CLASSIFIED STAFF

SUPERVISOR GUIDE – NEOED PERFORM

August 2024

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Introduction

Welcome to NEOD Perform! The following is a step-by-step guide to walk you through the **Supervisory role** in the NEOED Perform Evaluation process for MCC *Classified* Employees. **To avoid pitfalls and corrections later, we strongly encourage you to follow this User Guide.** To understand the process from the Employee's side, please review the separate Classified Employee NEOED Perform Guide.

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

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 to reset your password, contact MCC's NEOED Administrator.
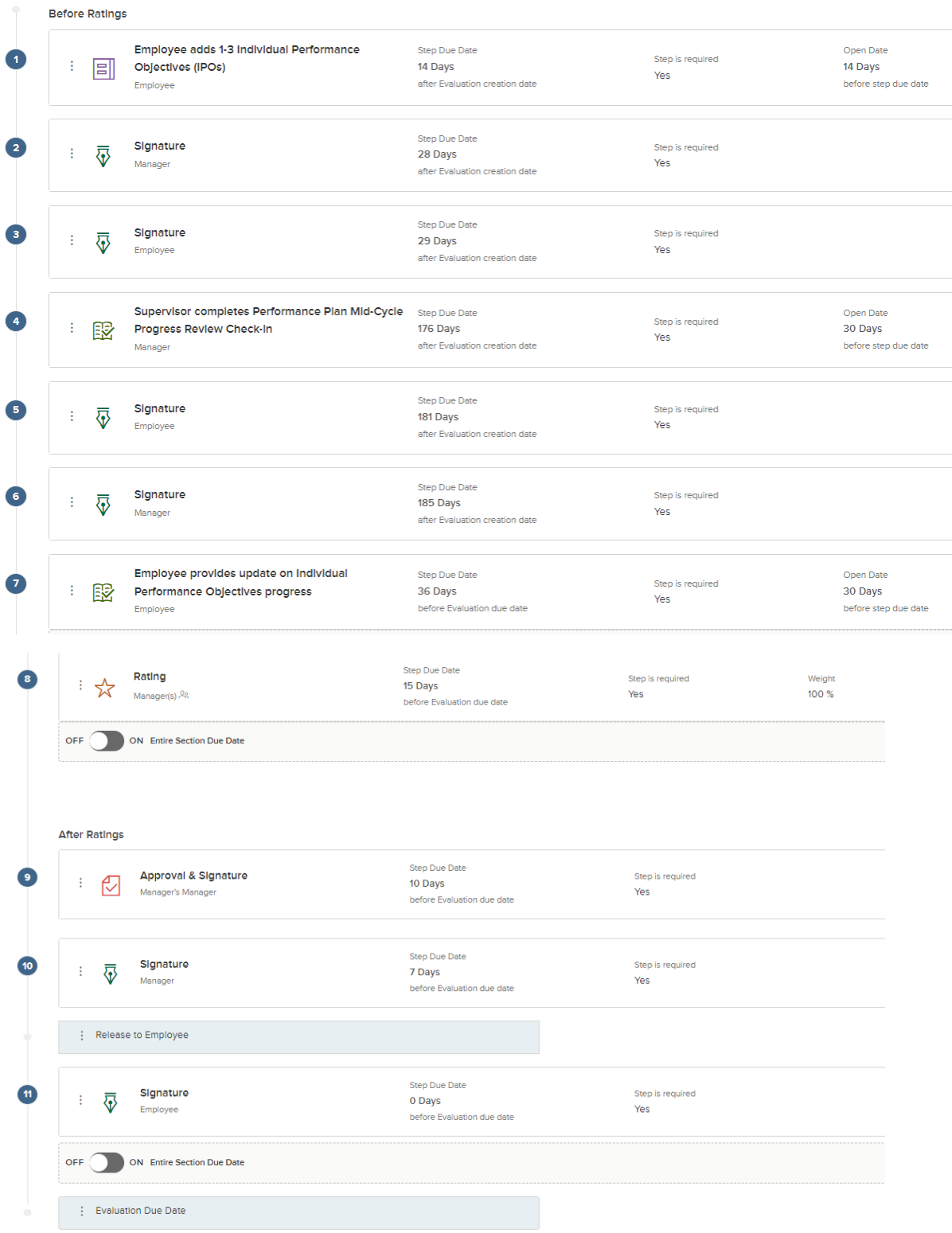
The NEOED Perform Process

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 the Employee to develop 1-3 Individual Performance Objectives (IPOs) for their Performance Plan. Within NEOED, IPOs will be referred to as "goals." The Employee is responsible for entering the IPOs into NEOED within 15 days of the start of their Evaluation cycle.
2. Once the IPOs are entered, you will receive notification to sign off on them. If revisions are needed, contact the Employee OUTSIDE OF NEOED (e.g., by email, phone, in-person) to ask them to make revisions. Once the IPOs are acceptable, sign off on them. The Employee will then be asked to sign off on them. IPOs should be established and signed off on by you and the Employee within 30 days of the beginning of the evaluation cycle (or of the start date of a new Employee).
3. In January, you will be asked to complete a "Performance Plan Mid-Cycle Progress Review Check-in" to document the Employee's progress toward meeting their IPOs and the expectations of the Core Competencies. The Employee will be asked to sign acknowledging receipt of the Mid-Cycle Progress Review. You will then be asked to sign acknowledging that you have discussed the Mid-Cycle Review with the Employee. Note: If the Employee was hired during the current Evaluation cycle, this mid-cycle step may not apply, depending on when they started employment.
4. In June, the Employee will be asked to provide an update to you documenting how well they achieved their IPOs.
5. After the Employee has submitted their IPO Progress Check-in, you will complete their end-of-evaluation-cycle ratings.
6. Once you have completed the ratings on the Employee, they will be sent to your *Second-level* Supervisor for review and approval. After they are approved, you will receive a "Sign" task to sign off on the appraisal. As soon as you complete the "Sign" task, the ratings will be released to the Employee for viewing. The Employee will be asked to sign acknowledging receipt of the Evaluation. You should meet with the Employee in person to discuss their Evaluation.

The NEOED Perform Process, Continued:

A summary of the steps and timeline for the Classified Performance Plan process follows. The remainder of this guide will go into detail about how to complete each step.

Before Ratings

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

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

OFF ⬤ ON Entire Section Due Date

After Ratings

9	Approval & Signature Manager's Manager	Step Due Date 10 Days before Evaluation due date	Step is required Yes	
10	Signature Manager	Step Due Date 7 Days before Evaluation due date	Step is required Yes	

