Overview/Description

This document provides step-by-step instructions on how the Employee can navigate to the Define Criteria on the Performance Process page. This page is used to define criteria such as Goals, Performance Factors, USG Core Values, and Institutional Values for USG Institutions. It is recommended to review overall goals prior to completing an annual assessment document.

Prerequisite(s)

Manager must generate Evaluation and Define Criteria

Instructions

1. Reviewing Define Criteria for Performance Process Page

   1.1. During this step the Manager and Employee should identify goals, define core responsibilities and competencies that need to be accomplished during the performance period.

Navigation

Navigator > Self Service > Performance Management > My Performance Documents > Current Documents

a. Employee will have Current Performance Documents listed on this page. Please ensure the correct document is selected for the review period.

b. Employee will be able to review the Define Criteria section tabs, Goals, Performance Factors, USG Core Values, and Institutional Values. Each section has a percentage
weight and can be expanded or collapsed. Any corrections or updates will need to be made by the Manager.

c. The only section tab where an item can be added is Goals, while all of the other tabs are predefined such as Performance Factors, USG Core Values, and Institutional Values:

**Goals tab**
d. **Performance Factors tab**

<table>
<thead>
<tr>
<th>Goals</th>
<th>Performance Factors</th>
<th>USG Core Values</th>
<th>Institutional Values</th>
<th>Ethics Compliance</th>
<th>Professional Development</th>
<th>Final Remarks</th>
<th>Overall Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Expand</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Expand</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Communication</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Customer Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Initiative</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Innovation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Job Knowledge</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Adherence to University Policies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Quality of Work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Interpersonal Relationships</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Reliability/Attendance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Critical Thinking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Attachments**

No Attachments have been added to this document.

**Audit History**

- Created By: [Name] 08/14/2019 12:29:06PM
- Last Modified By: [Name] 08/14/2019 12:59:58PM
### Section 2 - Performance Factors

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Created By</th>
<th>Template</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>The extent to which employee is proficient and professional in oral and written communication. This includes listening, understanding, remembering, and following oral or written instructions, asking for clarification when necessary and providing information to others in a clear, complete and concise manner.</td>
<td></td>
<td></td>
<td>07/01/2019</td>
</tr>
<tr>
<td><strong>Customer Service</strong></td>
<td>The extent to which the employee provides a customer-friendly environment and superior service to our clients, patients, coworkers, supervisors, subordinates, faculty and students. The employee resolves customer needs with confirmed satisfaction, responsiveness, and outcomes.</td>
<td></td>
<td></td>
<td>07/01/2019</td>
</tr>
<tr>
<td><strong>Initiative</strong></td>
<td>The extent to which employee is a self-starter, shares new ideas for doing things, and is willing to assume additional duties when necessary. Displays positive attitude and willingness to improve both personally and professionally in a constantly changing environment.</td>
<td></td>
<td></td>
<td>07/01/2019</td>
</tr>
<tr>
<td><strong>Innovation</strong></td>
<td>The extent to which the employee is receptive to new ideas and has the ability to adjust to changes with minimum disruption to productivity. Contributes useful ideas for improved performance.</td>
<td></td>
<td></td>
<td>07/01/2019</td>
</tr>
<tr>
<td><strong>Job Knowledge</strong></td>
<td>The extent to which employee understands their job duties and responsibilities and applies the practical and technical knowledge and skills required for the position.</td>
<td></td>
<td></td>
<td>07/01/2019</td>
</tr>
<tr>
<td><strong>Adherence to University Policies</strong></td>
<td>The extent to which the employee follows system, college/university and department-specific policies, and procedures (dress guidelines, professionalism, administrative policies &amp; procedures).</td>
<td></td>
<td></td>
<td>07/01/2019</td>
</tr>
<tr>
<td><strong>Quality of Work</strong></td>
<td>The extent to which employee's work is consistently accurate, thorough, and is accomplished in a professional manner. Employee works efficiently and productively while effectively managing resources (labor, time, materials, etc.).</td>
<td></td>
<td></td>
<td>07/01/2019</td>
</tr>
</tbody>
</table>
e. **USG Core Values** tab

### Section 3 - USG Core Values

#### Accountability

**Description:** We firmly believe that education is not only the responsibility of universities, but also of society as a whole. We will live up to this trust through safeguarding our resources and being good stewards of human, intellectual, physical, and fiscal resources given to us.

**Created By:** [Redacted]  |  **07/21/2019 3:21 PM**

#### Excellence

**Description:** We will perform our duties to foster a culture of excellence and high quality in everything we do.

**Created By:** [Redacted]  |  **07/21/2019 3:21 PM**

#### Integrity

**Description:** We will be honest, fair, impartial, and unbiased in our dealings both with and on behalf of the USG.

**Created By:** [Redacted]  |  **07/21/2019 3:21 PM**

#### Respect

**Description:** We recognize the inherent dignity and rights of every person, and we will do our utmost to fulfill our resulting responsibility to treat each person with fairness, compassion, and decency.

**Created By:** [Redacted]  |  **07/21/2019 3:21 PM**

#### USG Core Values Summary

**Section Weight:** 25%
f. Institutional Values tab

Institutional Values

<table>
<thead>
<tr>
<th>Elevation</th>
<th>Impact Generating</th>
<th>Open</th>
<th>Promise Fulfilling</th>
<th>Student Inspired</th>
<th>True to Ourselves</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Attachments
No Attachments have been added to this document.

Audit History
- Created By: [redacted] 08/14/2019 12:29:00PM
- Last Modified By: [redacted] 06/14/2019 12:50:35PM

Institutional Values Summary
- Section Weight: 20 %

Audit History
- Created By: [redacted] 07/01/2019 5:30:00PM
- Last Modified By: [redacted] 07/01/2019 5:30:00PM
g. As Performance Process steps and tasks are completed, the Employee can track progress here:

- **Define Criteria**
  - Due Date: 09/01/2019
  - **Update and Approve**

- **Checkpoint 1**
  - Due Date: 10/01/2019

- **Finalize Criteria**
  - Due Date: 10/31/2019

- **Nominate Participants**
  - Due Date: 11/30/2019

- **Review Participant Evaluations**
  - Due Date: 10/31/2019

- **Review Self Evaluation**
  - Due Date: 10/31/2019

- **Complete Manager Evaluation**
  - Due Date: 10/31/2019