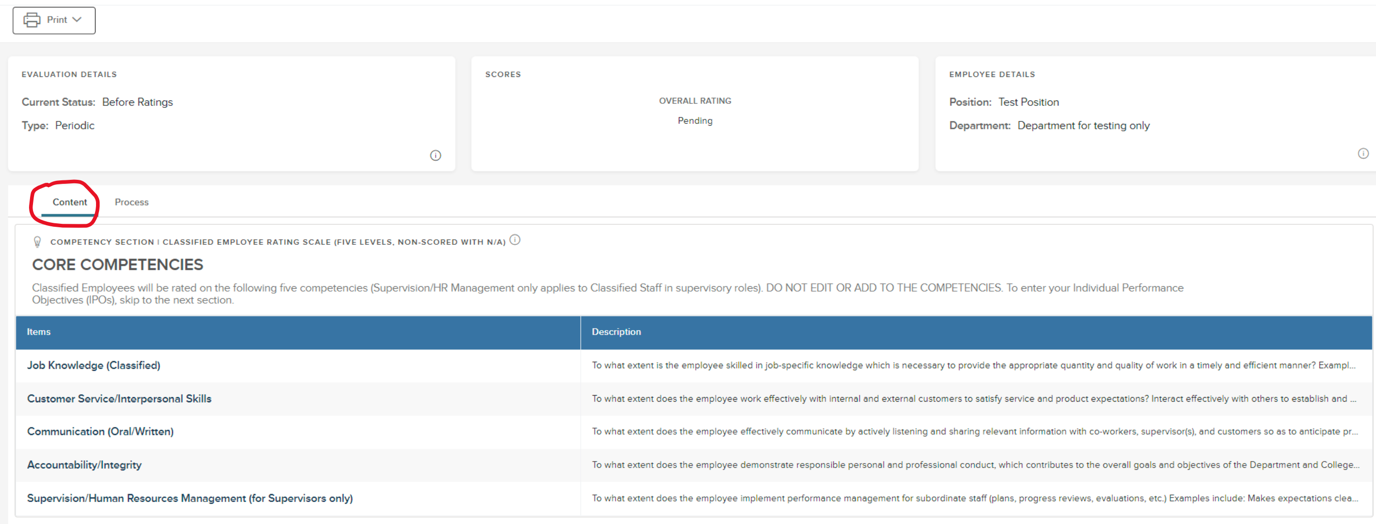
When you submit your IPOs, a page will appear showing you an overview of your Performance Plan timeline. The **PROCESS TAB** will show you each step of the Evaluation process, who is responsible for each, when it is due, and the status of completion. The following screenshot shows an example of the IPO setting and approval steps. The first step, "Employee Adds 1-3 Individual Performance Objectives (IPOs)" has been completed. The current step is for the "Test Manager" (Supervisor) to sign off on the IPOs. After your Supervisor signs, then you will receive a task notification to sign off on the IPOs. This will conclude the end of the IPO setting and approval process for the Evaluation period.



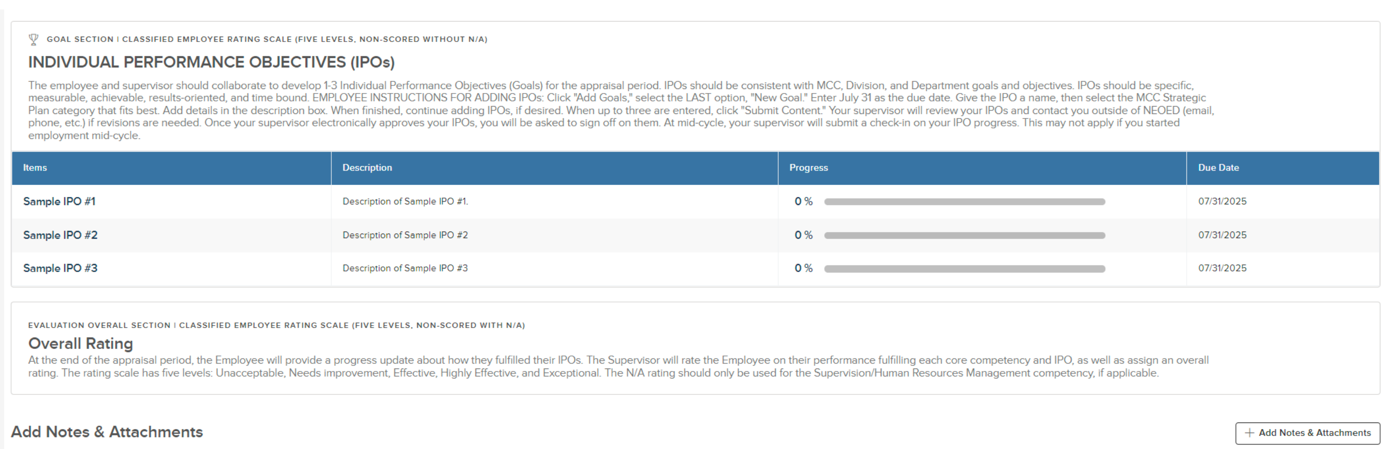
Proceed to the next page for a description of the "Content" tab.

Evaluation Timeline and Content, continued:

The CONTENT TAB (to the left of the Process Tab) will first list the Core Competencies all Classified Staff will be rated on. (Note that the Supervision/Human Resources Management competency will only apply to Classified Staff who supervise employees.) DO NOT EDIT OR ADD TO THE COMPETENCY SECTION.

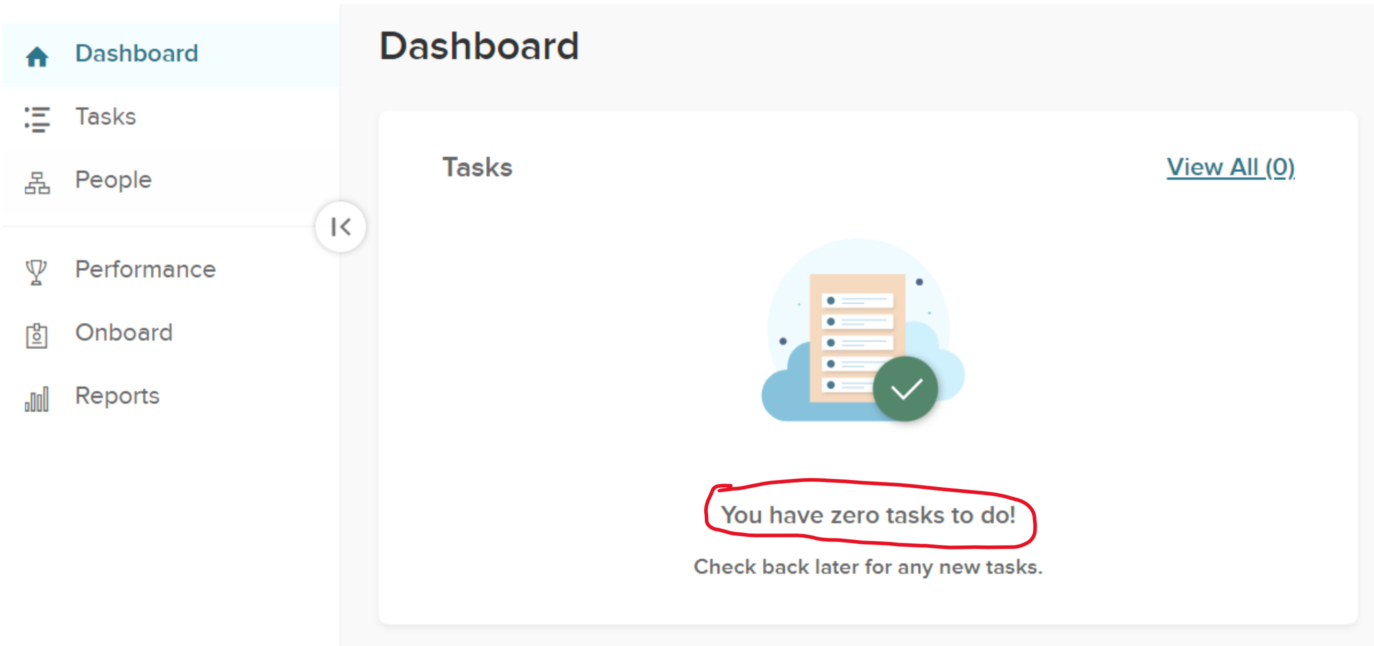


The Individual Performance Objectives Section is located directly below the Core Competencies Section. You will also see that an Overall Rating section is viewable. This Overall Ratings section of the process will be completed by your Supervisor in July. There is also a place to add notes and attachments to your Evaluation. However, if you wish to keep track of your achievements during the Evaluation cycle, the "**Journal Entry**" feature is the recommended option (described later).



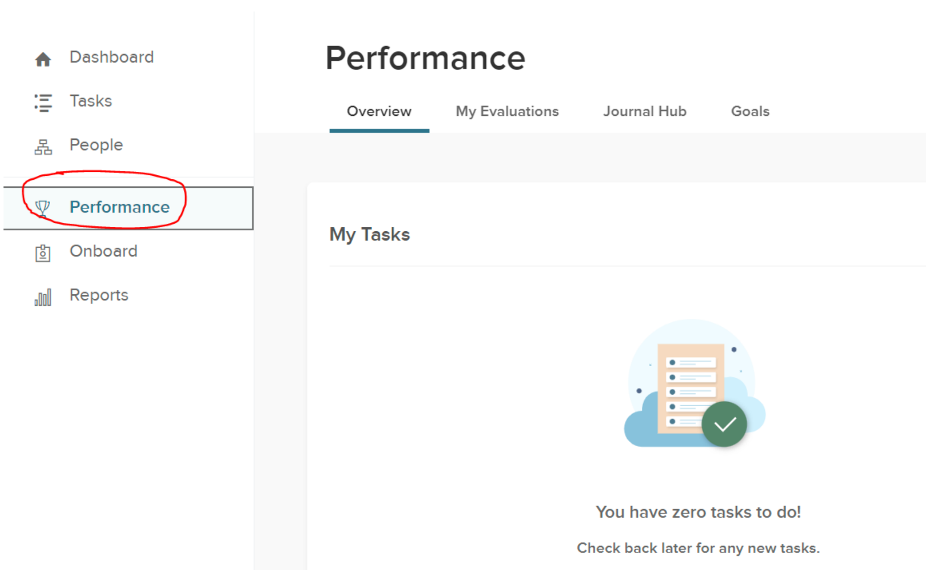
IPO Approvals & Signatures

Now that you have submitted your Individual Performance Objectives, your main dashboard will show that you have zero tasks to complete. The next step is for your Supervisor to review your IPOs. **If your Supervisor feels that edits are needed to your IPOs, they will contact you *outside of NEOED Perform* (i.e., by email, phone, or in-person).** This will ***not*** trigger a "Task Due" on your dashboard, but you will need to update your IPO(s) per your Supervisor's request.



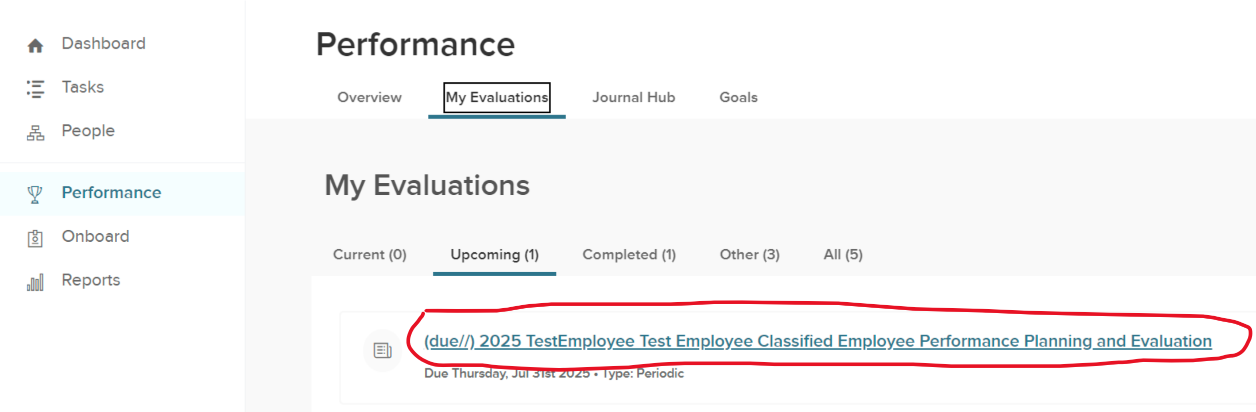
Editing IPOs After Submitted

If your Supervisor requests that you edit your IPOs, click on the Performance tab on the left side of your Dashboard page.

