2024 - 2025

UMB Performance Management Program Evaluation Form Instructions for Supervisors

This document in its entirety is guidance. It is not intended to replace existing policies, procedures, practices, or MOUs.

The Performance Management Program (PMP) is UMB's formal, annual process for employee evaluation and development. Participating in the PMP process is a critical responsibility for every supervisor, and it is expected that an evaluation be completed at the end of the performance cycle for each eligible employee. By using the process, employees are clear about goals, objectives, and expectations that are essential to an employee's development and overall success.

Performance Management Cycle: April 1 st – March 31 st					
Employee Class	Performance Planning Phase 1	Performance Feedback and Development Phase 2	Mid-Cycle Review	Performance Evaluation Phase 3	Performance Evaluation Due Date
Non-Exempt	May 1 st – May 31 st	Ongoing	October	April 1 st – 30 th	April 30 th
Exempt	June 1 st – June 30 th	Ongoing	November 30th	April 1 st – June 1 st	June 1 st

The electronic performance evaluation forms will be available through the online portal below:

- Human Resource Services (HRS)-Employee and Labor Relations (ELR) website:
- UMB Performance Management Program
- HR widget on my UMB labeled UMB PMP Evaluation Form
- Preferred web browsers: Edge, Chrome, Firefox

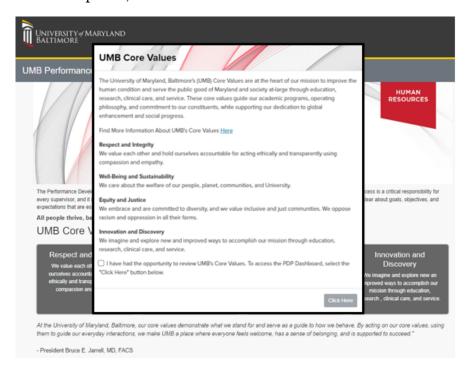
Tools and Resources:

• Tools and resources will be available at the HRS-ELR website *UMB Performance Management Program* link.

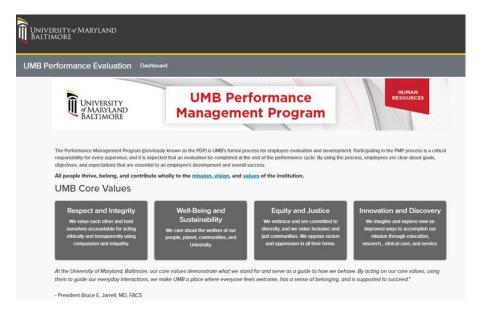


Performance Management Program Platform

Using their UMB username and password to log-in, users will be directed to the Landing Page of the Performance Management Platform. Users will have an opportunity to review the UMB Core Values. To access the portal, check the box and select the "Click Here" button.



To access an Evaluation Form for the Performance Management Program, select the Dashboard link to view direct reports.





Supervisors may review an employee's prior PMP documents by selecting the person icon next to the employee's name.



Once selected, a new window populates displaying documents created in the electronic platform.

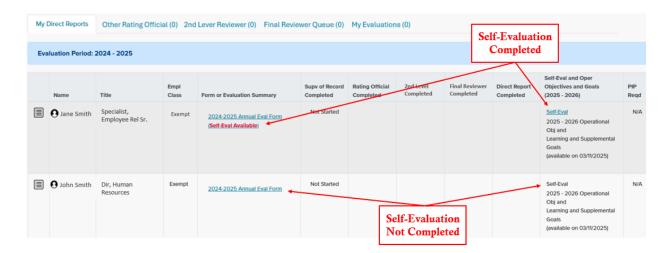




Accessing an Employee's Evaluation

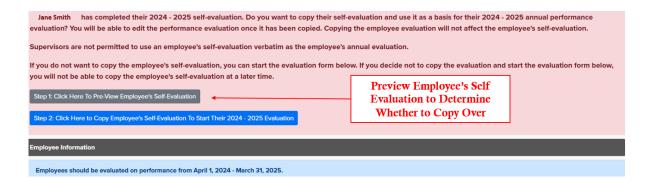
Using the Direct Reports tab, select the employee's evaluation form to begin the evaluation. Self-Evaluation indicators will populate if an employee has completed a self-evaluation.

NOTE: Employees are not required to complete a self-evaluation.



1. Self-Evaluation Completed by Employee

If an employee has completed a self-evaluation, messaging indicating a self-evaluation is available for copy over will display at the top of the evaluation screen. Supervisors who would like to use the employee's self-evaluation as a basis for completing the annual evaluation should select the grey button, "Step 1: Click Here to Preview Employee's Self Evaluation" to determine if they would like to copy over the information.





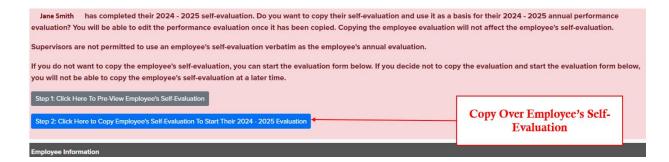
A new window will open for supervisors to review the self-evaluation.