⋮ Release to Employee

11	Signature Employee	Step Due Date 0 Days before Evaluation due date	Step is required Yes	

OFF ⬤ ON Entire Section Due Date

⋮ Evaluation Due Date

NEOED Dashboard

Once you log in to NEOED, please become familiar with the Perform dashboard. The dashboard will show an overview of any tasks due (or overdue) for you and your Direct Reports, provide quick access to write a journal entry (described later), provide access to your current evaluation, and list your Manager and Direct Report(s).
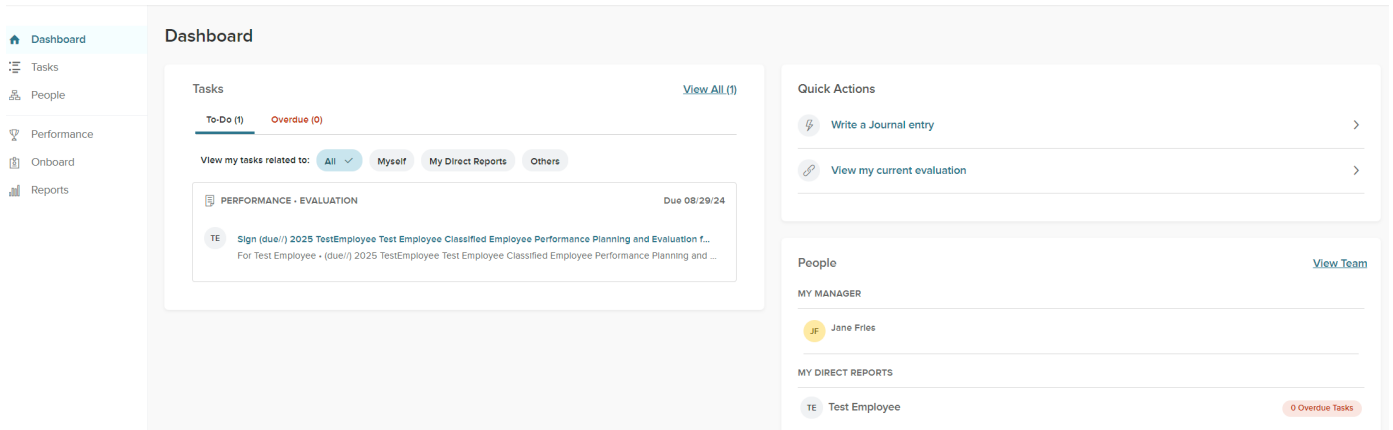
Employee Individual Performance Objectives Approval

The first step in the Classified Performance Plan process is for you to collaborate with the Employee to establish 1-3 Individual Performance Objectives (IPOs) for the Evaluation cycle, which starts August 1. The employee is tasked with entering the IPOs into NEOED. You will then be asked to sign off on the IPOs. Once you have signed off, the Employee will also sign. The IPOs should be established and signed off on by you and the employee within 30 days of the start of the Evaluation cycle. (Note that IPOs for Employees who start employment after August 1 should be completed within 30 days of their start date.)

After the Employee enters their IPOs, you will see a To-Do task show up on your dashboard indicating that you have something to sign. Your first task will be to sign off on the Employee's IPOs.
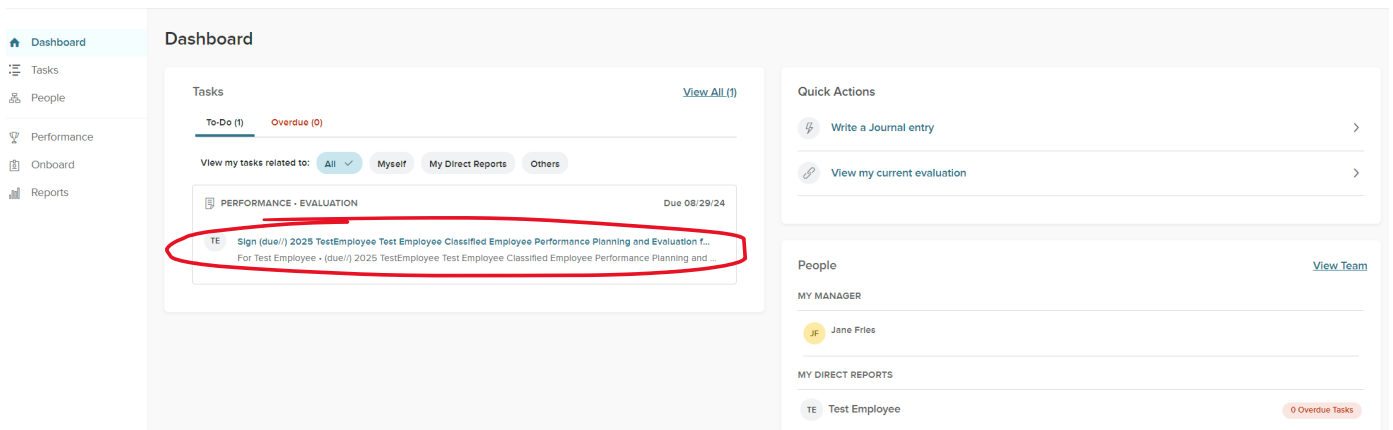
Please **note that all signature steps in the Perform process read the same.** They will say "Sign," followed by the name of the year the Evaluation is due, the S# of the employee, the employee's name, and the name of the Evaluation. ***"Sign" notifications do NOT identify what step the signature is for.*** Click on the link associated with the task.

4

Employee Individual Performance Objectives Approval, continued:

After clicking the link, you will see an "Acknowledgement Form." On this page, the first section is a description of the Core Competencies that ALL Classified staff will be rated on. Note that the due date listed is the date that the entire Evaluation is due, not the due date of the task step.

To jump to the IPOs, click on the "Individual Performance Objectives" section tab on the left side of the page. You can also scroll down the page to view them. If you approve the IPOs as written, click on the **Sign button** in the upper right corner of the page.

If you feel edits are needed to one or more of the IPOs, **DO NOT** sign. Contact the Employee OUTSIDE OF THE NEOED PEFORM SYSTEM (e.g., by phone, email, in-person) and discuss the changes that you would like the Employee to make to their IPO(s). **Employees have been provided with instructions in their User Guide on how to access and edit their IPOs**.

Once the Employee has edited their IPO(s), you should receive an email notifying you. You can also check at any time to see if the updates have been made by going back to your dashboard and clicking on your "Sign" task that is due. Follow the same steps as described above to view the goals. If the goals are now acceptable, go to the top right of the page and click on the **Sign button**.

If additional edits are needed, contact the Employee again *outside of the NEOED system* and ask them to make further changes.

Employee Individual Performance Objectives Approval, continued:

Once you click the green "Sign" button, you will see a screen open with a box where you can add comments before clicking the **"Submit"** button. Once you click "Submit," you will show "zero" tasks due on your dashboard. The employee will show a "Sign" task due as a final acknowledgement that their IPOs have been set and approved.

Sign   Cancel   **Submit**

Comments

This is where the Supervisor writes comments relating to approval of the Employee's IPOs.

Please sign your name below

Test Manager

Test Manager   June 26, 2024

Editing an Employee's Performance Plan

After you have signed off on the Employee's IPOs, you will be returned to an overview page of the Employee's Performance Plan. At the top left of the page, there is a "print" button if you wish to print the Core Competencies and IPOs. If the print function is not working, be sure to disable any pop-up blockers. **If you need to make further edits to the IPOs at any time before ratings, you have the capability to do so by clicking the "Pause" button.**

(due//) 2025 TestEmployee Test Employee Classified Employee Performance Planning and Evaluation
Due Date: Thu. Jul. 31, 2025

Print ⌄   ⏸ Pause   🗓 Launch Survey

EVALUATION DETAILS	SCORES	EMPLOYEE DETAILS
Current Status: Before Ratings	OVERALL RATING	Position: Test Position
Type: Periodic	Pending	Department: Department for testing only

Content   Process

💡 COMPETENCY SECTION | CLASSIFIED EMPLOYEE RATING SCALE (FIVE LEVELS, NON-SCORED WITH N/A) ⓘ
CORE COMPETENCIES
Classified Employees will be rated on the following five competencies (Supervision/HR Management only applies to Classified Staff in supervisory roles). DO NOT EDIT OR ADD TO THE COMPETENCIES. To enter your Individual Performance Objectives (IPOs), skip to the next section.