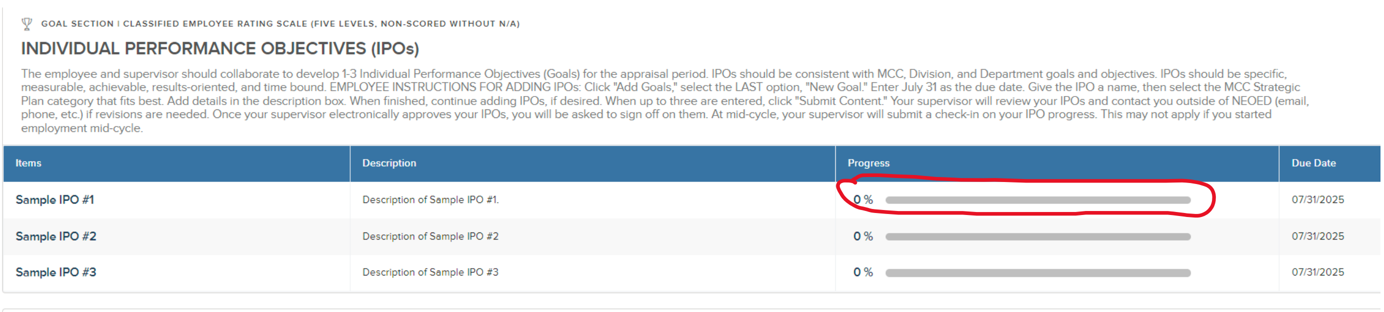


Editing IPOs After Submitted, continued:

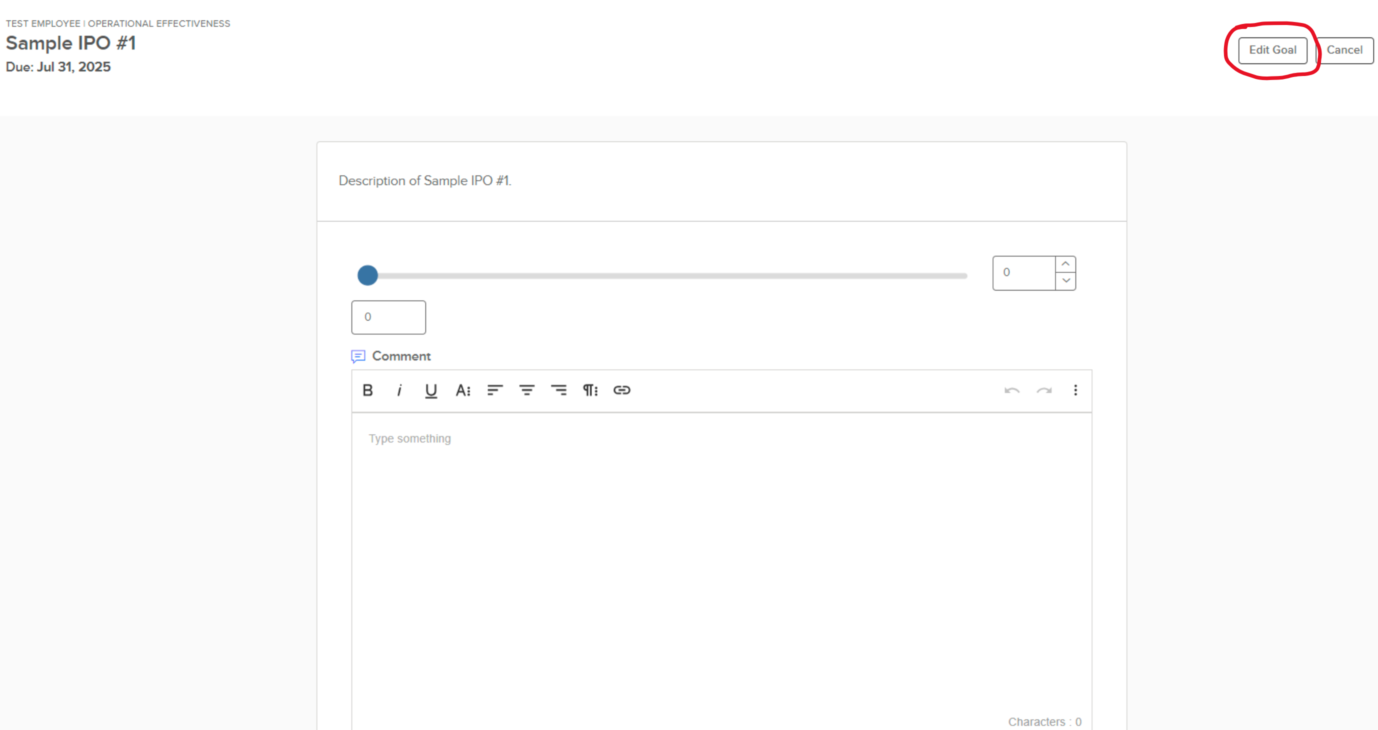
Once the Performance tab is open, click on the "My Evaluations" tab.



Click and open your **Current** Evaluation. (Disregard that the screenshot test example is listed in the "Upcoming" category.) Scroll down to the IPO section. Click on the Progress bar of the IPO you have been requested to edit.

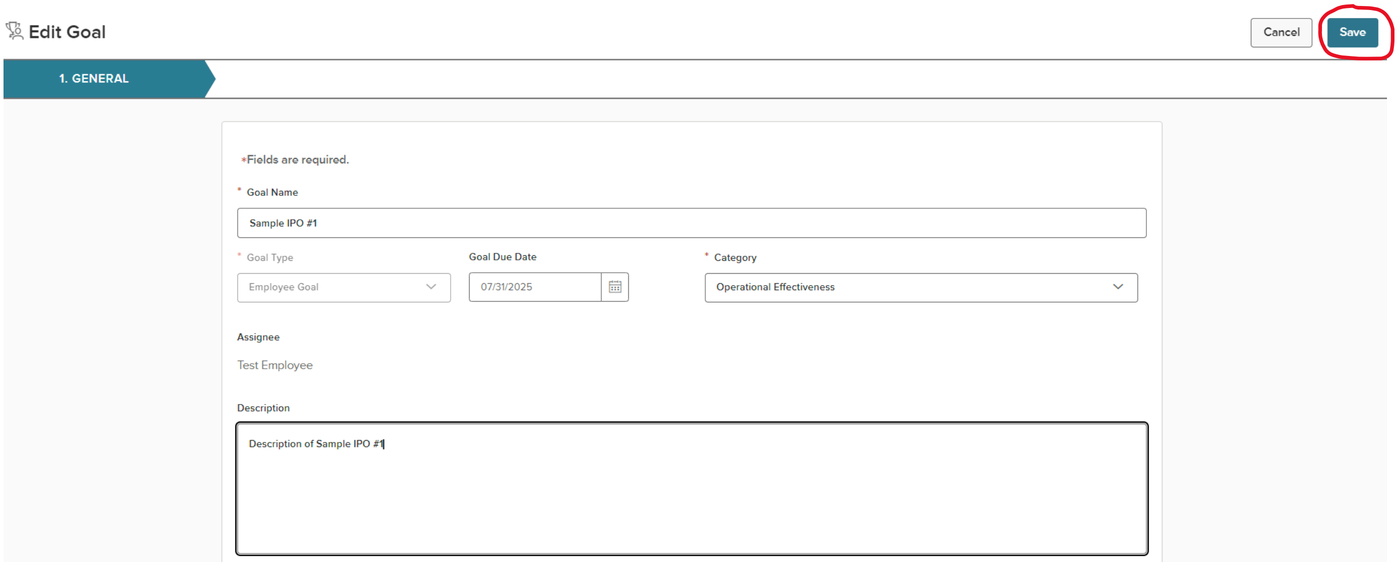


Click "Edit Goal" in the upper right corner.

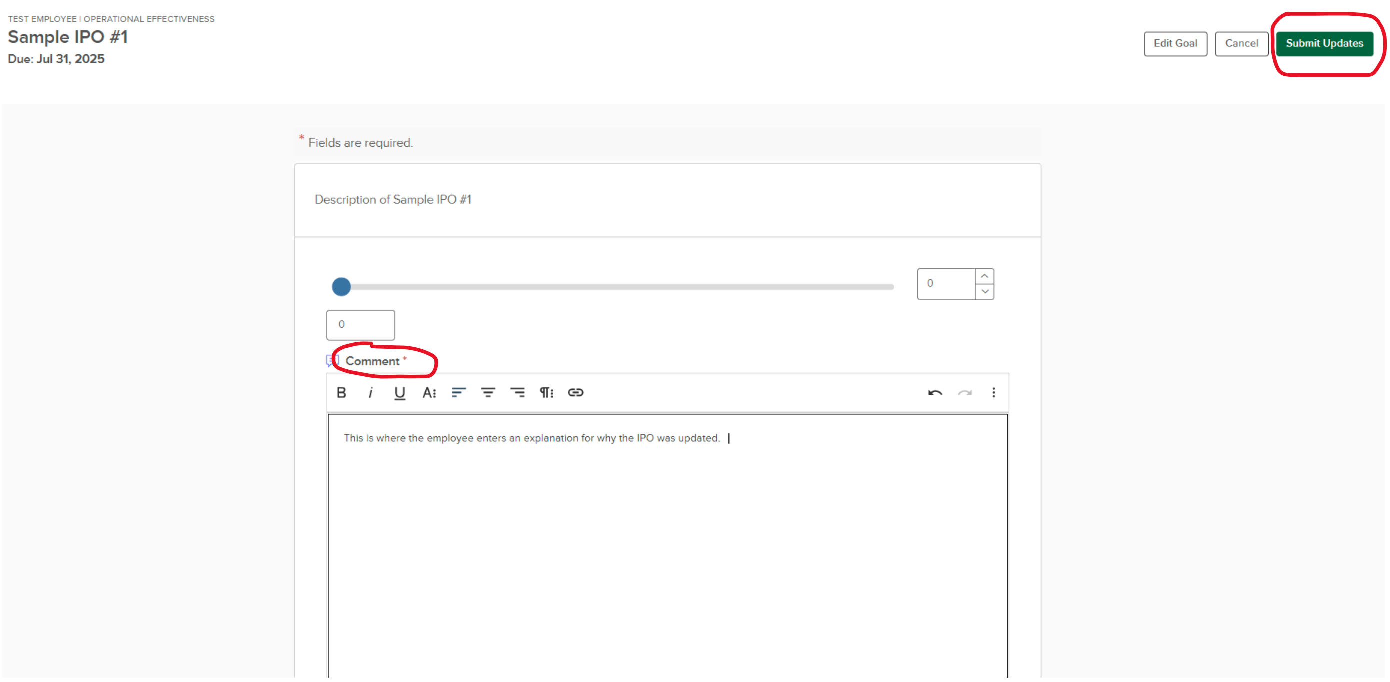


Editing IPOs After Submitted, continued:

Make your edits to the IPO and **click the "Save" button**.



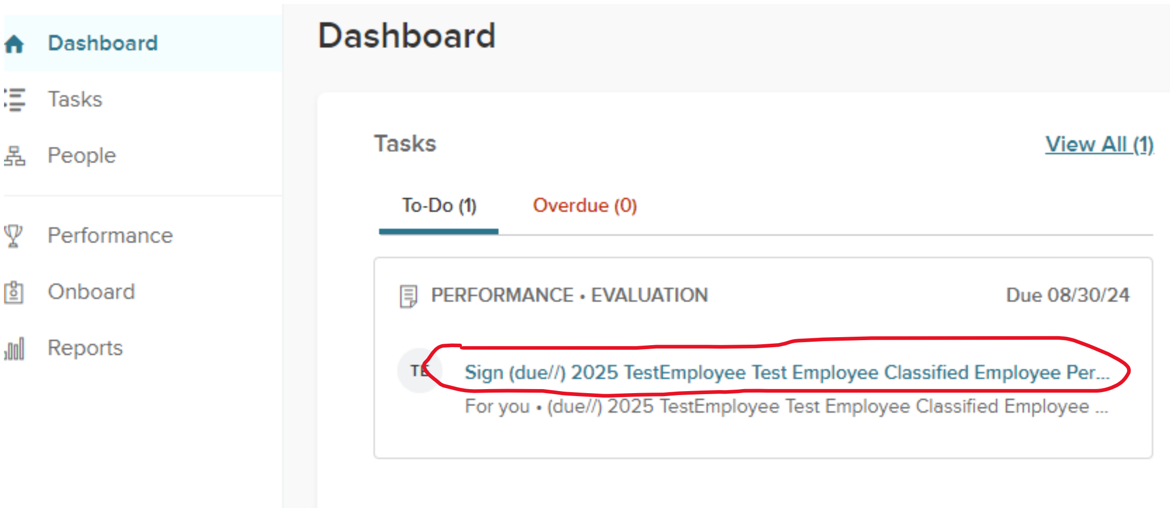
After you have made your requested edits and clicked on "Save," you will see a screen with your updated goal. **You MUST add a comment in the box explaining why the update was made.** Once you have included a comment explaining the reason for the update, click the **"Submit Updates" button** in the upper right corner.



Your Supervisor will receive an email from NEOED notifying them that you have updated your IPO(s). You can also notify your Supervisor outside of NEOED to let them know. If your IPOs are now acceptable, your Supervisor will sign off on them. If your IPOs need further revision, your Supervisor will once again contact you **outside of NEOED** to discuss additional changes. Follow the same process just described to continue editing your IPOs until your Supervisor approves them.

Signing Off on Your IPOs

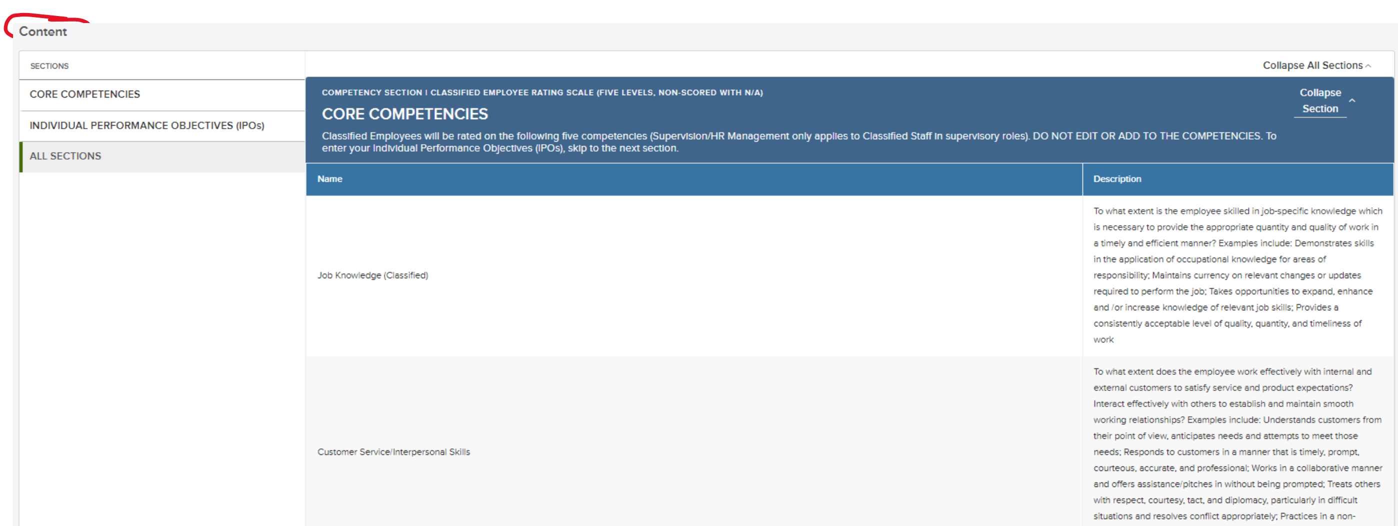
Once your Supervisor approves your IPOs, a "Sign" task will appear on your dashboard.