NOTE —Copying the employee evaluation will not affect the employee's self-evaluation. Supervisors are not permitted to copy an employee's self-evaluation verbatim into the employee's official annual evaluation. Supervisors are required to provide an independent assessment of the employee's performance which may include integration of information from the employee's self-evaluation.



Supervisors who would like to use the self-evaluation as a basis for the annual evaluation should select "Step 2: Click Here to Copy Employee's Self-Evaluation to Start The 2024 – 2025 Evaluation".

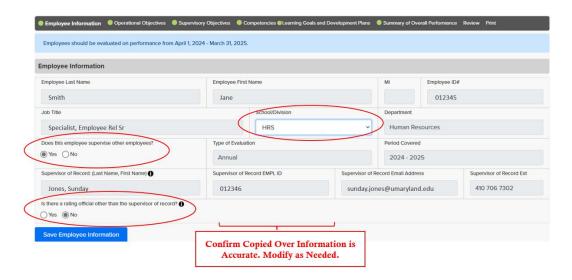


Once selected, a confirmation screen appears. Select Next.



Supervisors will proceed throughout the evaluation screens.

Employee Information

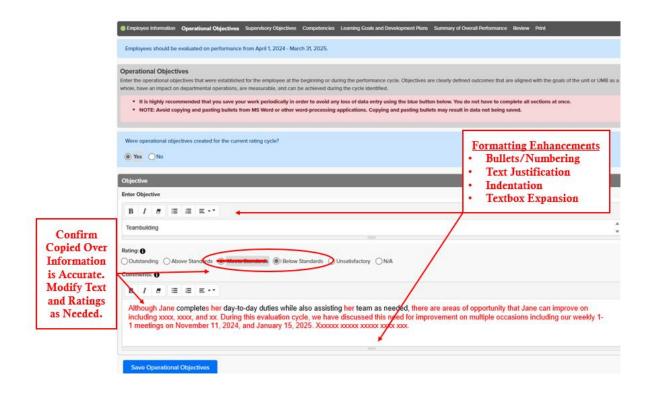


NOTE - Supervisors MUST confirm the copied over information is accurate and make corrections as needed.



Operational Objectives

Review the Operational Objective language at the top of the screen.



NOTE – Operational Objectives that were created in the Planning Phase and entered in the electronic platform will populate for review. Confirm the Operational Objectives are accurate based on what was communicated to the employee and continue.

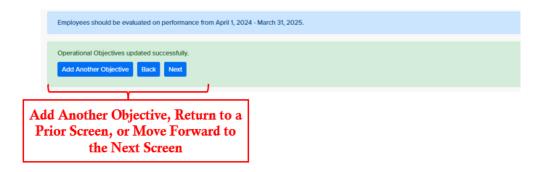
Supervisors may use employee's comments as a basis for the annual evaluation. Supervisors are required to provide an independent assessment of the employee's performance which may include integration of information from the employee's self-evaluation.

Operational Objectives that were created in the Planning Phase but NOT entered in the electronic platform may be manually entered if they were communicated to the employee. Select Yes. An Operational Objective subsection will populate for completion. Enter Operational Objectives manually. Select Save Operational Objectives and add another objective using the "Add Another Objective" button. Continue manually adding until all objectives are entered.



If Operational Objectives were not created in the Planning Phase of the cycle during the prior year, do not create Operational Objectives now. Select No.

If No is selected, continue to the Competencies screen.



Use "Back" and "Next" buttons to move throughout the evaluation.

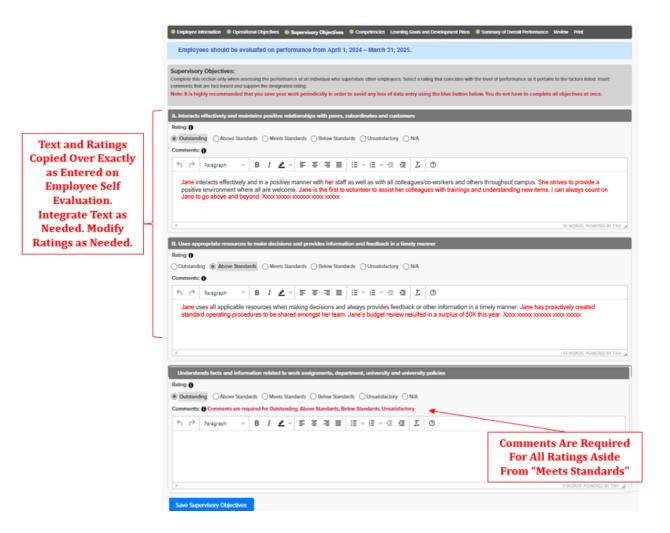
Supervisory Objectives

If the employee was identified as supervising staff on the Employee Information screen, a Supervisory Objective screen will populate for completion. Complete this section only when assessing the performance of an individual who supervises other employees.