Items	Description
Job Knowledge (Classified)	To what extent is the employee skilled in job-specific knowledge which is necessary to provide the appropriate quantity and quality of work in a timely and efficient manner? Examples include: Demonstrates skills in the appl...
Customer Service/Interpersonal Skills	To what extent does the employee work effectively with internal and external customers to satisfy service and product expectations? Interact effectively with others to establish and maintain smooth working relationships? E...
Communication (Oral/Written)	To what extent does the employee effectively communicate by actively listening and sharing relevant information with co-workers, supervisor(s), and customers so as to anticipate problems and ensure the effectiveness of t...
Accountability/Integrity	To what extent does the employee demonstrate responsible personal and professional conduct, which contributes to the overall goals and objectives of the Department and College? Examples include: Employee is a self-st...
Supervision/Human Resources Management (for Supervisors only)	To what extent does the employee implement performance management for subordinate staff (plans, progress reviews, evaluations, etc.) Examples include: Makes expectations clear and provides guidance, coaching, and t...

💡 GOAL SECTION | CLASSIFIED EMPLOYEE RATING SCALE (FIVE LEVELS, NON-SCORED WITHOUT N/A)
INDIVIDUAL PERFORMANCE OBJECTIVES (IPOs)
The employee and supervisor should collaborate to develop 1-3 Individual Performance Objectives (Goals) for the appraisal period. IPOs should be consistent with MCC, Division, and Department goals and objectives. IPOs should be specific, measurable, achievable, results-oriented, and time bound.
EMPLOYEE INSTRUCTIONS FOR ADDING IPOs: Click "Add Goals," select the LAST option, "New Goal." Enter July 31 as the due date. Give the IPO a name, then select the MCC Strategic Plan category that fits best. Add details in the description box. When finished, continue adding IPOs, if desired. When up to three are entered, click "Submit Content." Your supervisor will review your IPOs and contact you outside of NEOED (email, phone, etc.) if revisions are needed. Once your supervisor electronically approves your IPOs, you will be asked to sign off on them. At mid-cycle, your supervisor will submit a check-in on your IPO progress. This may not apply if you started employment mid-cycle.

Items	Description	Progress	Due Date
Sample IPO #1	Description of Sample IPO #1	0 %	07/31/2025
Sample IPO #2	Description of Sample IPO #2	0 %	07/31/2025
Sample IPO #3	Description of Sample IPO #3	0 %	07/31/2025

Editing an Employee's Performance Plan, continued:

After clicking the Pause button, you will see a screen stating "You are about to place this evaluation into Draft status, and Process will be paused. Do you wish to continue?"
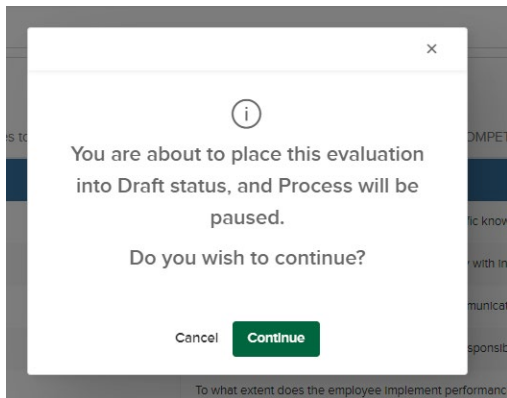
Click the "Continue" button to place the Performance Plan in draft status.

You will then see the Performance Plan's content. Scroll to the Individual Performance Objectives section. On the right-hand side, you will see a pencil icon and an "x" next to each IPO. You can edit an IPO using the pencil icon or delete an IPO using the "x." You can also add an IPO by clicking on the "Add Goals" button in the upper right.

IMPORTANT: Once you are done editing goals, *you must take the Evaluation out of draft status by clicking the START BUTTON* at the top of the page. If you leave it in Draft Status, the evaluation process will not continue.

When you click "Start," you will see a pop-up stating "You are about to resume the process of this evaluation. It will no longer be in Draft status. Do you wish to continue?" Click the green "Continue" button.
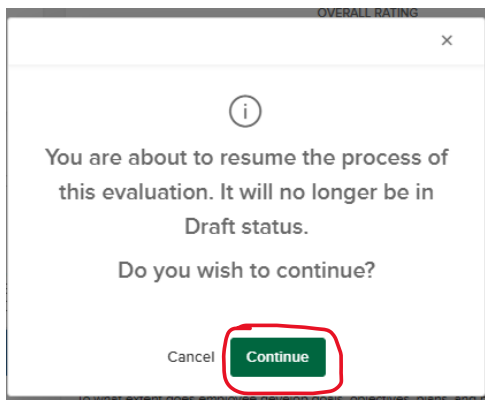
Journal Entries

As you monitor the Employee's progress toward meeting their IPOs, the Journal Entry feature is a helpful way to keep track of accomplishments or concerns. To create a Journal Entry, go to your dashboard and click on "Write a Journal entry" under "Quick Actions" in the upper right corner.
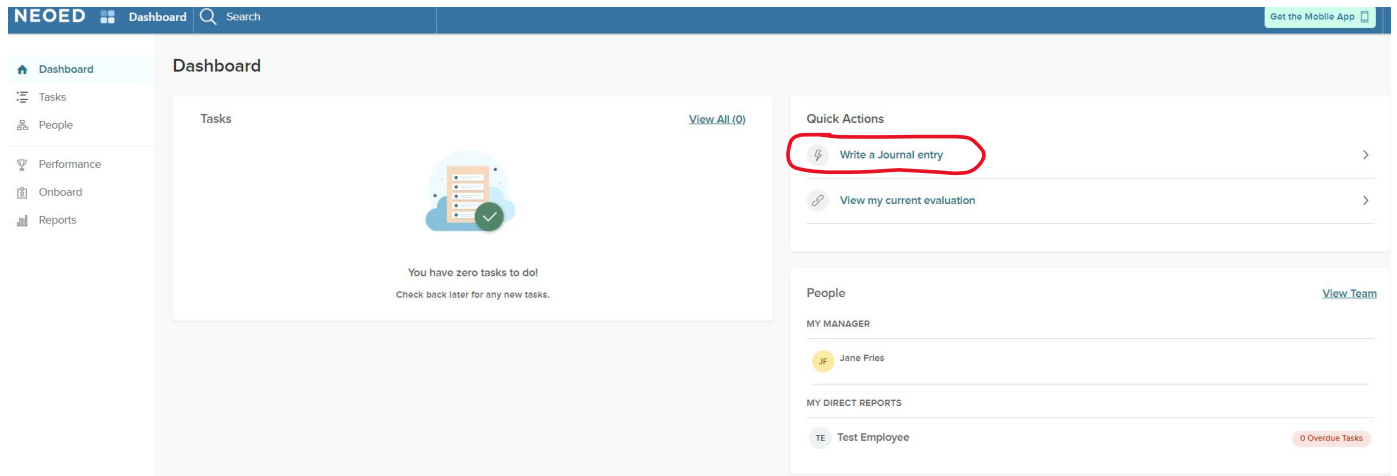
Where it says, "Who is this entry about?" start typing the employee's name or click the down arrow to view the options. (Note that you can also write journal entries about yourself.)
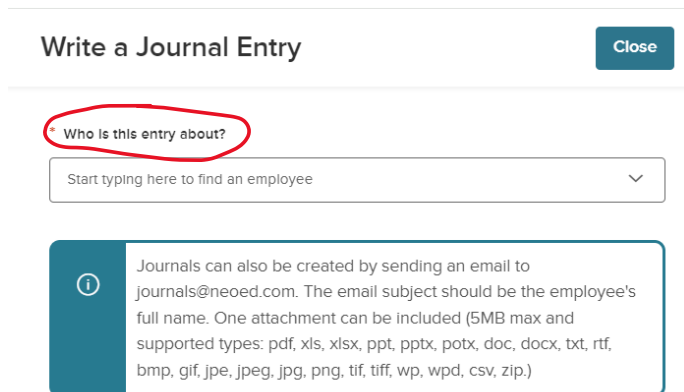
In the following example, the dropdown box listed the options of writing a Journal Entry about the Test Manager (the Supervisor), or the Test Employee (the Employee).
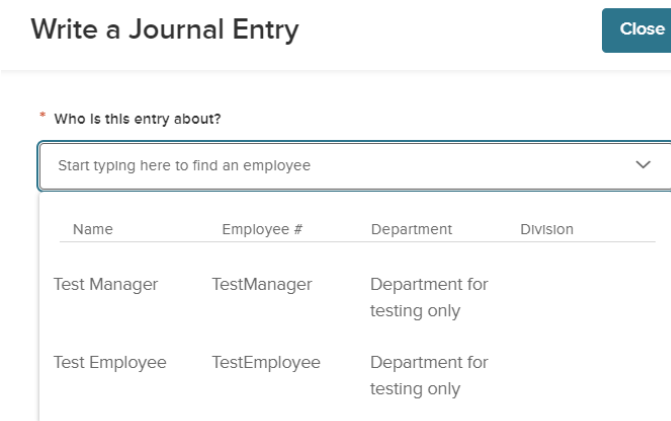
Journal Entries, continued:

To write a Journal Entry about the Employee, select the Employee's name. Write the Journal Entry in the "New Entry" text box, and then select with whom you wish to share it. **If it is only for your viewing, select "Manager(s)."** If you wish to also share it with the Employee and/or your Supervisor (Manager's Manager), click the applicable boxes, as well. Note that you can link the Journal Entry to a specific IPO or Competency by typing "@" then the name of the IPO or Competency in the text box. When you are done with the entry, click **"Submit Journal Entry"** at the bottom right.

Write a Journal Entry   Close

* Who is this entry about?

TE Test Employee ⊗

New Entry   Past Entries

B *i* U A: ☰ ☰ ☰ ¶: ⌷ ☐ ⌧   ↶ ↷ ⋮

This is a sample journal entry written by the Supervisor about the Employee. It is only viewable by the Supervisor because only the "Manager(s)" box was clicked to indicate whom to share the entry with.

This entry has been linked to Sample IPO #1 for illustrative purposes.

Press Alt + F10 to move to the toolbar. Press ALT + 0 for Help.

Draft Autosaved on 6/26/2024, 11:55:37 AM

ⓘ Did you know? You can tag your journals with Competencies and Goals from recent/upcoming evaluations by typing "@" along with the name of the item. Tagging is only applicable for one user at a time.

Who do you want to share this entry with?

☐ Employee

☑ Manager(s) ⓘ

☐ Manager's Manager

Discard Draft   Keep as Draft   **Submit Journal Entry**

Journal Entries, continued:

After returning to the dashboard, you can view your journal entries by clicking the "Performance" section on the left, followed by the "Journal Hub" tab. In the following example, note that "(0)" entries appear under the Current, Pending, Archived and Drafts tabs. This is because the Journal Hub defaults to journal entries the Manager wrote about themself ("Myself").
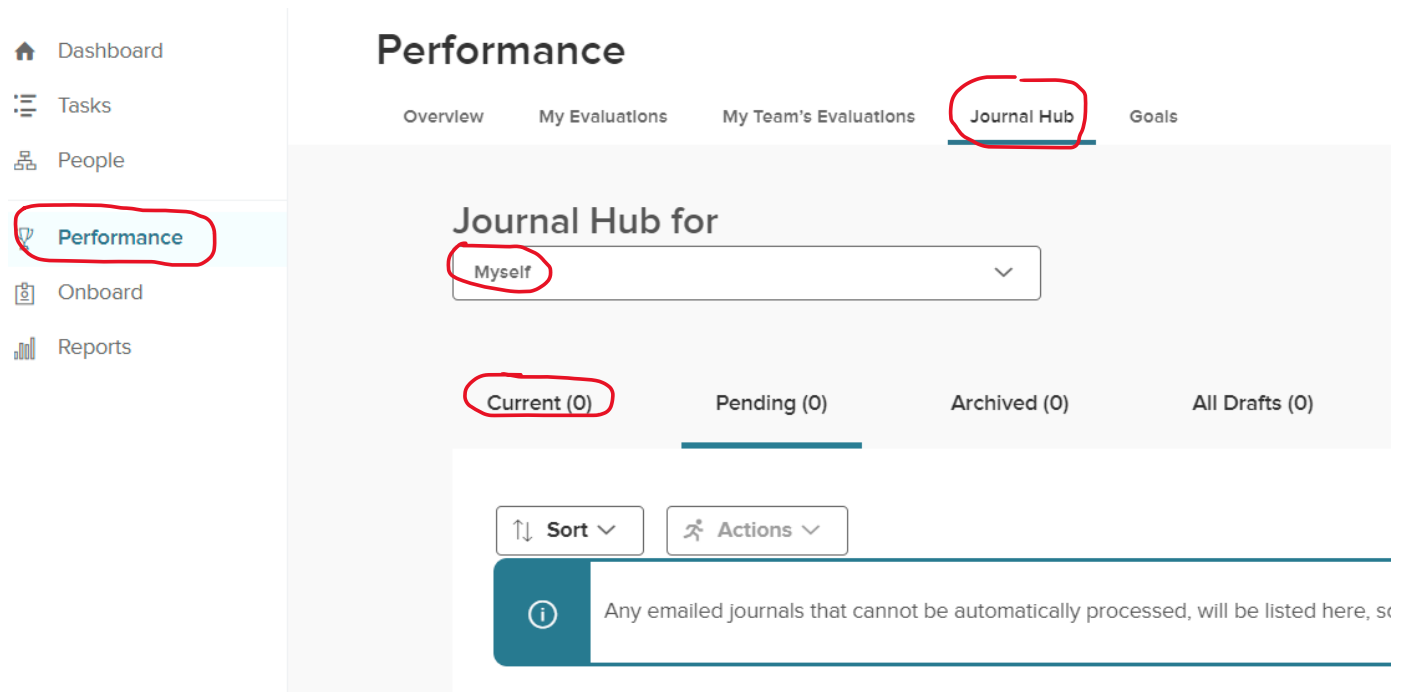
To see the journal entries written about an Employee, click on the drop-down box and select their name (in the following example, "Test Employee.") Once the Employee's name is selected, any journal entries written by you about the Employee or entries the Employee wrote and shared with you will appear. This example shows a journal entry the Manager wrote about the Employee. It is marked **private**, which means *the Employee cannot see it*.
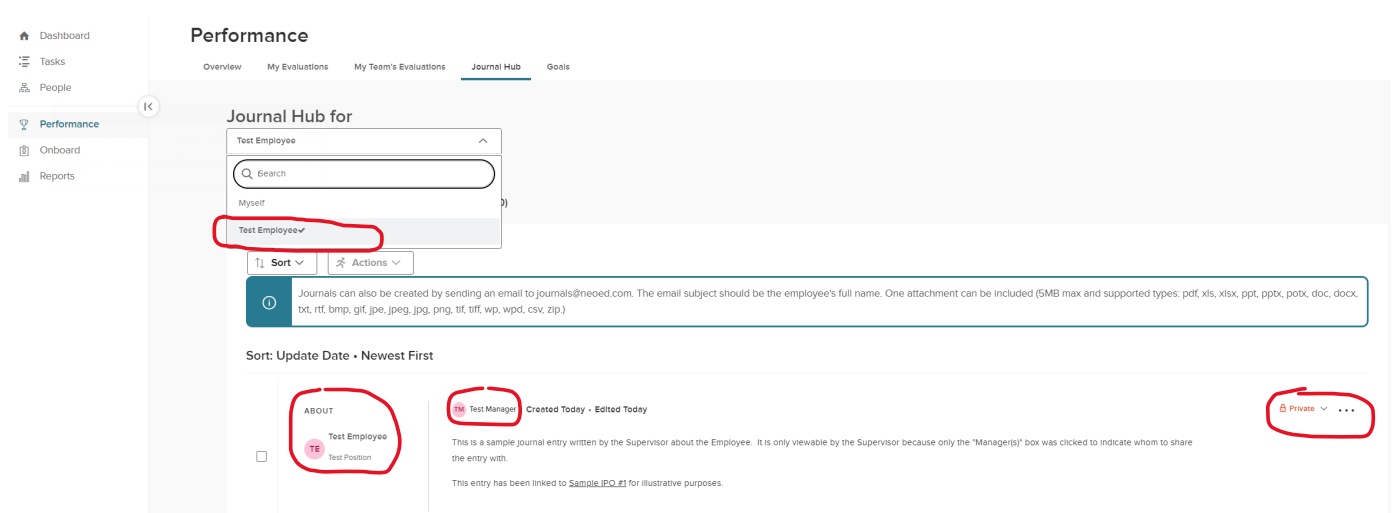
Journal Entries, continued:

To share this entry, the Manager can click on the down arrow by "Private" and enter the name of whom they would like to share it with.
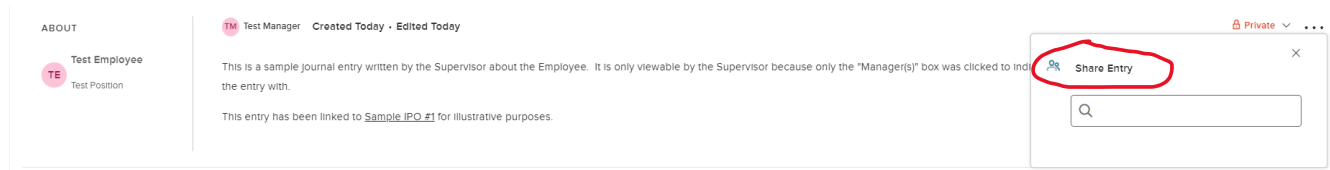
The three small dots to the right of "private" provide the options to edit, archive, or delete the journal entry.
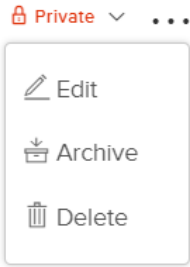
Both the Manager and Employee can write journal entries throughout the Evaluation process and decide each time with whom to share (or not share) the entry.

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

About half-way through the Evaluation cycle, you will be asked to complete a "Performance Plan Mid-Cycle Progress Review Check-in" to document the Employee's progress in meeting their Performance Plan's Core Competencies and IPOs. (Note that this step may not be included for Employees who started employment late in the Evaluation year.)

On your dashboard, you will see a "To-Do" task titled "Supervisor Completes Performance Plan Mid-Cycle Progress Review Check-in."
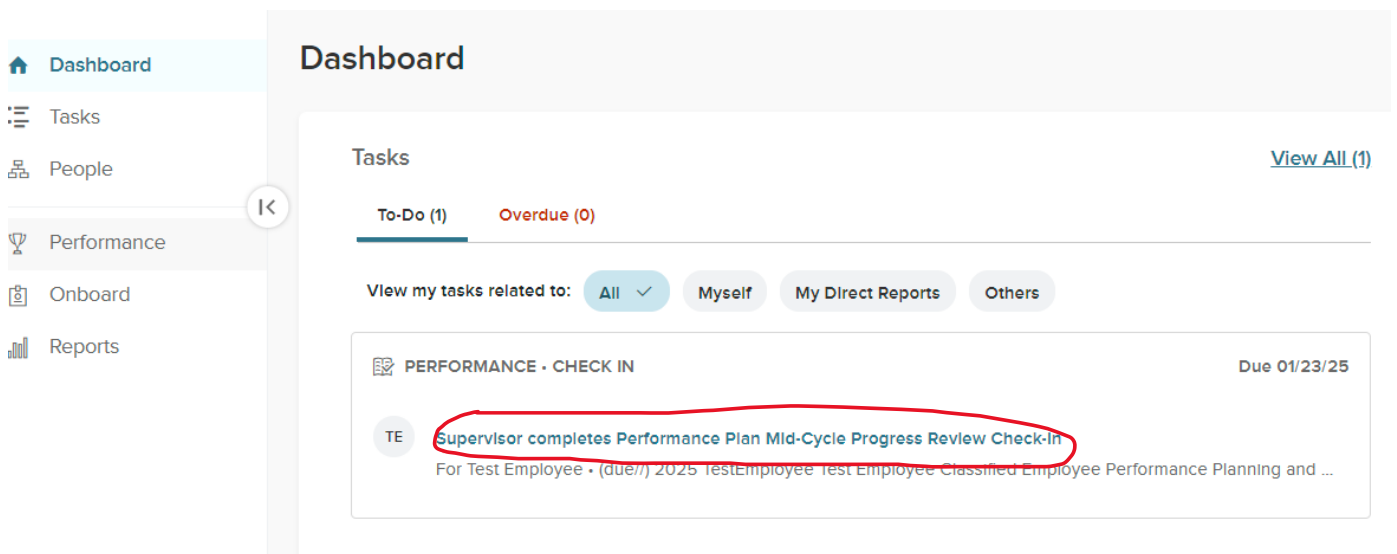
Mid-Cycle Progress Review Check-in, continued:

The Mid-Cycle Progress Review Check-in includes two 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."

If revisions are needed to the Employee's IPOs, communicate with the Employee regarding who will make the updates in NEOED. You can make the changes by following the steps described earlier in "Editing an Employee's Performance Plan," or the Employee can make the changes per your direction. If no changes are needed, type "Not applicable," or leave Question 2 blank.

On the right side of the screen, you will see any Journal Entries written about the Employee to this point, which can help you recall Employee accomplishments or concerns about their performance since the beginning of the Evaluation process. You can also click on the "Evaluation Content" tab to review their IPOs. You can add Journal Entry or IPO content to the Check-in by clicking "add to comment box," if desired.

Note that the content you enter when completing the Check-in will be viewable by the Employee. However, the Employee will ***not*** see any of your Journal Entries about them, unless you elected to share the entries with them when you wrote the entry or added Journal Entry content to the Check-in.

Mid-Cycle Progress Review Check-in, continued:

When you are done answering the Mid-Cycle Progress Review Check-in questions, click the "Publish" button in the upper right corner.

The Employee will then receive a task notifying them to sign acknowledging receipt of the Mid-Cycle Progress Review Check-in. By signing, they are not indicating agreement or disagreement with the Check-in, but they can add comments in the signature process. After the Employee has signed, you will receive a "sign" task asking you to acknowledge that you have met with the employee to discuss the Mid-Cycle Progress Review.

Mid-Cycle Progress Review Check-in, continued:

To review the Employee's acknowledgement signature comments (if applicable) prior to meeting with them, click the "Sign" task link. An Acknowledgement Form will open listing the previous acknowledgement steps relating to the plan's IPOs, as well as the Employee's acknowledgement of receiving the Mid-Cycle Progress Review Check-in. **Any comments made by the Employee about the Mid-Year Progress Review Check-in will be shown.**

If you wish to review the Mid-Cycle Progress Review Check-in you completed, scroll down to the "Content" section, and click on the "Check-in Forms" tab.