Note that all signature steps are worded similarly, asking you to sign something related to your current Evaluation plan. It WILL NOT identify what the signature is for.

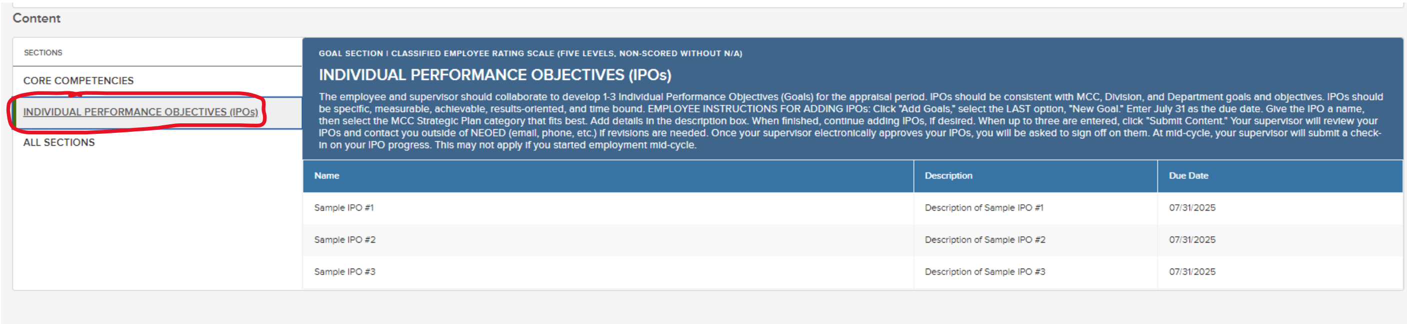
Click on the "Sign" task link. This will take you to an Acknowledgement Form page. The first component you will see is the list of "Acknowledgers." This is a record of who has signed off/approved elements of the Evaluation. In this example, the Test Manager has signed off on the Employee's IPOs.

The next section shows the *content* of the Evaluation. The first content displayed is the Core Competencies that all Classified Staff are rated on. (The first two Core Competencies are illustrated.)

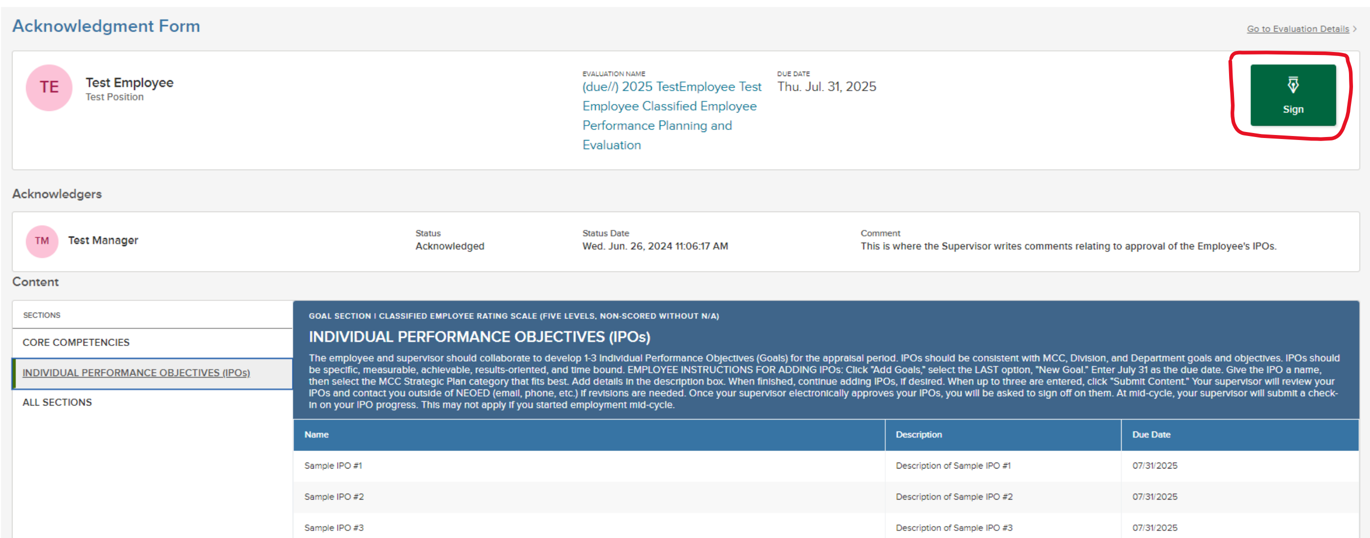


Signing Off on Your IPOs, continued:

Since this Acknowledgement Form relates to signing off on your IPOs, either scroll down to the IPO section or Click on the "Individual Performance Objectives" section tab on the left to jump to it.



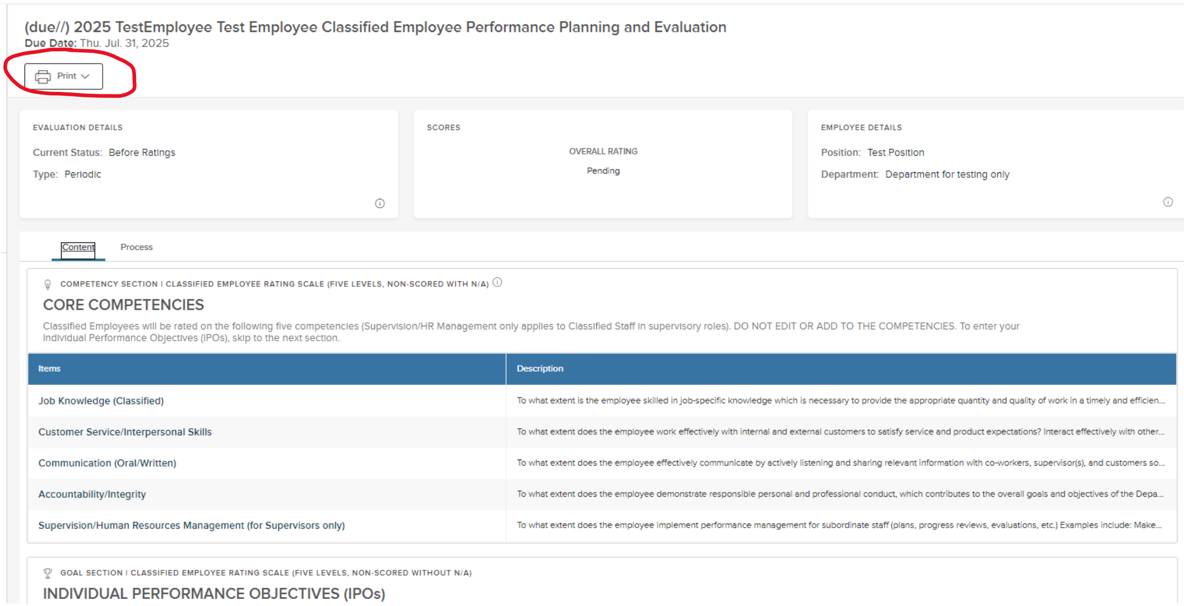
If you agree with the IPOs as approved by your Supervisor, click the **"Sign" button** in the upper right of the Acknowledgement Form screen. If you feel additional changes are needed to your goals, talk with your Supervisor before making additional edits or signing.



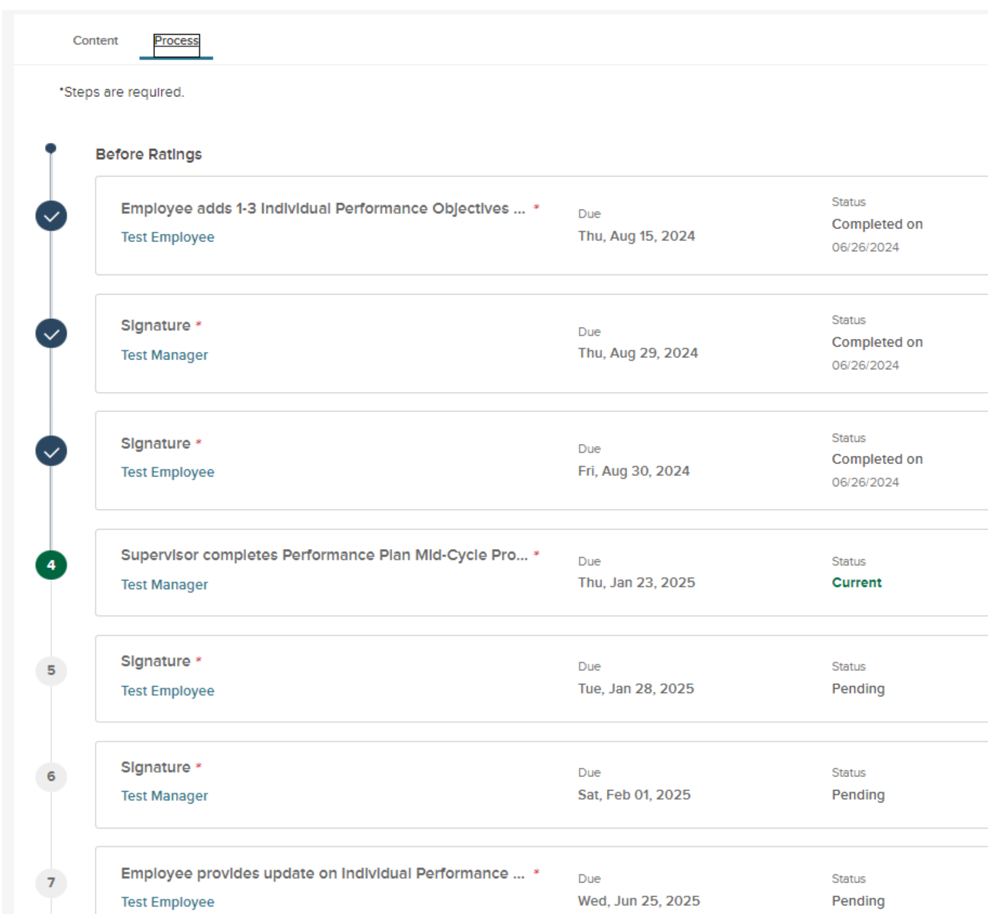
After clicking "Sign," you will see a box appear where you can write optional comments to go with your signature. Click "Submit" to complete the signature process.

Signing Off on Your IPOs, continued:

After clicking "Submit," you will see an overview of your Performance Plan, and you can print a copy, if desired. *If you have trouble printing, check to see if a pop-up blocker needs to be disabled.*

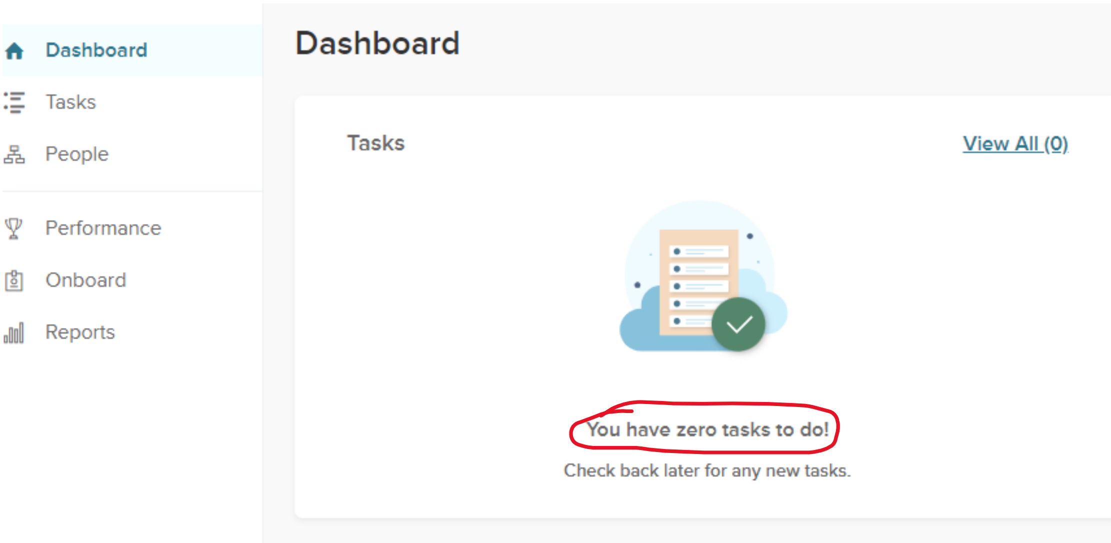


If you wish to confirm the steps that have been completed and review when the next steps are due, click on the "Process Tab."



Signing Off on Your IPOs, continued:

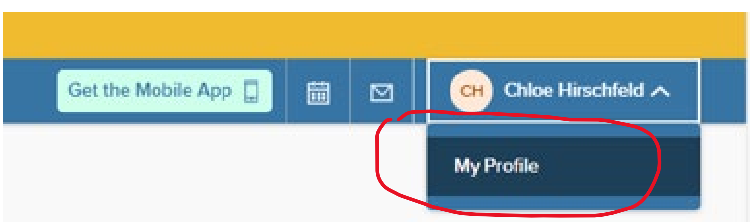
If you return to your dashboard, you will see that zero tasks are due. You have completed the IPOs setting and approval process!