If the employee was not identified as supervising staff on the Employee Information screen, the Supervisory Objectives screen will not appear for completion. Make corrections to the Employee Information Screen question as needed.

Using the • icon to access the Performance Management Rating Scale Definitions, select a rating that represents the employee's overall performance for the identified competency, and insert comments that are fact-based and support the designated rating. A comment must be entered for all ratings aside from "Meets Standards".





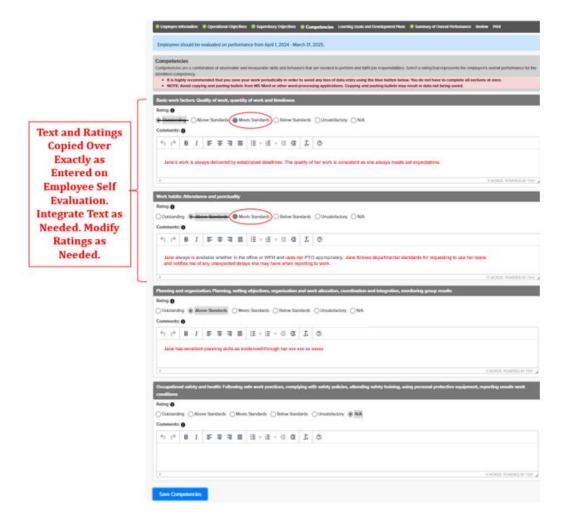
Select Save Supervisory Objectives.

Use "Back" and "Next" buttons to move throughout the evaluation.

Competencies

Using the icon to access the Performance Management Rating Scale Definitions, select a rating that represents the employee's overall performance for the identified competency, and insert comments that are fact-based and support the designated rating. A comment must be entered for all ratings aside from "Meets Standards".





Select Save Competencies.

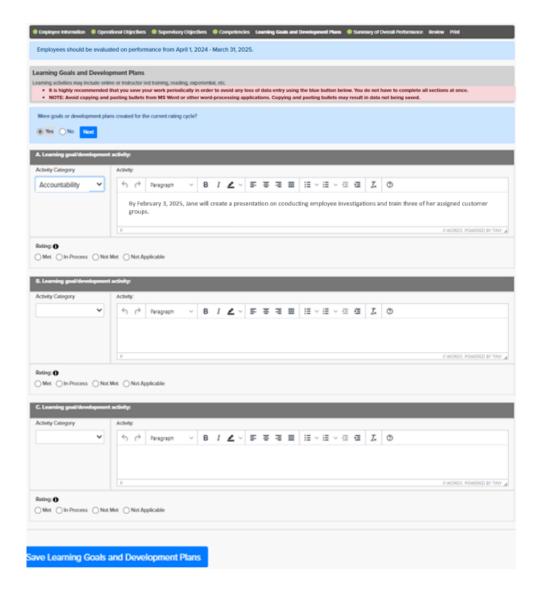
Use "Back" and "Next" buttons to move throughout the evaluation.

Learning Goals and Development Plan

This section indicates the learning goals and development plans that were established at the beginning of the current rating cycle; the employee should have already completed these activities.

NOTE – Learning Goals and Development Plans that were created in the Planning Phase and entered in the electronic platform will populate for review. Confirm that the Learning Goals and Development Plans are accurate based on what was communicated to the employee and continue.





Learning Goals and Development Plans that were created in the Planning Phase but NOT entered in the electronic platform may be manually entered if they were communicated to the employee by selecting Yes.

If Yes is selected, a Learning Goals/Development Activity subsection will populate for completion. Using a dropdown field, select a category that most closely applies to each of the activities that were assigned and include a brief description.

Using Rating Scale Definitions located by selecting the ticon, select a rating that represents the employee's completion status for the assigned goal/development plan.



NOTE – Supervisors may use employee's comments as a basis for the annual evaluation. Supervisors are required to provide an independent assessment of the employee's performance which may include integration of information from the employee's self-evaluation.

If Learning Goals and Development Plans were not created in the Planning Phase of the cycle during the prior year, do not create them now. Select No.

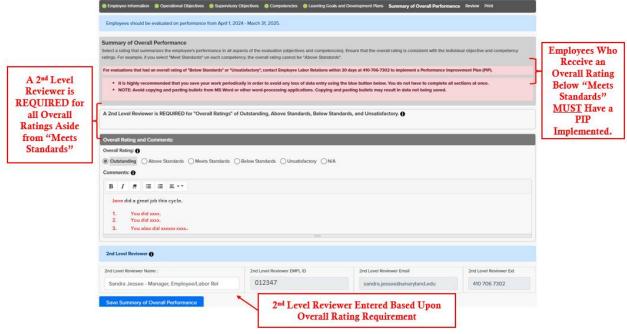
If No is selected, select "Save Learning Goals and Development Plans" and continue to the Summary of Overall Performance screen.

Use "Back" and "Next" buttons to move throughout the evaluation.