Please do not complete the "Sign" task until you have met with the Employee to discuss their Mid-Cycle Progress Review Check-in.

After clicking the Sign button, a box will appear to enter any final comments relating to the Employee's Mid-Cycle Progress Review Check-in. **Click "Submit."**

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

After you complete the Mid-Cycle Progress Review Check-in, keep monitoring the Employee's progress toward meeting their Performance Plan's expectations and IPOs. Continue to enter Journal Entries about their performance, if desired.

The next step in the Evaluation cycle is for the Employee to complete an End-of-Evaluation-Cycle IPO Progress Update Check-in. This step is due from the Employee on June 25 and is intended to provide you with information in preparation for their end-of-evaluation-cycle ratings.

This **required Check-in Step** asks the Employee 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 the employee should provide an update on ALL their IPOs in ONE Check-in. A separate Check-in is not provided for each IPO.**

Also, be aware that the Employee can provide *recommended* IPO progress updates *throughout the Evaluation cycle* by going to their Performance Plan and clicking on the Progress bar next to each IPO, **but this does not take the place of completing the Check-in Step.**

By clicking on the Progress bar, the Employee opens a screen where they can move the bar to indicate what percentage of their IPO has been completed and provide an explanation. You will be notified if the Employee submits an update through this method. Again, if the Employee provides IPO updates this way, they are STILL REQUIRED TO COMPLETE THE END-OF-EVALUATION-CYCLE IPO PROGRESS UPDATE CHECK-IN STEP.

End-of-Evaluation-Cycle Ratings

Once the Employee has completed their End-of-Evaluation-Cycle IPO Progress Update Check-in, you will receive a task notification to complete the Employee's performance ratings, which are **due by July 16** (this allows time for the Second-level Supervisor to review/approve the ratings, for the employee to review and sign the Evaluation, and for you to meet with the employee to discuss the Evaluation before the deadline of July 31).
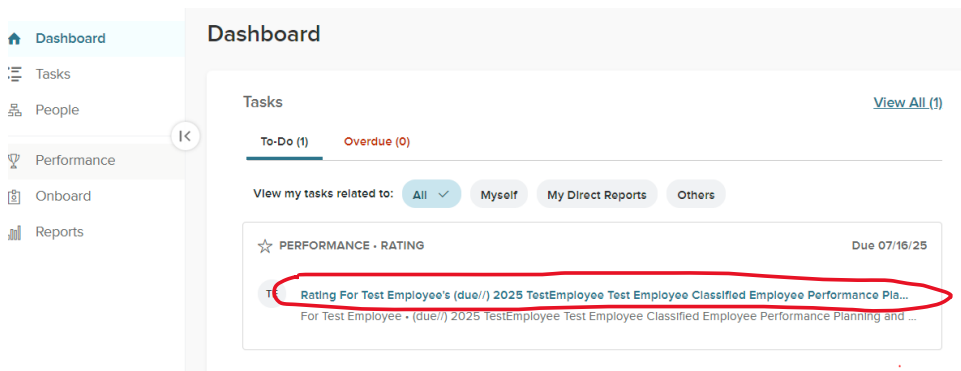
When you are ready to start the ratings process, click on the Rating Task. The ratings process for the Employee's Performance Plan will open. You will see a summary of the three rating sections in the column on the left: **Core Competencies, Individual Performance Objectives**, and **Overall Rating.** The Summary tab displays an overview of the entire Evaluation.
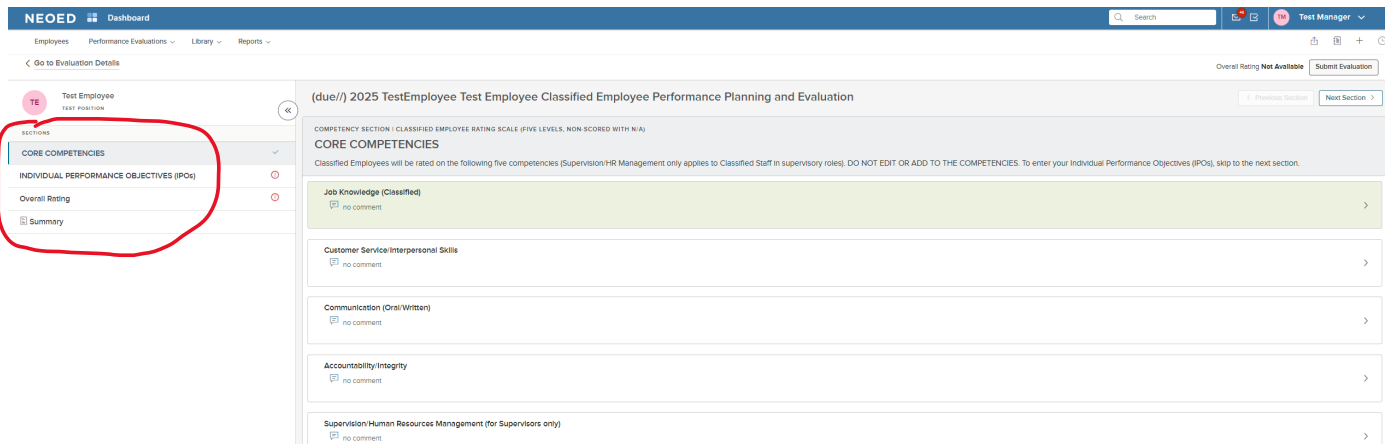
Ratings Screen Overview

The Core Competencies section is displayed first. All Classified Employees will be ranked on these competencies. You will be able to mark the Supervision/Human Resources Management competency as "Not Applicable," (N/A) if needed. **This is the ONLY competency for which you may select N/A**. You must rate all other competencies.

To begin rating the Employee, click on the first competency. (In this example, **"Job Knowledge"**)
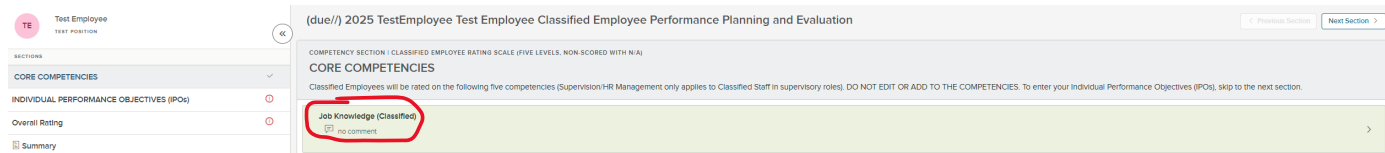
End-of-Evaluation-Cycle Ratings/Core Competency Ratings, continued:

After clicking on the first competency, a screen will open for you to rate the Employee. Note that a description of the competency is included. On the left side of the screen, you will see six rating options: *Exceptional, Highly Effective, Needs Improvement, Unacceptable, and Not Applicable* (to be used ONLY for the Supervision Competency).

To read the definitions of each rating scale element, click on "Show Descriptions."