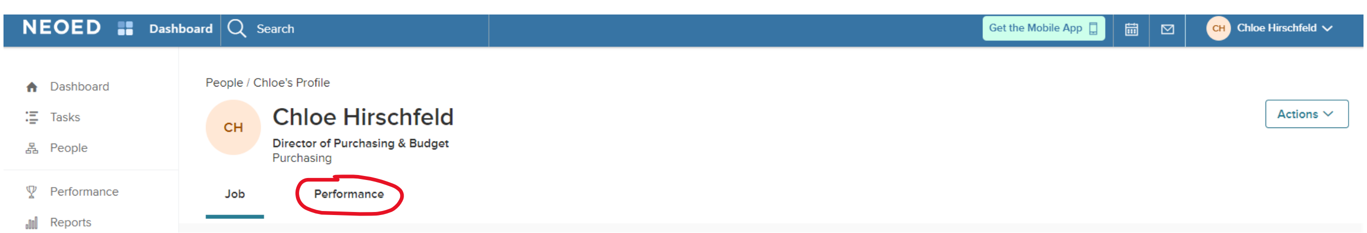
The next phase of the Performance Plan is for you to work on accomplishing your IPOs and fulfilling the expectations of the core competencies that all Classified Employees will be evaluated on. One of the Core Competencies relates to **Job Knowledge.** To better understand the expectations of your job, it is helpful to review your official job description. The next section will explain how to access your job description in NEOED Perform.

Accessing Your Job Description

If you do not already have a copy of your latest job description, there should be one attached to your NEOED profile. To access your profile from your main dashboard, click the down arrow by your name in the upper right corner. A "My Profile" drop-down box will appear.

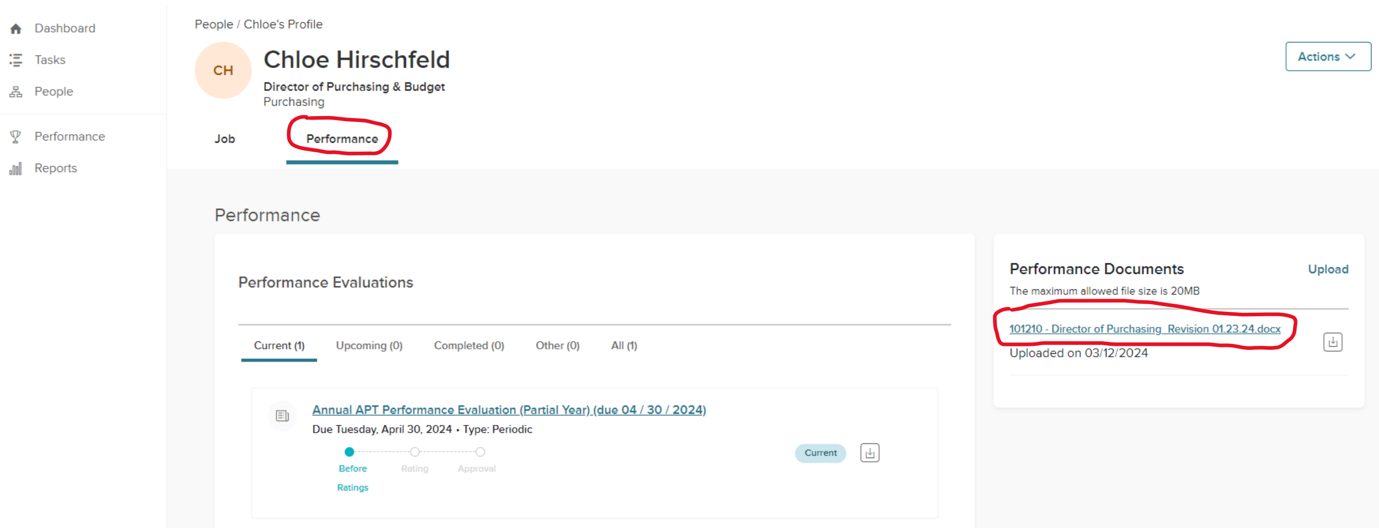


Click on "My Profile." The Profile page will default to the "Job" tab. Click on the "Performance" tab to the right of the Job Tab.



Accessing Your Job Description, continued:

On the Performance Tab, you will see a link to your current Evaluation, as well as a section titled "**Performance Documents,"** where you should see a link to your job description. You can click on the link to download a PDF of your job description, which can be printed or saved elsewhere.

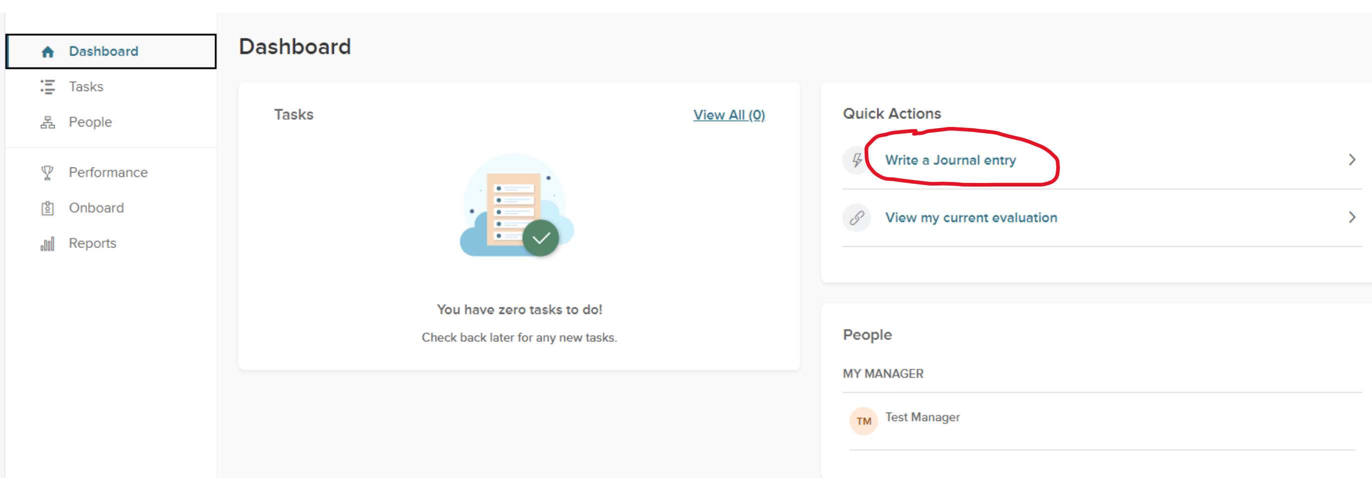


If you do not see your job description attached to your profile, contact the Human Resources Department to obtain an electronic or hard copy. Request that your job description be added to your NEOED Perform profile. *If you notice that your job description needs updating, please collaborate with your Supervisor and the HR Department to create an updated version.*

Journal Entries

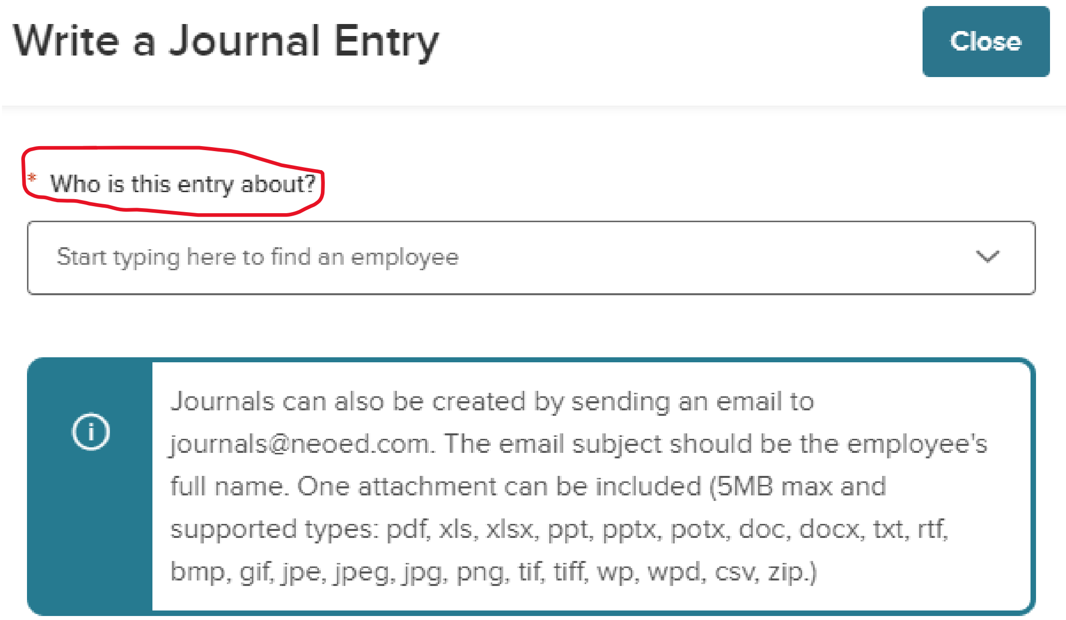
As you progress toward accomplishing your IPOs and fulfilling your Core Competencies, you are encouraged to keep a record of your achievements by utilizing the **"Journal Entry"** feature.

Go to the "Quick Actions" section of your dashboard and click on "Write a Journal Entry."

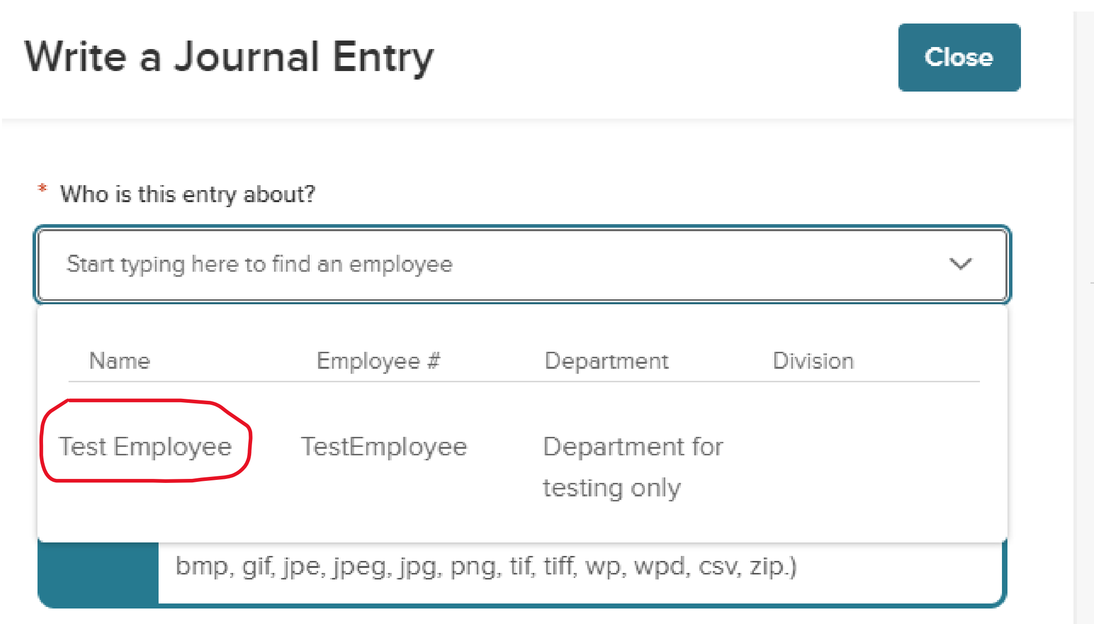


Journal Entries, continued:

After clicking on "Write a Journal Entry," you will be asked to answer, "Who is this entry about?"

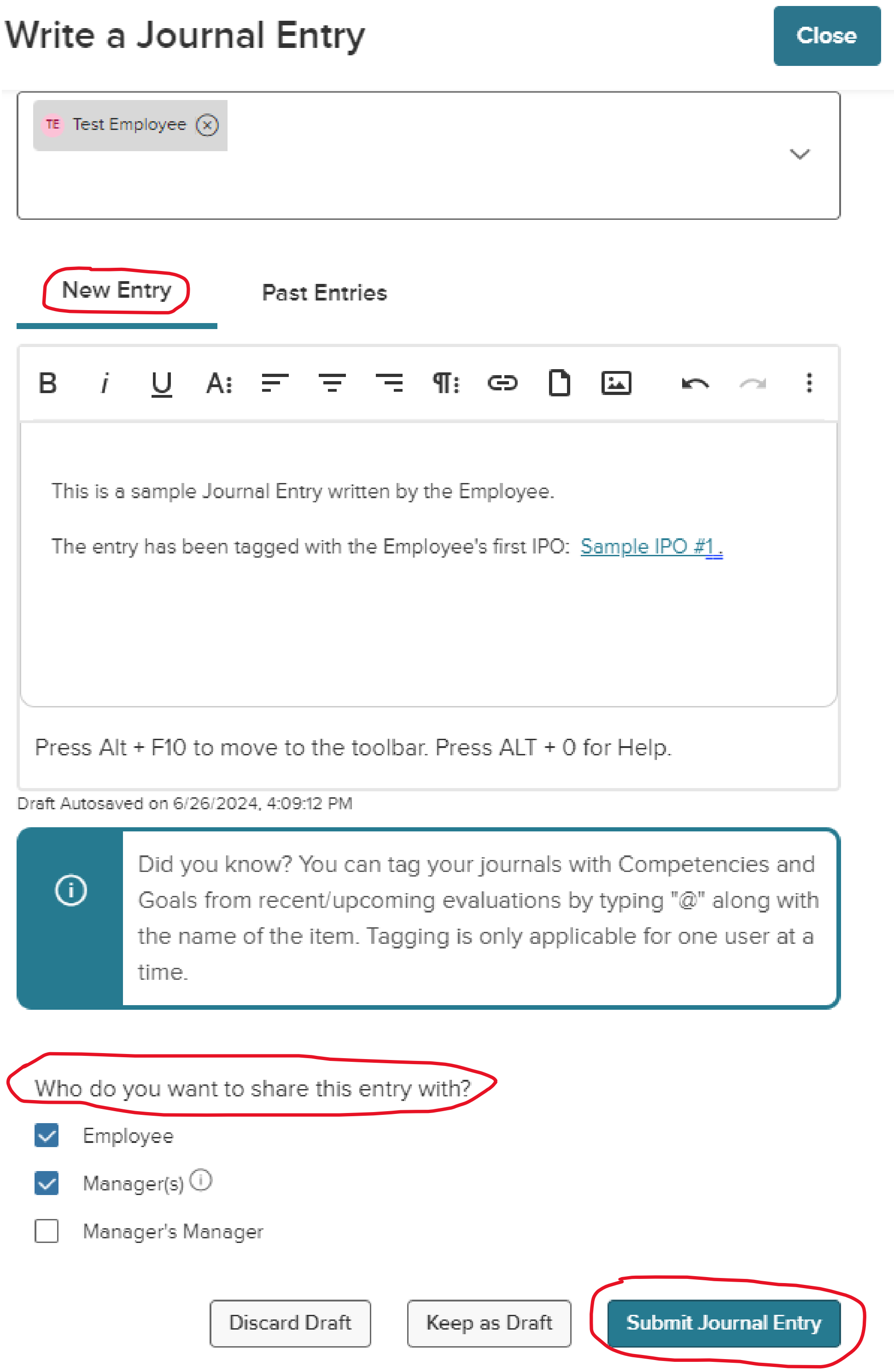


Click on the dropdown box and select yourself. In this example, "Test Employee" will be selected.