Summary of Overall Performance

Select a rating that summarizes the employee's performance in all aspects of the evaluation. Ensure that the overall performance rating is consistent with the individual objective and competency ratings. For example, if "Meets Standards" is selected on each competency, the overall rating cannot be "Above Standards."

A 2nd Level Reviewer is required for all overall rating aside from "Meets Standards". (Use the icon to determine who the 2nd Level Reviewer may be).

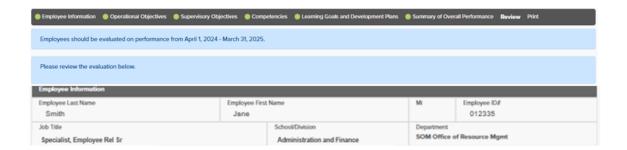




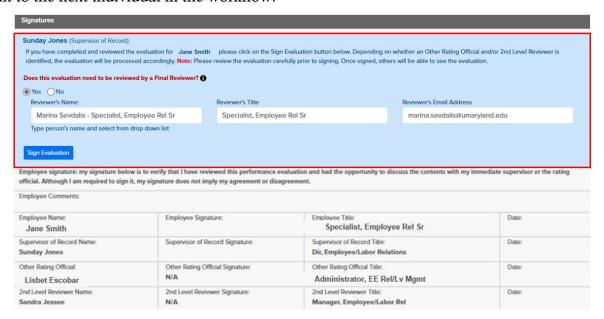
If the overall rating selected is below "Meets Standards," the supervisor is required to contact Employee Labor Relations, at (410) 706-7302 or hrelations, at (410) 706-7302 or hrelations, to implement a Performance Improvement Plan (PIP) within 30 days of the evaluation meeting.

Review and Signature

The Review section allows for review of the evaluation content before submitting to the next individual in the workflow. Any changes should be made by selecting the associated screen before signing the evaluation.



If the School/Administrative Unit has required a Final Reviewer, a Final Reviewer's name will auto-populate, and supervisors will not have an option to answer the Final Reviewer question. If the Final Reviewer is hardcoded, the supervisor will select the Sign Evaluation button and submit to the next individual in the workflow.





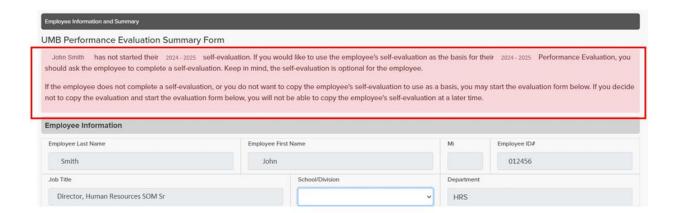
If the School/Administrative Unit has deemed the question to be optional, use the determine who the Final Reviewer may be. If Yes is selected, begin typing the Final Reviewer's name in the first field. The system will populate names for selection based on the text entered.

Once the Final Reviewer's name has been selected, the remaining fields will auto-populate.

Selecting the Sign Evaluation button will submit the evaluation to the next individual in the workflow.

2. Self-Evaluation Not Completed by Employee

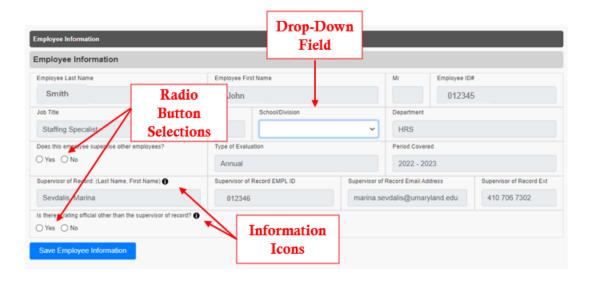
If an employee has not completed a self-evaluation, supervisors will receive a notification indicating a self-evaluation is not available for copy over. Supervisors who would like to use the employee's self-evaluation as a basis for completing the annual evaluation should speak with the employee about completing their self-evaluation. Supervisors who would like to proceed without using the employee's self-evaluation, may do so by proceeding with the Employee Information screen.



Employee Information

All greyed out fields are automatically populated.





Select the School/Division using the dropdown option.

Choose either Yes or No to identify whether the employee supervises other employees. The answer selected will determine whether a screen with Supervisory Objectives populates.

Choose either Yes or No to identify if there is a rating official other than the supervisor of record. Select the icon for further information to aid in the selection of the choice.

Select the "Save Employee Information" button to proceed.

Continue to the next screen by selecting Next.



Operational Objectives

Review the Operational Objective language at the top of the screen.





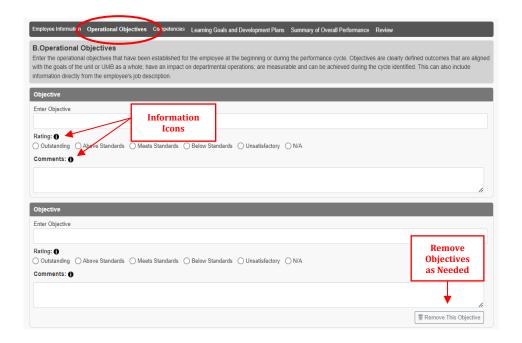
If Operational Objectives were created for the rating cycle (these objectives would have been created in the Planning Phase during the prior year), select Yes.