Viewing the Employee's Job Description

Viewing the Job Description During the Ratings Process

A "Job Description" button is available on the upper right side of the screen *only during the ratings process*. It is highly recommended that you review the Employee's job description before completing the ratings, particularly before selecting a rating for the "Job Knowledge" core competency.
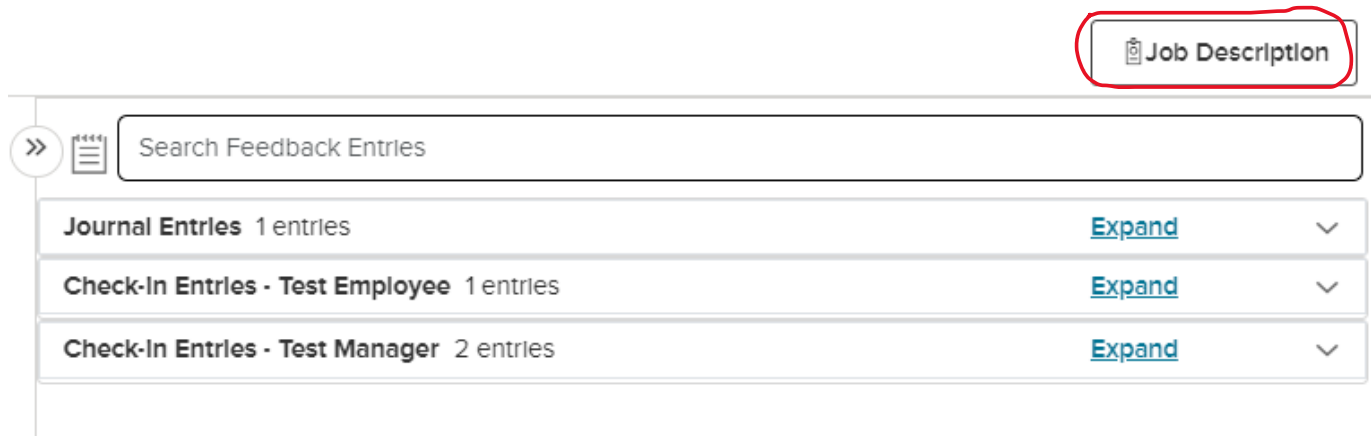
Viewing the Job Description from the Employee's Profile

Both you and the Employee can access the Employee's job description at any time by going to the Employee's profile, where a PDF version is attached. To use this method of accessing the job description, go to your dashboard. You will see your Direct Reports listed in the lower right corner.
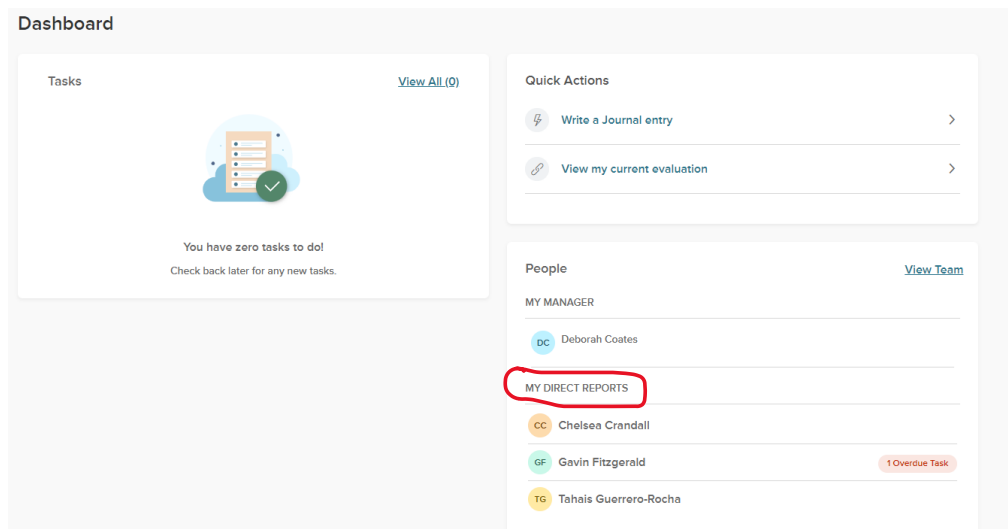
Click on the name of the person whose job description you would like to view. In this example, Gavin Fitzgerald is selected. The view will default to the "Job" tab. Switch to the "Performance" tab.

Under the Performance Tab, a link to a PDF of the Employee's job description can be found under "Performance Documents." Click on the link to download a PDF to read, print, and/or save.

If the job description is not available in NEOED, contact Human Resources to request a copy.

This is an excellent time to conduct an annual review of the job description to determine if updates are needed for the next performance cycle. If revisions are needed, collaborate with the Employee to make the updates, then submit the new version to Human Resources. Request that the updated version be added to NEOED.

Viewing Journal Entries or Check-ins During the Ratings Process
Other information available on the right side of the ratings screen include Journal Entries and Check-in Entries completed by you and the Employee.

The Manager's Check-in Entries will contain the Mid-Year Progress Review you wrote. The Employee Check-in Entries will include the required End-of-Evaluation-Cycle IPO Progress Update Check-in completed by the Employee. You may also see a section on "Goal Progress Comments," if the Employee has provided any additional optional updates on their IPO progress throughout the Evaluation cycle.

You can access any of these resources to help you formulate your ratings and write comments.

End-of-Evaluation-Cycle Ratings/Ratings Screen Overview/Viewing Journal Entries or Check-ins During the Ratings Process, continued:

Following is an example of an expanded view of the Journal Entries. In this example, the "All" filter is selected. The Employee wrote the first entry and shared it with their Supervisor (Manager). The second entry was written by the Manager about the Employee. With any of the Journal Entries, you can click on "Add to Comment Box" to add the content to the rating's comment box, where it can be further edited.

Following is what the expanded view of the Check-ins looks like. Again, you can add the content to the rating's comment box, if desired.

End-of-Evaluation Cycle Ratings, continued:

Competency Ratings

When you are ready to rate the first Competency, select the appropriate rating. You may list supporting comments for why you selected the rating for each of the Core Competencies and IPOs. However, note that **comments are REQUIRED for any ratings of "Unacceptable," "Needs Improvement," or "Exceptional." Comments are also required for the Overall Rating.**

In the example below, the Supervisor rated the Employee "Effective" in meeting the Core Competency of "Job Knowledge."

After completing the rating and comments for the first Core Competency, click "Next" at the top right of the page to progress to the next competency, "Customer Service/Interpersonal Skills," (or click "Close" if you wish to come back later).

After you finish rating all the competencies, begin rating the Individual Performance Objectives (IPOs).

Individual Performance Objectives Ratings

As with the Core Competencies, select the applicable rating for each Individual Performance Objective (IPO) and add comments as desired and/or required.

Overall Rating

When you have rated the last IPO, you will see the options in the upper right corner now include "To Overall Rating." If you are ready to proceed to the Overall Rating, click the button.
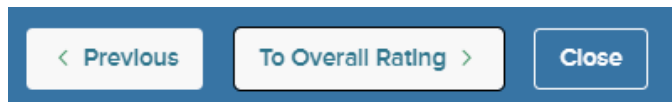
Select the Overall Rating based on the Employee's performance in all areas during the evaluation period. **Supporting comments are required**.

Once you have assigned the Overall Rating and made the required comments, select "Close" if you are ready to proceed. **NOTE: Clicking "Close" does NOT submit the ratings**.

End-of-Evaluation-Cycle Ratings/Overall Rating, continued:

After clicking "Close," you will be able to view your ratings and comments. You can jump to each section using the tabs on the left. The "Summary" tab provides an overview of the entire Evaluation. You are still able to revise any ratings or comments by clicking on the applicable Core Competency, IPO, or Overall Rating. When you are satisfied with the ratings and comments, click "Submit Evaluation" in the upper right corner.

After clicking "Submit Evaluation," a pop-up will appear. It will state that by clicking "Continue," you confirm that your rating is complete and accurate. You will not be able to make further edits without administrator assistance. Clicking "Continue" sends the Evaluation to your Supervisor (the Employee's Second-level Supervisor) for review and approval.

After clicking "Continue," you will receive confirmation that the Evaluation has been submitted to your Supervisor for review.