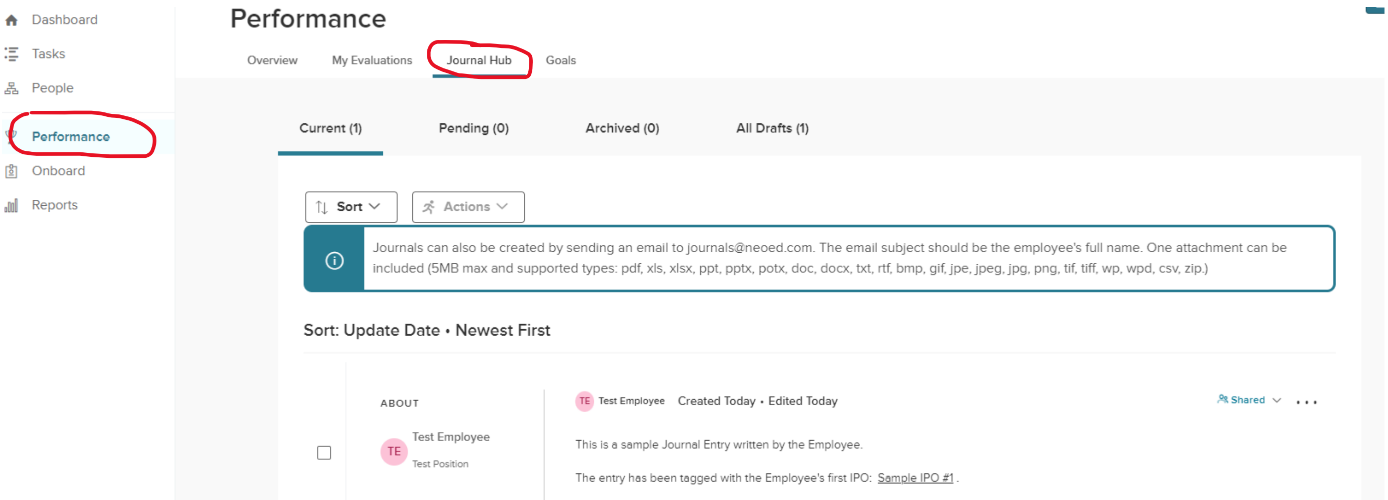
Journal Entries, continued:

A text box will appear where you can write your journal entry. If you wish to "tag" the entry to correspond with a particular goal or competency, type "@" and the name of the goal or competency in the textbox, as well. After you write your journal entry, **select whom you want to grant permission to view it: Employee (yourself), your Manager, and/or your Manager's Manager.** You can select one, two or all three options. In the sample below, "Employee" and "Manager(s)" are selected. When you are done, click "Submit Journal Entry" at the bottom right.

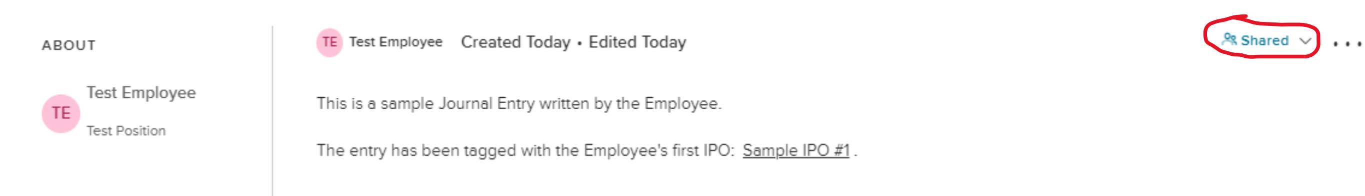


Journal Entries, continued:

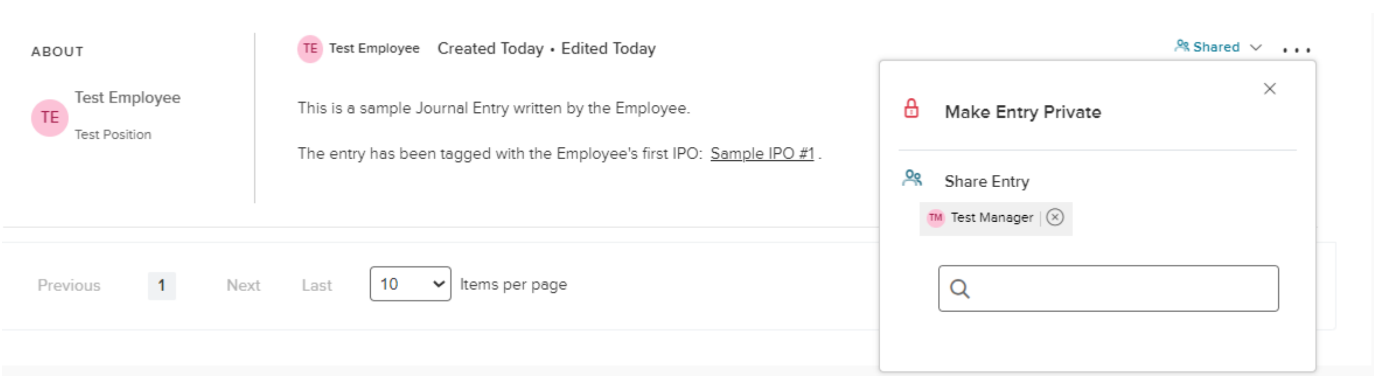
To view journal entries, go to your main dashboard. Click on the "Performance" tab on the left, then select "Journal Hub" to review your entries.



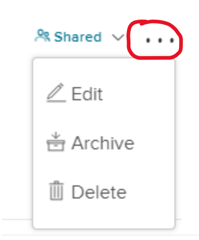
To the right of the journal entry, you can see whether you have shared it.



You can click on the down arrow next to "Shared" to see whom you have granted viewing permission. In this example, the entry has been shared with the Test Manager (the Test Employee's Manager). You can delete the sharing privilege, add others, or make the entry private.



If you click on the three dots next to the journal entry, you can edit, archive, or delete it.

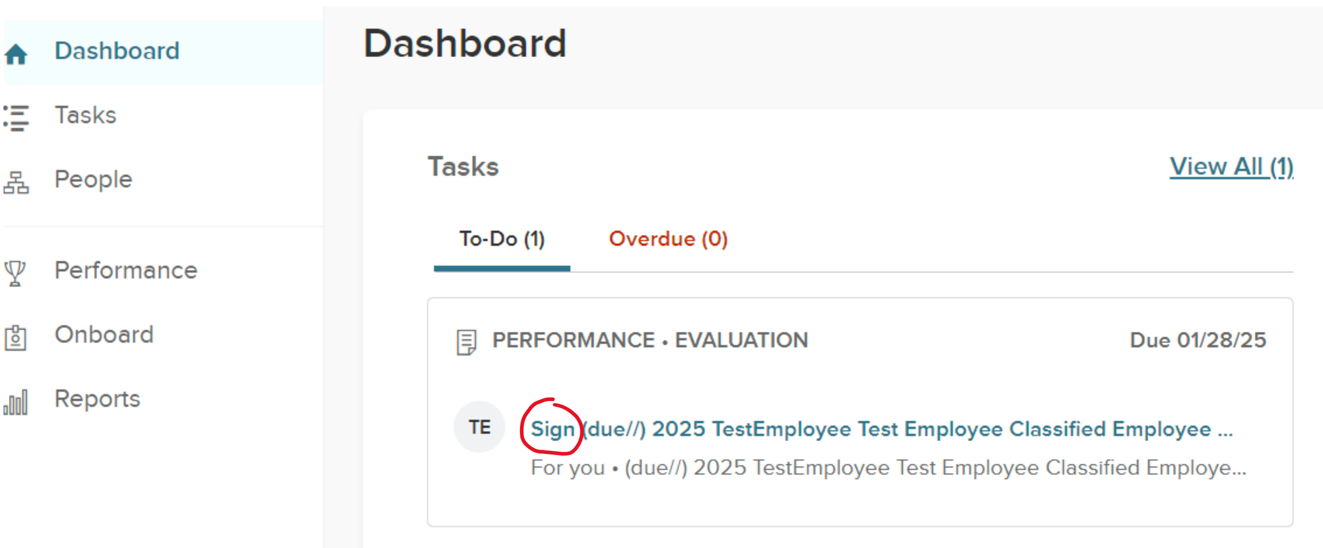


Mid-Cycle Progress Review Check-in (by Supervisor)

The next step in the Evaluation cycle is for your Supervisor to conduct a **Mid-Cycle Progress Review Check-in**. The purpose of this "Check-in" is to assess and document your progress toward meeting your IPOs and fulfilling the other expectations of your Performance Plan to date. Your Supervisor may also describe revisions needed to your plan (e.g., IPOs) to reflect any relevant changes in your workload or other circumstances.

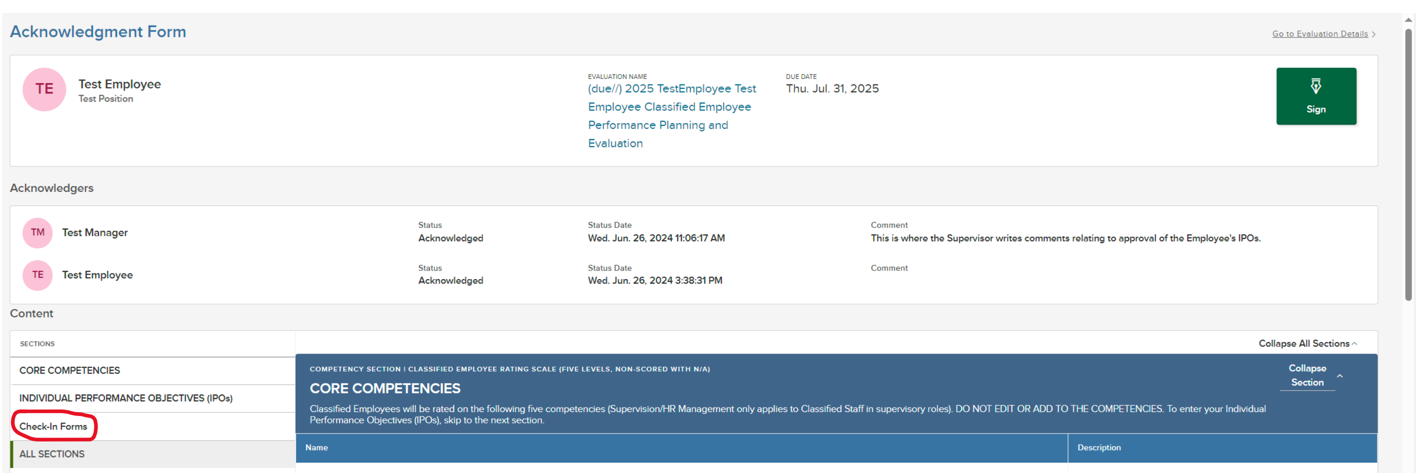
NOTE: *If you are a new Employee who began employment later in the Evaluation period, a Mid-Cycle Progress Review may not be included in your Performance Plan. However, your Evaluation plan will still have the same due date as other Classified Employees: July 31.* **All Employees are encouraged to connect with their Supervisors at any time during the Evaluation cycle outside of NEOED to discuss performance progress.**

Once your Supervisor has completed your Mid-Cycle Progress Review Check-in (if applicable), you will receive notification to complete a signature acknowledging receipt of the Review.



After clicking on the "Sign" task link, an Acknowledgement Form will appear. As you scroll down, you will see a record of previous signatures ("Acknowledgers") where you and your Supervisor signed off on your IPOs. You will also see the Core Competencies and IPO sections of your Performance Plan.

To review the Mid-year Progress Review Check-in, click on the "Check-in Forms" tab on the left, or scroll down to the very bottom of the page to the "Check-In Forms" section.