Operational Objectives that were created in the Planning Phase and entered in the electronic platform will populate for review. Confirm that the Operational Objectives are accurate to what was agreed upon and continue.

Operational Objectives that were created in the Planning Phase but NOT entered in the electronic platform may be manually entered as long as they were previously made known to the employee. Enter Operational Objectives manually.

If Operational Objectives were not created in the Planning Phase of the cycle during the prior year, do not create Operational Objectives now. Select No.

If No is selected, continue to the Competencies screen. If Yes is selected, an Objective subsection will populate for completion.





Enter in the Operational Objectives that were previously created.

Rating: Using the • icon to access the Performance Management Rating Scale Definitions, select a rating that represents the employee's overall performance for the identified objective, assess whether the objective was accomplished, to what degree, and whether it was done within the established time frame. Take into consideration any challenges the employee may have faced and how it may have impacted the outcome of the objective.

Comments: Factual comments should be included to support the rating, communicate strengths and weaknesses, and other pertinent feedback. A comment must be entered for all ratings aside from "Meets Standards".

To remove objectives, select the "Remove This Objective" button.

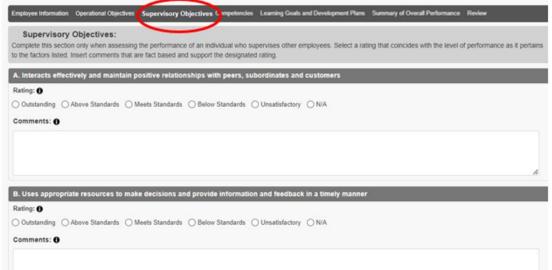
To add additional objectives, select the "Add Another Objective" button.



Select "Save Operational Objectives" to save entered text and selections.

Supervisory Objectives

If the employee was identified as supervising staff on the Employee Information screen, a Supervisory Objective screen will populate for completion. Complete this section only when assessing the performance of an individual who supervises other employees.



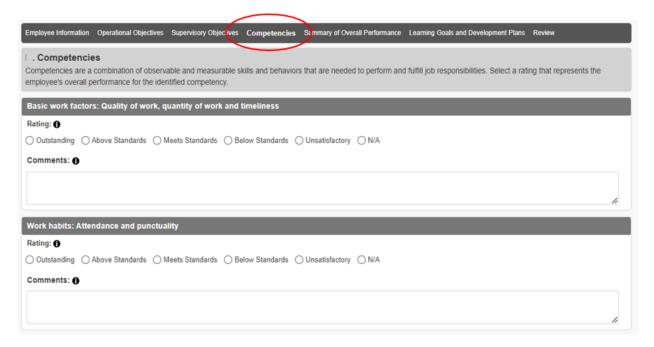


If the employee was not identified as supervising staff on the Employee Information screen, the Supervisory Objectives screen will not appear for completion. Make corrections to the Employee Information Screen question as needed.

Select "Save Supervisory Objectives" to save entered text and selections.

Competencies

Using the • icon to access the Performance Management Rating Scale Definitions, select a rating that represents the employee's overall performance for the identified competency, and insert comments that are fact-based and support the designated rating. A comment must be entered for all ratings aside from "Meets Standards".



Select "Save Competencies" to save entered text and selections.

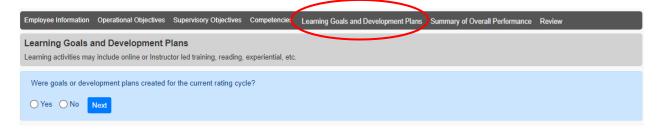
Learning Goals and Development Plans

This section indicates the learning goals and development plans that were established at the beginning of the current rating cycle; the employee should have already completed these activities.



If Learning Goals and Development Plans were created for the rating cycle, select Yes.

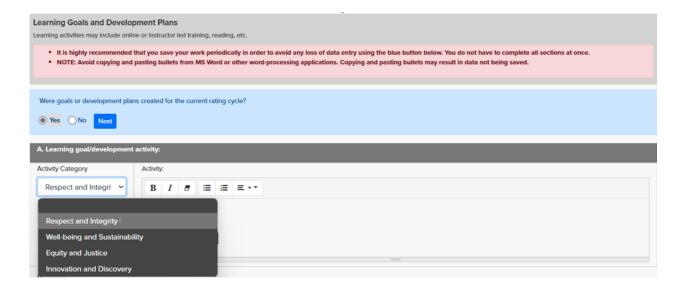
If Learning Goals and Development Plans were not created in the Planning Phase of the cycle during the prior year, do not create goals or plans now. Select No.



If Yes is selected, a Learning Goals/Development Activity subsection will populate for completion. If No is selected, continue to the Review screen.