Second-level Supervisor Approval of Ratings

When you have submitted the Employee's ratings, the Employee's Second-level Supervisor will receive an email alerting them that they have a task to **approve OR disapprove** the ratings.

The Second-level Supervisor will also see a task due on their dashboard (even though it doesn't state "disapprove" in the task title, it is still an option once the task is opened).

When the Second-level Supervisor clicks on the task link (either in the email or from the To-Do Task List), it will take them to an overview of the Employee's Evaluation, including the ratings and comments made by the Direct Supervisor in each section of the Evaluation. The Second-level Supervisor may click "Approve & Sign" or "Deny."

Second-level Supervisor Approval of Ratings, continued:

If the Supervisor selects "Deny," a comment box will open for them to explain why.

Deny   Cancel   **Submit**

* Fields are required.

TM   **Test Manager**
Test Position

* Comments

> This is where the Second-level Supervisor explains why the ratings and/or comments for the Employee's appraisal are being denied.

After the Second-level Supervisor clicks "Submit," you will see the Ratings task appear on your To-Do list again. You will NOT have to start over with ratings. Instead, make the modifications requested by your Supervisor and submit the Evaluation again. The Second-level Supervisor will then review the updated Evaluation. If it is now acceptable, the Second-level Supervisor will click "Approve & Sign." They may enter final comments before submitting the approval.

Approve & Sign   Cancel   **Submit**

Comments

> The Second-level Supervisor can make comments here about approving the appraisal.

Please sign your name below

Jane Fries

Jane Fries   June 28, 2024

Auto-generate   Draw signature

Final Supervisor Signature and Evaluation Release to Employee

After your Supervisor (the Employee's Second-level Supervisor) signs off on the Evaluation, you will receive a final "Sign" task to also sign off on it.
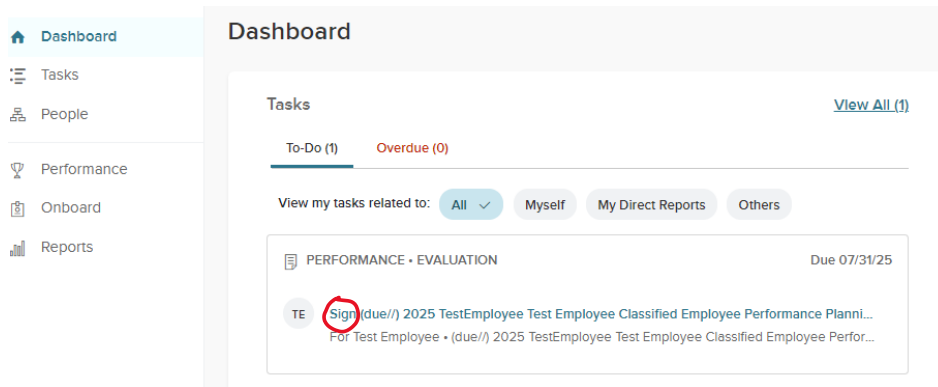
Click on the "Sign Task" and then sign the Acknowledgement Form. You may enter final comments before submitting.
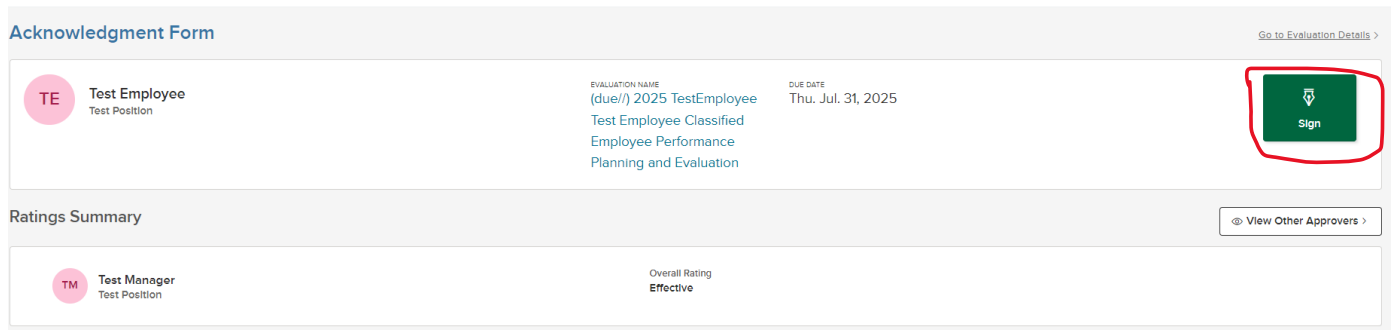
IMPORTANT: Immediately after you complete this "Sign" task, the Employee will be notified of a task to sign their Evaluation, which means that it has been made available for them to view. You should schedule a time to meet with the Employee to discuss the Evaluation.

Printing the Completed Evaluation

After signing, you will be returned to a summary page of the evaluation where you can print it, if desired. You can also see full evaluation details by clicking on the "Go to Evaluation Details" next to the Print button. If you have trouble printing, please check to see if the pop-up is blocked and enable it.

Final Employee Signature

The Employee is required to sign acknowledging receipt of the Evaluation. By signing, they do not indicate agreement or disagreement with the content of the Evaluation. However, if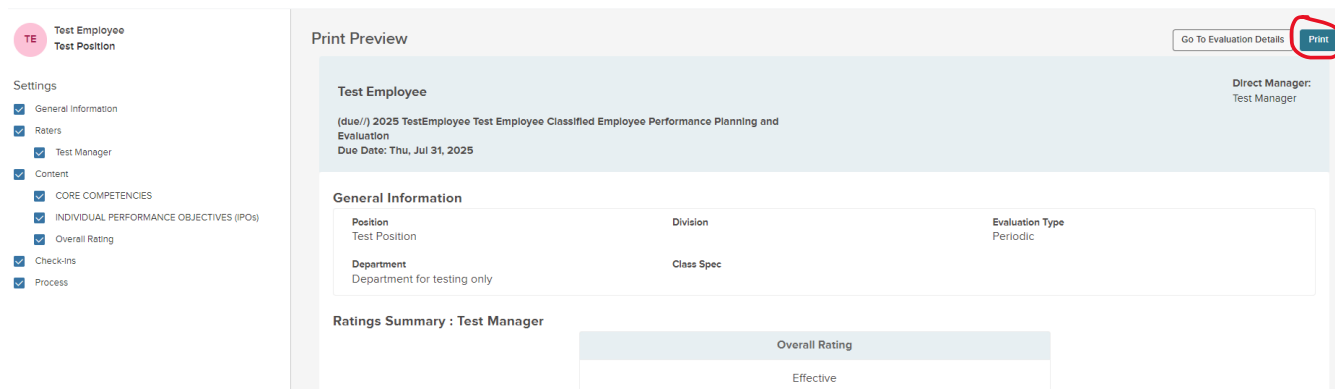 they disagree with the Evaluation, they can explain why in the comments section included in the signature process. If desired, they also have the right to initiate a Dispute Resolution Process.

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.

Performance Improvement Plans/Corrective Action

An overall performance rating of **Unacceptable** *must* include a corrective or disciplinary action. Individual factor ratings of Unacceptable *may* result in a performance improvement plan or corrective action.

An overall performance rating of **Needs Improvement** *may* include a performance improvement plan or corrective or disciplinary action. Individual factor ratings of Needs Improvement *may* result in a performance improvement plan or corrective action.

Consult with the Human Resources Department to develop a performance improvement plan or to implement a corrective or disciplinary action.

Congratulations, you have completed the Supervisor role in the NEOED Perform Classified Staff Evaluation process!