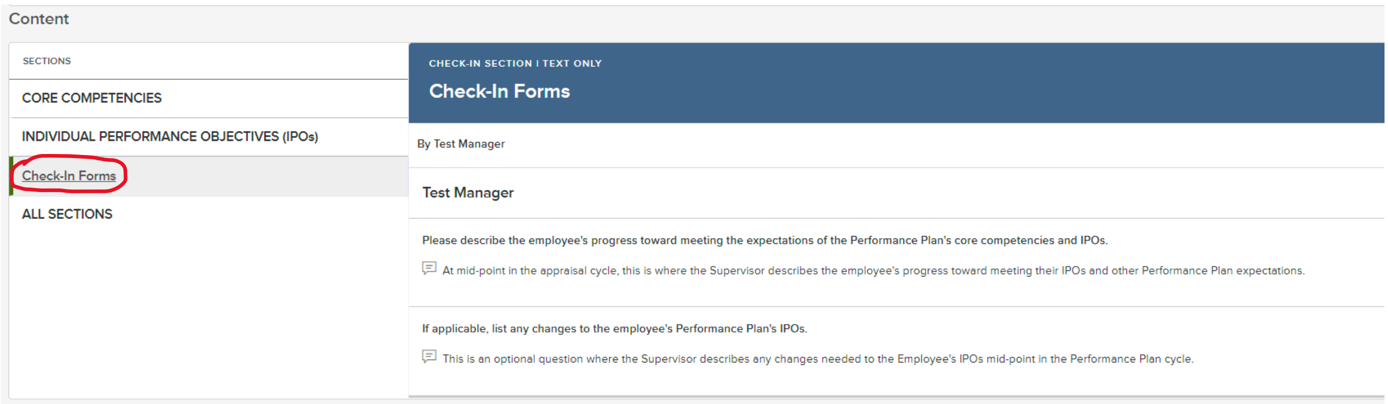


Mid-Cycle Progress Review Check-in, continued:

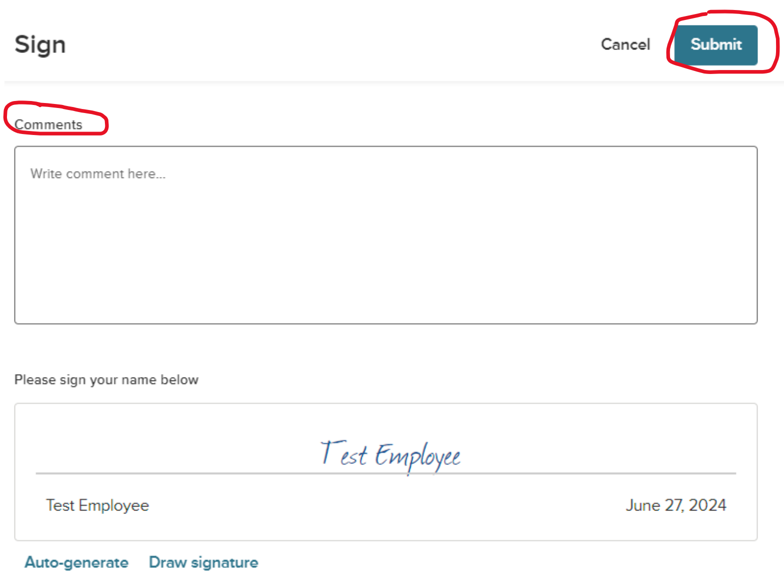
Review your Supervisor's answers to the two Mid-Cycle Progress Review Check-in questions:

1) "Please describe the employee's progress toward meeting the expectations of the Performance Plan's core competencies and IPOs."
2) "If applicable, list any changes to the employee's Performance Plan's IPOs."

After reviewing the Check-in, scroll back to the top of the page and click the **"Sign" button** in the upper right. *Note: Signing does not indicate your agreement or disagreement with the Mid-Cycle Progress Review Check-in; it simply acknowledges that you have read it.*



After you click "Sign," a comment box and signature line appear. Add comments, if desired. When done, click the **"Submit"** button.

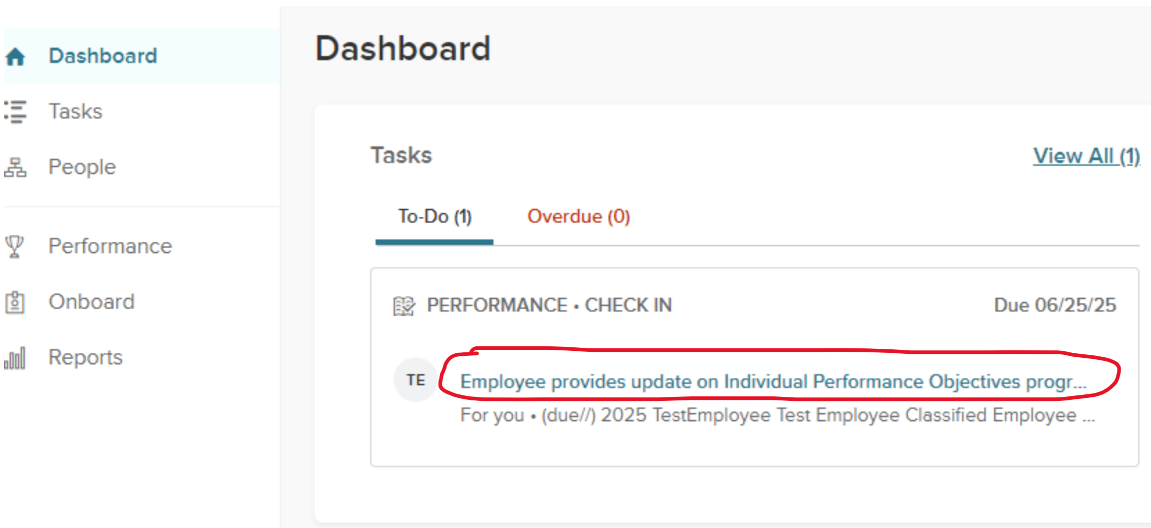


Your Supervisor will meet with you to discuss your Mid-Cycle Progress Review Check-in. If modifications are needed to your Performance Plan (e.g., changes to your IPOs), your Supervisor will communicate whether they will make the updates in NEOED, or whether they would like you to. After this meeting has occurred, your Supervisor will sign off on the Mid-Cycle Progress Review Check-in to document that you met.

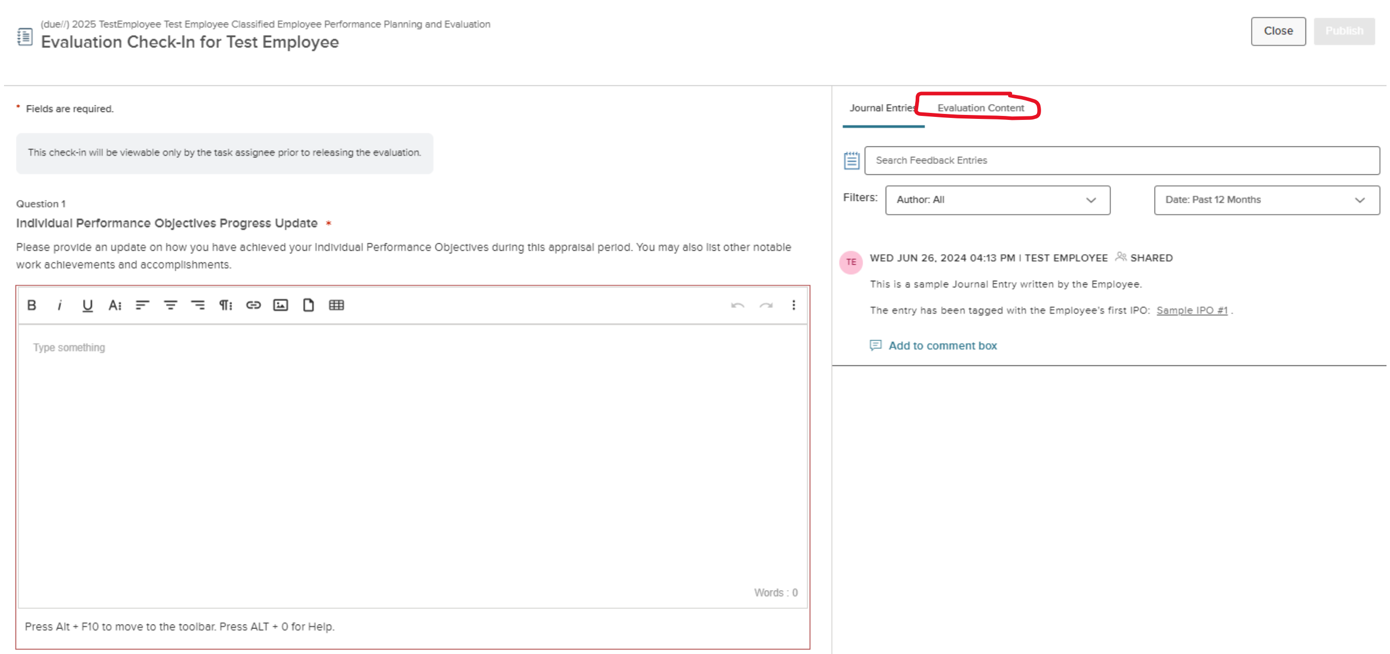
Once the Mid-Cycle Progress Review Check-in process is completed, continue working towards meeting the expectations of the IPOs and Core Competencies listed in your Performance Plan. Continue to make Journal Entries, as desired.

End-of-Evaluation-Cycle IPO Progress Update Check-in (By Employee)

In June, you will receive notification to complete a Performance Check-in step. This step is to provide an update to your Supervisor on your progress toward meeting the Individual Performance Objectives (IPOs) in your Performance Plan. Your Supervisor will consider this information when assigning your End-of Evaluation-Cycle performance ratings.

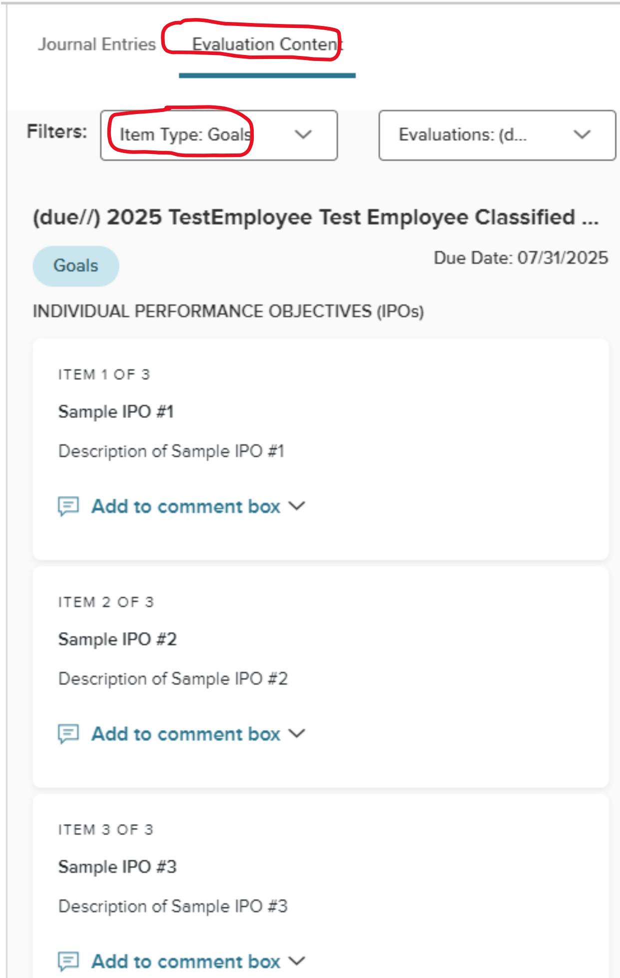


Click on the Task link. The Check-in form will ask you to answer the following question: *"Please provide an update on how you have achieved your Individual Performance Objectives during this appraisal period. You may also list other notable work achievements and accomplishments."* **NOTE THAT YOU MUST ADDRESS *ALL* OF YOUR IPOs IN ONE CHECK-IN FORM. THERE IS NOT A SEPARATE CHECK-IN SCREEN FOR EACH IPO.** To review your IPOs before answering the Check-in question, click on the "Evaluation Content" tab on the right side of the page.

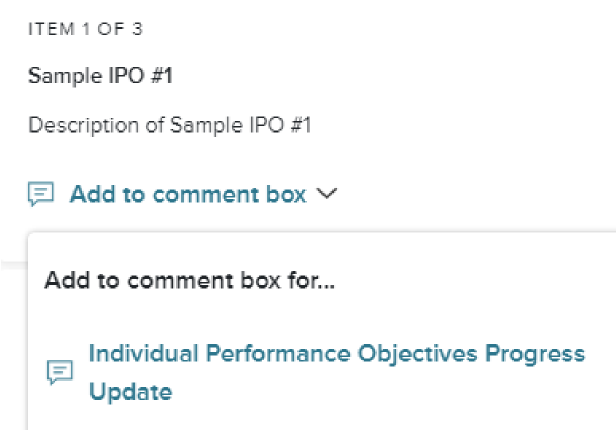


End-of-Evaluation-Cycle IPO Progress Update Check-in, continued:

Select the “Goals” filter to view your IPOs.

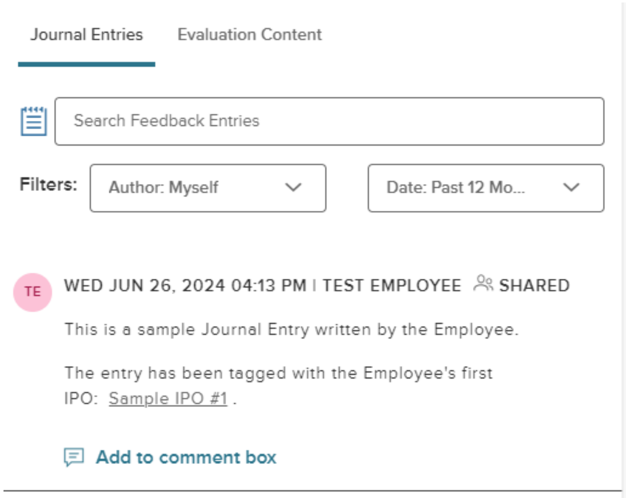


If you wish, you can click on “Add to comment box” to include the text of your IPOs in your Check-in response.