Using a dropdown field, select a category that most closely applies to each of the activities that were assigned and include a brief description. Development activities are intended to enhance the employee's current performance, prepare for greater challenges and career advancement. Such activities may include:

- Training sessions with senior team members within or in another department
- Assigned courses through e-learning at UMB
- Committee assignment
- Technical improvement courses (i.e. public speaking, business writing)
- Seminars/workshops
- Professional associations





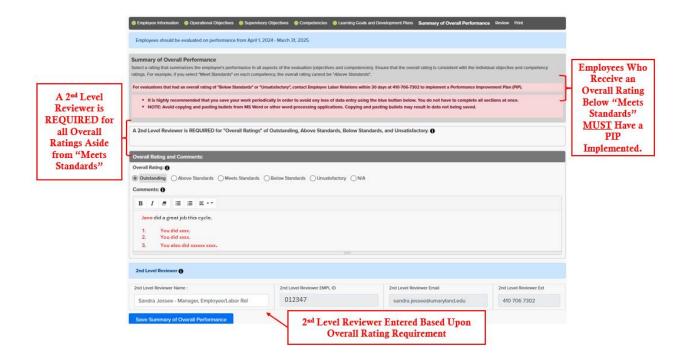
Using Rating Scale Definitions located by selecting the ficon, select a rating that represents the employee's completion status for the assigned goal/development plan.

Select "Save Learning Goals and Development Plans" to save entered text and selections.

Summary of Overall Performance

Select a rating that summarizes the employee's performance in all aspects of the evaluation. Ensure that the overall performance rating is consistent with the individual objective and competency ratings. For example, if "Meets Standards" is selected on each competency, the overall rating cannot be "Above Standards."

All UMB evaluations with an overall rating aside from "Meets Standards" will result in a 2^{nd} Level Reviewer subsection appearing for completion. (Use the 10^{nd} icon to determine who the 10^{nd} Level Reviewer may be).





Begin typing the 2nd Level Reviewer's name in the first field. The system will populate names for selection based on the text entered.

If the overall rating selected is below "Meets Standards," the supervisor is required to contact Employee Labor Relations, at (410)706-7302 or hreln@umaryland.edu, to implement a Performance Improvement Plan (PIP) within 30 days of the evaluation meeting.

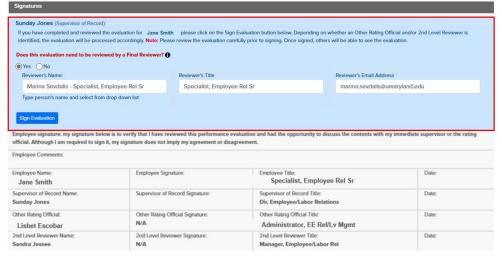
Select "Save Summary of Overall Performance" to save comments and rating selections.

Review and Signature

The Review section allows for review of the evaluation content before submitting to the next individual in the workflow. Any changes should be made by selecting the associated screen before signing the evaluation.



If the School/Administrative Unit has required a Final Reviewer, a Final Reviewer's name will auto-populate, and supervisors will not have an option to answer the Final Reviewer question. If the Final Reviewer is hardcoded, the supervisor will select the Sign Evaluation button and submit to the next individual in the workflow.





If the School/Administrative Unit has deemed the question to be optional, use the determine who the Final Reviewer may be. If Yes is selected, begin typing the Final Reviewer's name in the first field. The system will populate names for selection based on the text entered.

Once the Final Reviewer's name has been selected, the remaining fields will auto-populate.

Selecting the Sign Evaluation button will submit the evaluation to the next individual in the workflow.

Workflow

The evaluation will route to the next individual in the workflow based on selections in the evaluation screens.

<u>Scenario 1</u>: Evaluation does not require an Other Rating Official, 2nd Level Reviewer, or Final Reviewer

• Once the supervisor completes and signs the evaluation, it will automatically route to the employee.

<u>Scenario 2</u>: Evaluation requires an Other Rating Official but does not require a 2nd Level Reviewer, or Final Reviewer

- Once the supervisor completes and signs the evaluation, the evaluation routes to the Other Rating Official to complete.
- Once the Other Rating Official reviews and signs the evaluation, the evaluation routes directly to the employee.
 - o If disagreement exists, a conversation between the Other Rating Official and the supervisor should occur before the Other Rating Official signs. Conversations should occur outside of the tool.
 - o If the Other Rating Official adds a comment to the evaluation, it is recommended the individual should include their initials behind the comment to differentiate their addition.
 - o If changes are needed, the supervisor should access the evaluation to make changes, and inform the Other Rating Official once complete. The Other Rating Official will then review and sign automatically routing the evaluation to the employee.
- The supervisor will receive an email notification that the employee has been routed the evaluation for awareness.



<u>Scenario 3</u>: Evaluation requires a 2nd Level Reviewer but does not require an Other Rating Official or Final Reviewer.

- Once the supervisor completes and signs the evaluation, the evaluation will route to the 2nd Level Reviewer.
- Once the 2nd Level Reviewer reviews and signs the evaluation, the evaluation routes directly to the employee.
 - o If disagreement exists, a conversation between the 2nd Level reviewer and the supervisor should occur before the 2nd Level Reviewer signs. Conversations should occur outside of the tool.
 - o If the 2nd Level Reviewer adds a comment to the evaluation, it is recommended the individual should include their initials behind the comment to differentiate their addition.
 - o If changes are needed, the supervisor should access the evaluation to make changes, and inform the 2nd Level Reviewer once complete. The 2nd Level Reviewer will then review and sign automatically routing the evaluation to the employee.
 - The supervisor will receive an email notification that the employee has been routed the evaluation for awareness.

Scenario 4: Evaluation does not require an Other Rating Official or 2nd Level Reviewer but requires a Final Reviewer.

- Once the supervisor completes and signs the evaluation, the evaluation will route to the Final Reviewer.
- Once the Final Reviewer reviews for consistency with the School/Administrative Unit criteria, the evaluation routes directly to the employee.
 - o If disagreement exists, the Final Reviewer should decline the evaluation and a conversation between the Final Reviewer and the supervisor should occur outside of the platform.
 - o If changes are needed, the supervisor should access the evaluation to make changes and reroute through the platform. The Final Reviewer will then review and accept routing the evaluation to the employee.
- The supervisor will receive an email notification that the employee has been routed the evaluation for awareness.

<u>Scenario 5</u>: Evaluation requires an Other Rating Official, a 2nd Level Reviewer, and a Final Reviewer.



- Once the supervisor completes and signs the evaluation, the evaluation routes to the Other Rating Official to complete.
- Once the Other Rating Official reviews and signs the evaluation, the evaluation routes directly to the 2nd Level Reviewer.
 - o If disagreement exists, a conversation between the Other Rating Official and the supervisor should occur before the Other Rating Official signs. Conversations should occur outside of the tool.
 - o If the Other Rating Official adds a comment to the evaluation, it is recommended the individual should include their initials behind the comment to differentiate their addition.
 - o If changes are needed, the supervisor should access the evaluation to make changes, and inform the Other Rating Official once complete. The Other Rating Official will then review and sign automatically routing the evaluation to the 2nd Level Reviewer.
- Once the 2nd Level Reviewer reviews and signs the evaluation, the evaluation routes directly to the Final Reviewer.
 - o If disagreement exists, a conversation between the 2nd Level Reviewer, Other Rating Official, and the supervisor should occur before the 2nd Level Reviewer signs. Conversations should occur outside of the tool.
 - o If changes are needed, the supervisor should access the evaluation to make changes, and inform the 2nd Level Reviewer once complete. The 2nd Level Reviewer will then review and sign automatically routing the evaluation to the employee.
- Once the Final Reviewer reviews and accepts the evaluation, the evaluation routes directly to the employee.
 - o If disagreement exists, the Final Reviewer should decline the evaluation and a conversation between the Final Reviewer and the supervisor should occur outside of the platform.
 - o If changes are needed, the supervisor should access the evaluation to make changes and reroute through the platform. The Final Reviewer will then review and accept routing the evaluation to the employee.
- The supervisor will receive an email notification that the employee has been routed the evaluation for awareness.

NOTE - The supervisor can make edits until the employee signs off on the evaluation. Once, the employee signs the evaluation, no edits can be made.



Other Rating Officials can add comments when reviewing the evaluation. In order to differentiate the comments, it is recommended that initials are added.



To review the status of the evaluation in the workflow, visit the Dashboard. Supervisors can also push out email reminders to review and sign to the next individual in the workflow.



To determine if an Other Rating Official or a 2nd Level Reviewer is in the workflow, supervisors may review the dashboard.

Workflow Signatures

Supervisor of Record: The Supervisor of Record is the direct supervisor of the employee. The Supervisor of Record's electronic signature is captured when selecting "Sign Evaluation" on the Review screen.

Other Rating Official (if applicable): The Other Rating Official is the designated individual, other than the supervisor of record, who has knowledge of the employee's work and is able to effectively and accurately assess the employee's performance. This individual can objectively contribute to the assessment of the employee's performance for the performance review period. If an Other Rating Official is identified in the evaluation, the evaluation will electronically route to the individual. The Other Rating Official's signature will be electronically captured once they review the evaluation and select "Sign Evaluation" on the Review screen.



NOTE – The Other Rating Official's signature must be captured before the evaluation can move forward to the next individual identified in the workflow.

2nd Level Reviewer (if applicable): The 2nd Level Reviewer is typically the next level supervisor in the employee's chain of command or a higher-level supervisor who is responsible for reviewing and approving the performance evaluation to ensure consistency, fairness, and alignment with institutional policies and standards. The 2nd Level Reviewer may also be a specific individual designated by each School/Administrative Unit. A 2nd Level Reviewer is required when an employee receives an "Overall Rating" other than "Meets Standards" or if a School/Administrative Unit establishes a requirement for this individual to be included in the evaluation process.