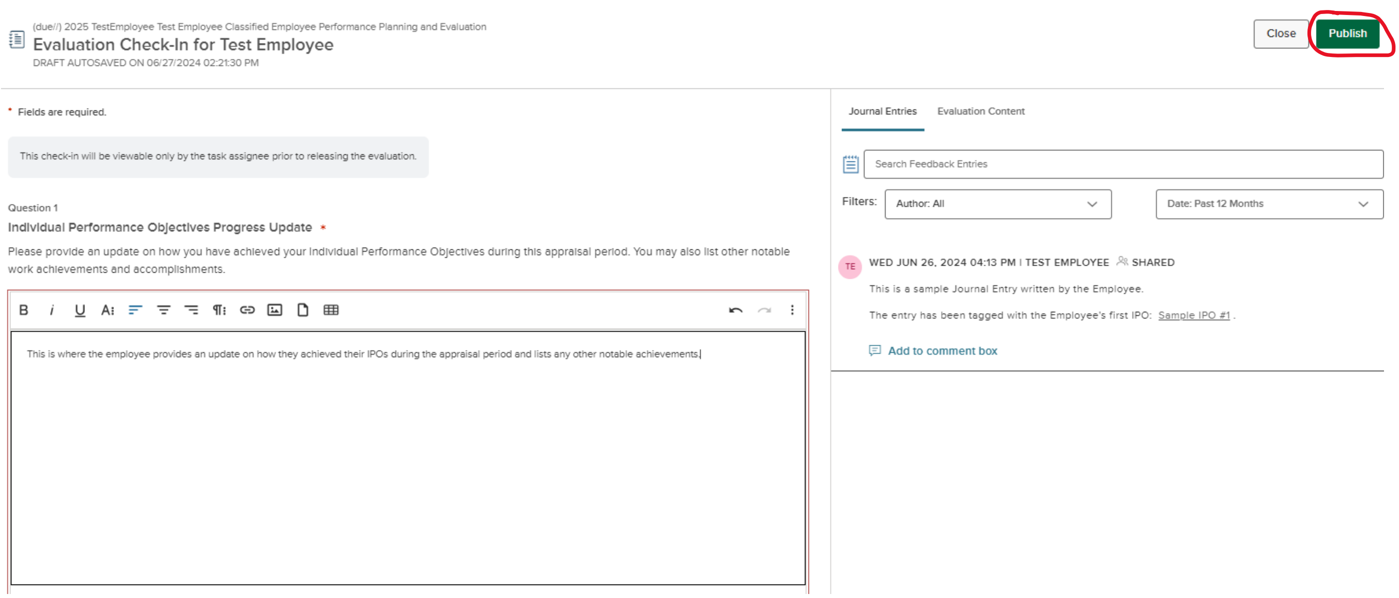


End-of-Evaluation-Cycle IPO Progress Update Check-in, continued:

Any Journal Entries written by you during the evaluation period or shared with you by your Supervisor will appear in the "Journal Entries" tab on the right. If you wish to include the content from a journal entry in your Check-in progress update, you can do so by clicking the "Add to comment box," where it can be further edited.



Complete the Check-in by answering the question, then click "Publish."



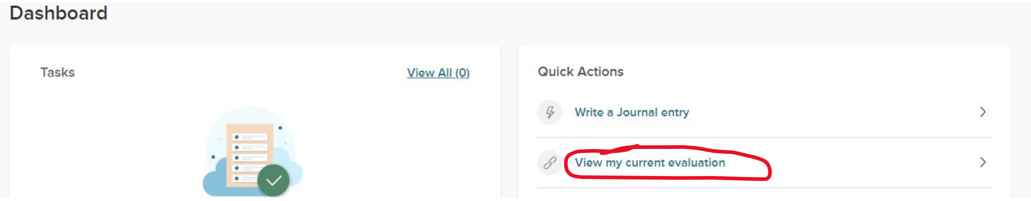
Note: Once you have finished the End-of-Evaluation-Cycle IPO Progress Update Check-in, your Supervisor will be notified to complete your Evaluation ratings. ***Your Supervisor cannot complete your ratings until you have submitted your Check-in.***

Recommended Updates on IPO Progress

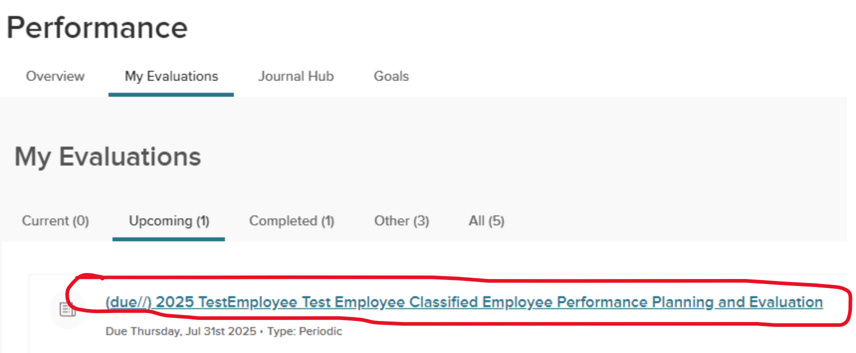
During the period *between when your IPOs are approved and you are asked to complete the required End-of-Evaluation-Cycle IPO Progress Update Check-in* just described, you can provide **recommended** additional updates on your progress toward meeting your IPOs.

Recommended Updates on IPO Progress, continued:

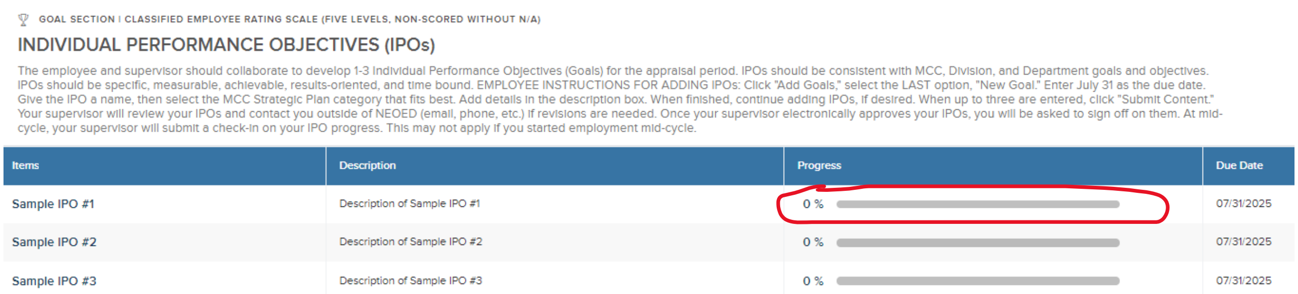
To provide additional IPO progress updates during your Performance Plan cycle, go to your dashboard and click "View my current evaluation."



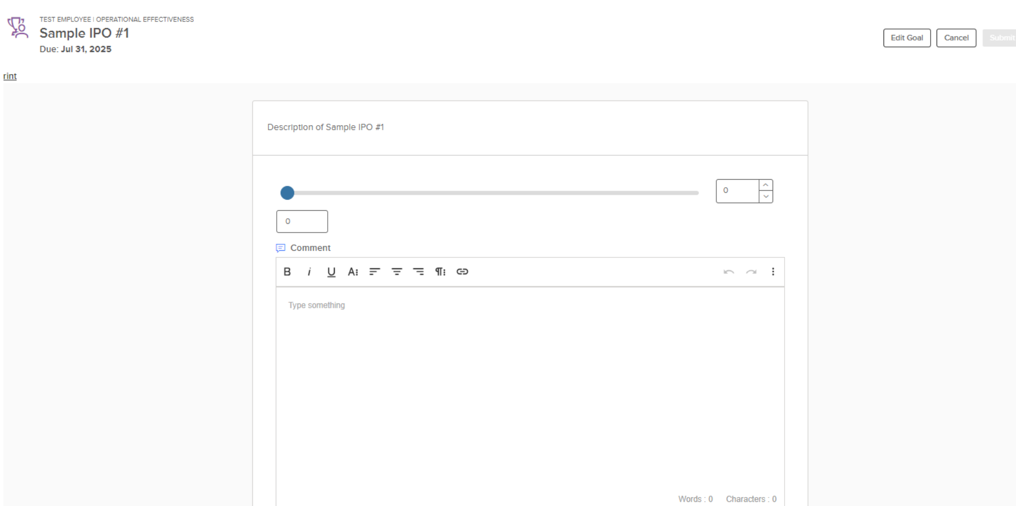
Click on your current evaluation. (Disregard that the evaluation is listed as "upcoming" in this example.)



Scroll down to view your IPOs. Click on the Progress Bar of the IPO for which you wish to provide an update.

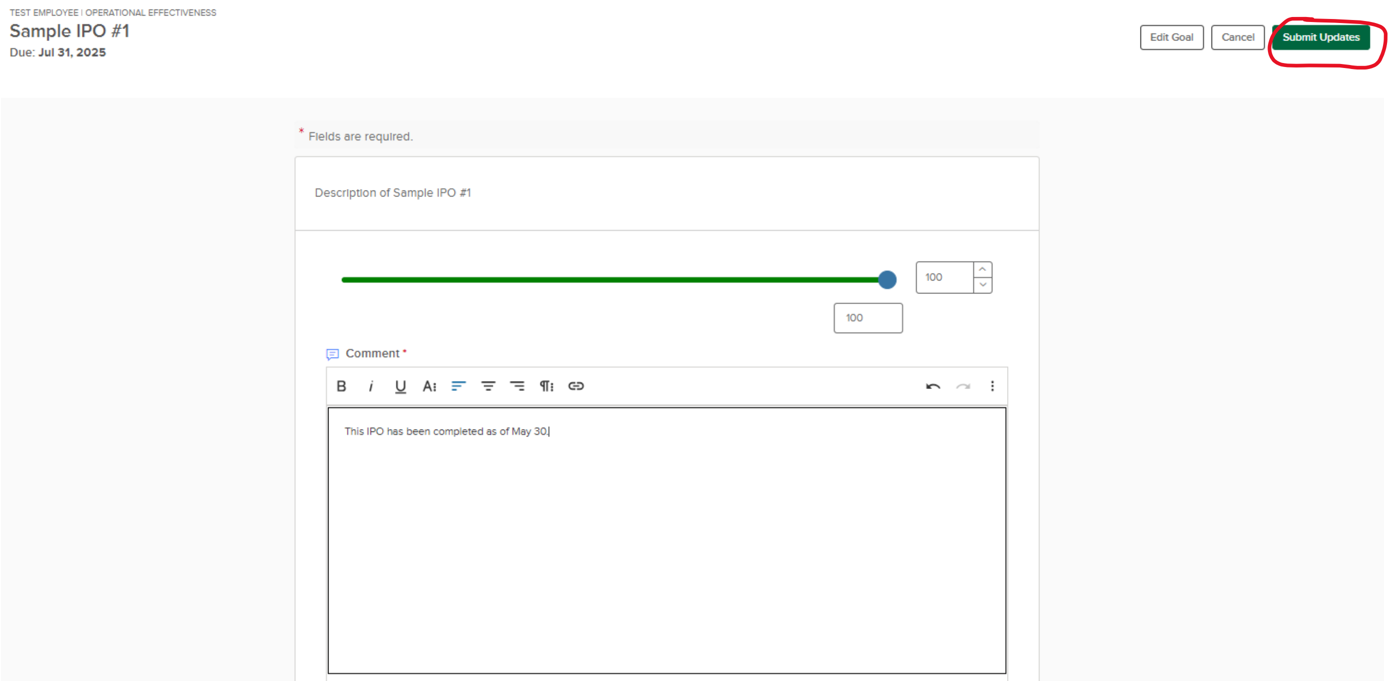


Slide the Progress Bar to indicate what percentage of your IPO has been completed, and then enter a comment with an explanation.



Recommended Updates on IPO Progress, continued:

Once you have updated the percentage of completion and entered a comment, click "Submit Updates."



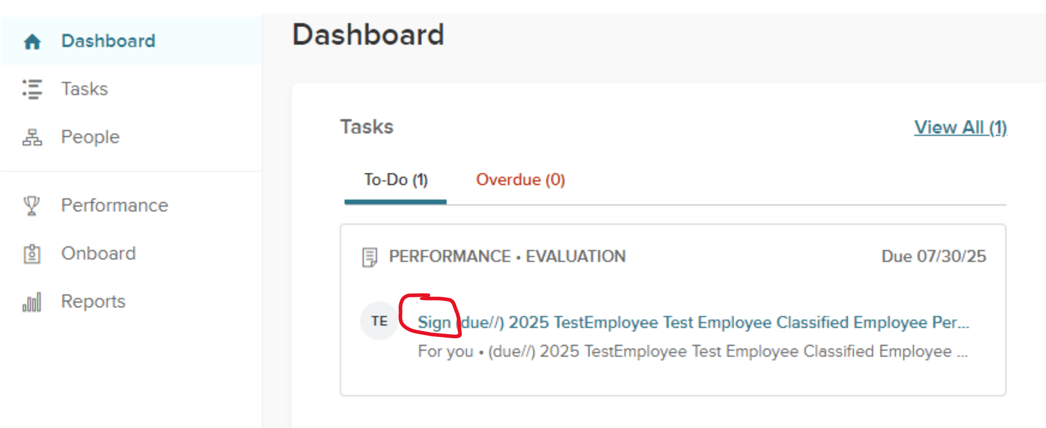
These recommended updates help keep your Supervisor informed about your progress throughout the evaluation cycle. In addition, taking time to move the progress bar to 100% when the IPO is completed will ensure that it shows up as finished in NEOED. **Please note that completing IPO updates through this method does NOT take the place of the required End-of-Evaluation-Cycle IPO Progress Update Check-in step.**

End-of-Evaluation-Cycle Ratings

After your Supervisor completes your Evaluation ratings, it will go to their Supervisor (your Second-level Supervisor) for review. Once your Second-level Supervisor approves your Evaluation, your Supervisor will sign off on it. After this "Sign" task is completed, the Evaluation will be released to you for viewing. Your Supervisor should schedule a time to discuss your Evaluation in person.

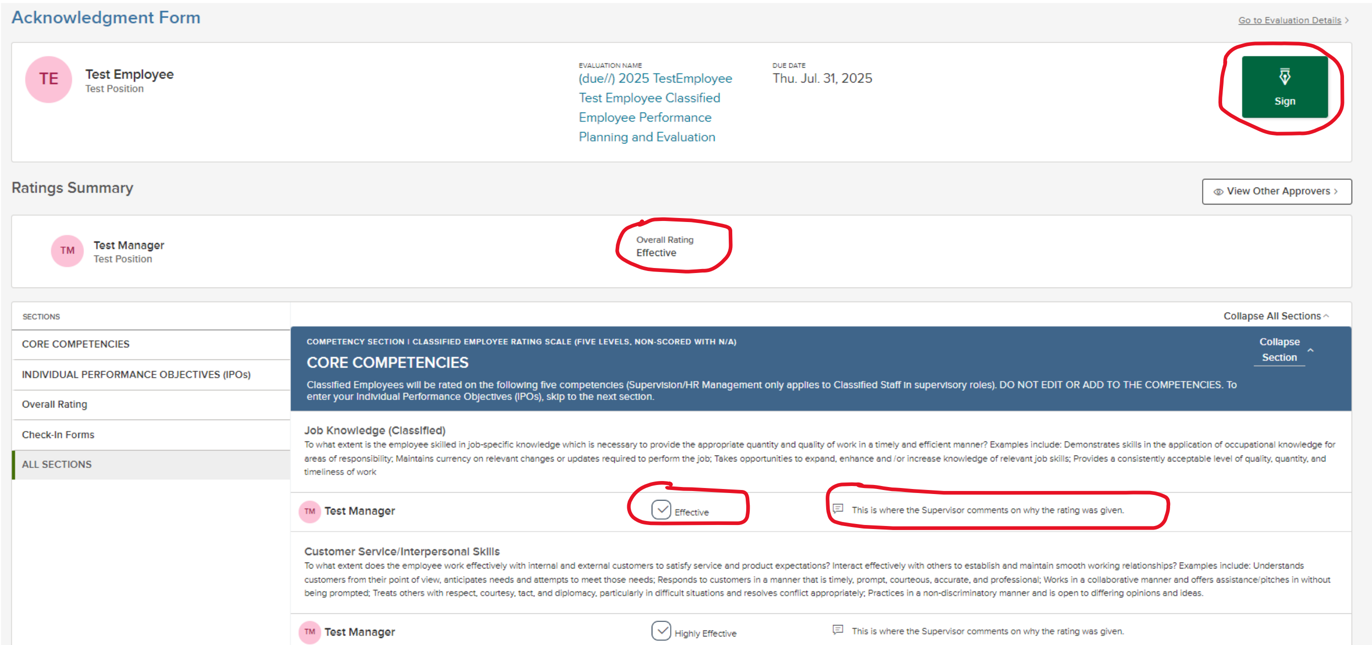
Viewing Your Evaluation

To view your Evaluation, click on the "Sign" To-Do task.

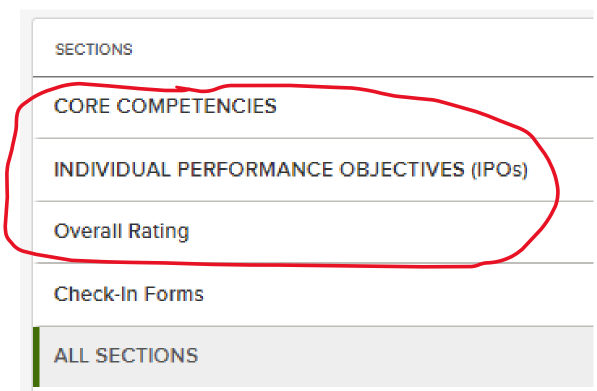


End-of-Evaluation-Cycle Ratings, Viewing Your Evaluation, continued:

After clicking on your "Sign" task, you will be able to see your Overall Rating, and can scroll down to view individual ratings for each Core Competency and IPO. Each Competency and IPO has been assigned a rating of Exceptional, Highly Effective, Needs Improvement, Unacceptable, or Not Applicable (N/A only applies if you do not supervise others).



You can quickly jump to the section you wish to review by clicking on the appropriate selection on the left side of the page (Core Competencies, IPOs, or Overall Rating).



Signing Your Evaluation

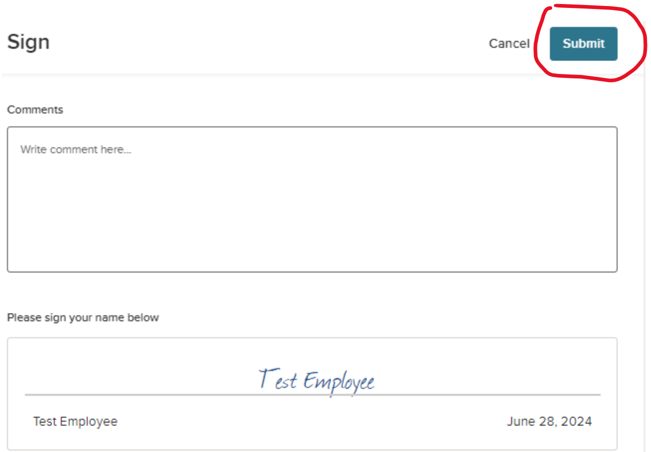
Please sign your Evaluation by clicking the "Sign" button at the upper right corner of the page.

NOTE: Signing simply acknowledges that you have received and read the Evaluation and does not indicate whether you agree or disagree with the ratings or comments.

After clicking "Sign," you have the option to add comments.

End-of-Evaluation-Cycle Ratings, Signing Your Evaluation, continued:

Add any comments about your Evaluation (particularly if you disagree), and then click “Submit.”



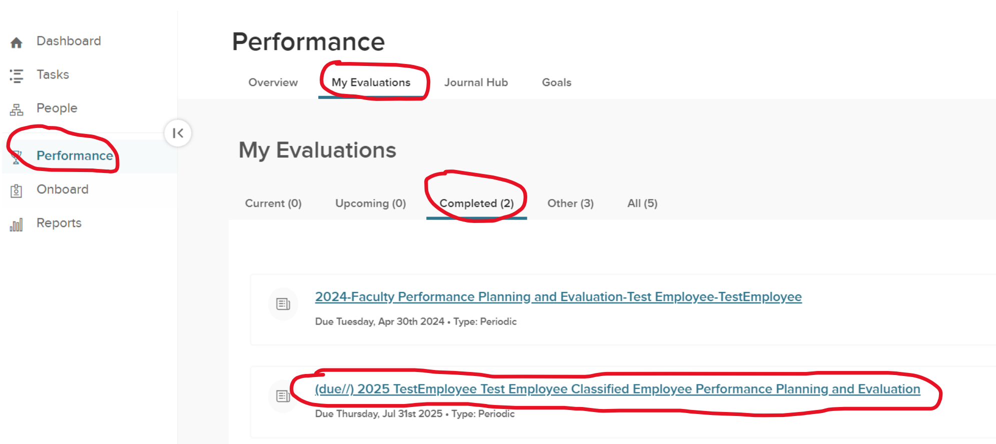
Dispute Resolution Process

CCCS colleges and the system office shall adhere to the Colorado Community College System Performance Management Dispute Process for Classified Employees. The Process is an open, impartial review process that is not a grievance or an appeal and allows the parties an opportunity to have issues reviewed objectively. Classified Employees have the right to initiate a Dispute Resolution Process.

To initiate a formal performance management dispute, the employee shall notify the employee’s supervisor or another person within the employee’s chain of command. Such notification may be verbal but must communicate that the employee is initiating Step One of the performance management dispute process. The employee shall initiate the dispute process within ten (10) days from receipt of their final performance evaluation or within ten (10) days from August 31, if an evaluation was not received. Additional information regarding the CCCS Performance Management Dispute Process is available on the CCCS intranet or the MCC Employee Portal.

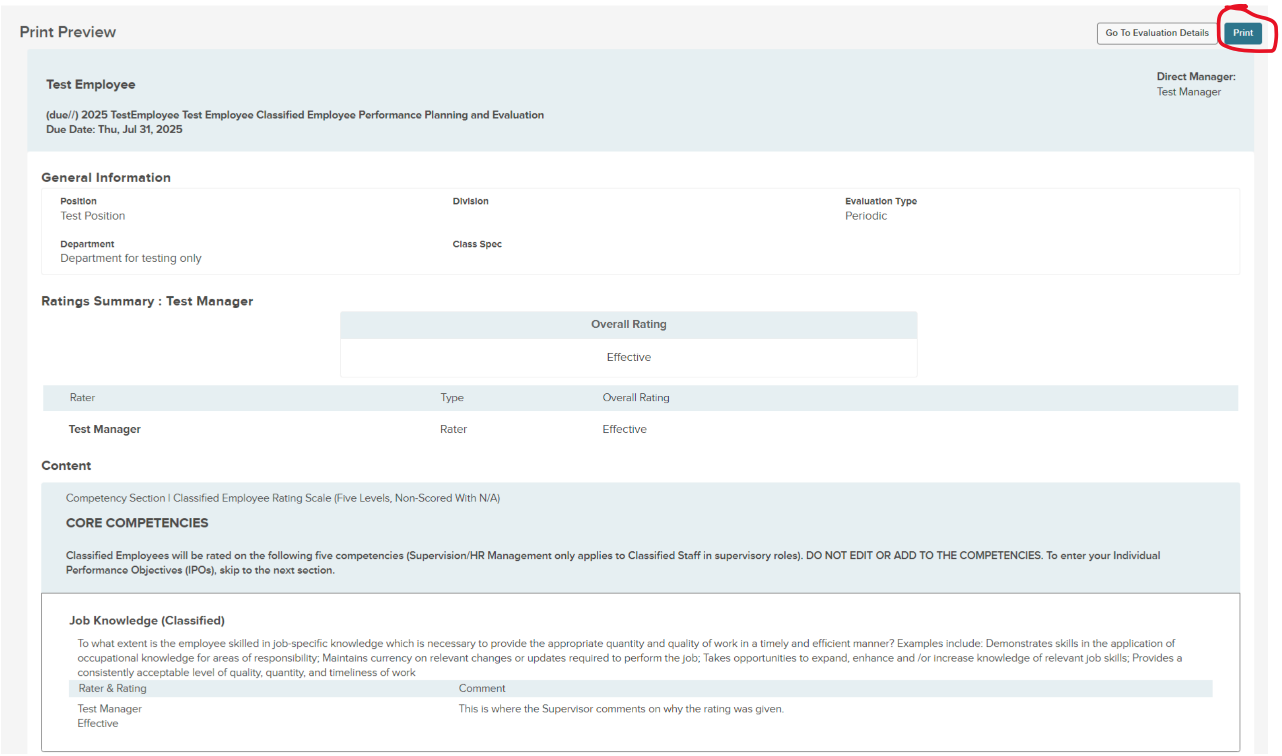
Accessing Completed Evaluations

If you would like to review or print a completed Evaluation, go to your dashboard, click on the Performance Tab, and then select the “My Evaluations” tab. Under “Completed,” select the Evaluation you wish to view.

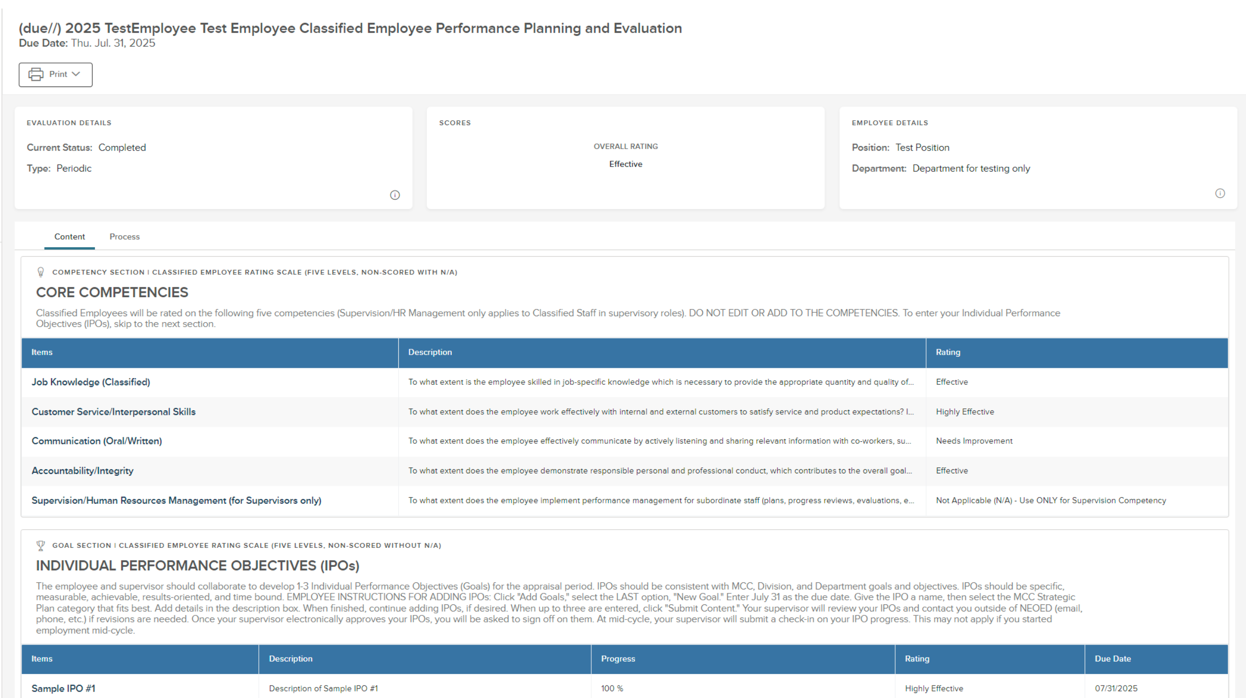


Accessing Completed Evaluations, continued:

In the upper right corner, click print, if desired. If it won't print, it may be due to a pop-up blocker.



Another view of your Evaluation is available by clicking the "Go to Evaluation Details" next to the Print button. While the ratings are included in this view, Manager comments are not. If you click on the "Print" button in this view, it will take you back to the previous view that includes comments.



Congratulations, you have completed the NEOED Perform online Classified Employee Evaluation process!