If a 2nd Level Reviewer is identified in the evaluation, the evaluation will electronically route to the individual. The 2nd Level Reviewer's signature will be electronically captured once they review the evaluation and select "Sign Evaluation" on the Review screen.

NOTE – The 2nd Level Reviewer's signature must be captured before the evaluation can move forward to the next individual identified in the workflow.

Employee: After the Supervisor of Record has had an opportunity to meet with the employee to review and discuss the content of the evaluation, the employee is able to sign the evaluation electronically. The employee must log into the Performance Management Platform using their UMB ID/Password to sign.

NOTE – Final Reviewers do not have a signature in the evaluation as they are only reviewing the evaluation for compliance with the School/Administrative Unit's criteria and guidelines.

Employee Review and Comments

The employee is required to be provided with a copy of the evaluation at least 3 days prior to the scheduled meeting to allow time to formulate any comments and/or questions.

Employees may submit written comments directly in the electronic evaluation form to address any aspect of the evaluation.



NOTE: Employees are able to sign the evaluation once they receive for review, however they may choose to wait to sign until after the evaluation meeting with the supervisor.

Meeting With the Employee

Supervisors are required to meet with the employee to review the evaluation. During this meeting, the supervisor should review and consider the employee's comments and make any changes as necessary.

Once the employee signs off on the evaluation, edits cannot be made.

Refusal to Sign

Should the employee refuse to sign the evaluation, supervisors should explain that signing the evaluation does not imply agreement, it only indicates that they received the document; and that refusing to sign does not invalidate the evaluation.

Employees who disagree with the evaluation are encouraged to leave comments about their disagreement, but still sign off that they have received the evaluation.

If the employee still refuses, supervisors may select a box indicating that the employee refused to sign.

Using this option is a last resort and should be done sparingly.

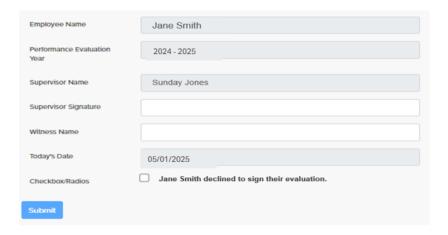
NOTE – This feature should only be used if an employee states they refuse to sign or uses other similar language.





Select employee refused to sign.

Supervisors will type in their name and select submit.



Both the supervisor and the employee will receive an email notification regarding the employee's refusal to sign designation.

Submitting the Evaluation

Once the employee electronically signs the evaluation or "declined to sign" is designated, the evaluation is submitted. No changes can be made to the evaluation after this point.

Employees and Supervisors of Record can log into the Performance Management Platform at any time to access the evaluation for review.

Operational Objectives and Learning Goals

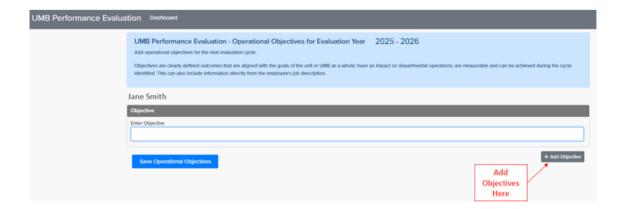
After the evaluation phase ends, supervisors should initiate the Planning Phase with their employees. During the Planning Phase, supervisors should meet with their employees to discuss operational objectives and set learning goals to achieve during the plan cycle.





To create established operational objectives and learning goals, supervisors will select the "Operational Obj" and "Learning Goals" links from the dashboard.

Once "Operational Obj" has been selected from the dashboard, a new screen will populate for supervisors to complete.



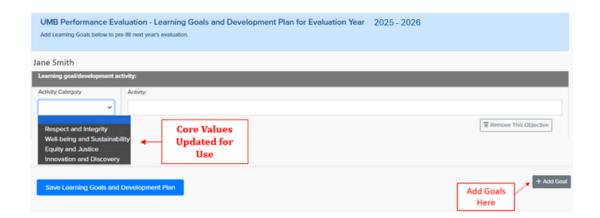
Enter in the Operational Objective. If additional objectives should be added, select the "+ Add Objective" button and enter in additional objectives.

Select "Check Here" and "Submit" to send the employee a notification that the Operational Objectives are available for review or select "Go To Dashboard" to work on the Operational Objectives and submit at a later time.

Once "Learning Goals and Development Plans" has been selected from the dashboard, a new screen will populate for supervisors to complete.



Enter in the Learning Goals and Development Plans. If additional goals should be added, select the "+ Add Goal" button and enter in additional goals.



Select "Check Here" and "Submit" to send the employee a notification that the Learning Goals and Development Plans are available for review or select "Go To Dashboard" to work on the goals and submit at a later time.

Once the Learning Goals and Development Plans are sent to the employee, they can electronically confirm they have received a copy.

