



UNIVERSITY *of*
WEST FLORIDA

SPECIAL PERFORMANCE EVALUATION

PageUp Performance Management

Policy

UWF shall utilize employee evaluation programs to acknowledge performance; to communicate performance effectiveness; to aid in improving performance in assigned duties; and when necessary, to develop a performance plan to assist in correcting deficiencies. The evaluation program may also be used to identify recipients of financial rewards when designated by the President.

<https://confluence.uwf.edu/x/AoOoAg>

Non-Supervisor Standard Evaluation Competencies

- **Knowledge, Skills and Abilities** - Employee has the knowledge, skills, and abilities needed in the present position.
 - **Quality/Quantity of work** - Employee has the ability to independently plan, prioritize, and complete work with accuracy, neatness and at a satisfactory rate.
 - **Customer Service Skills** - Employee is committed to providing excellent customer service to internal and external customers and willingly cooperates with others to achieve department and University goals. Employee demonstrates a positive attitude toward others and exhibits flexibility and adaptability in meeting the demands of change in the workplace.
 - **Attendance** - Employee is punctual, adheres to work schedule and complies with attendance and leave policies.
 - **Initiative** - Employee exhibits leadership, is resourceful and willing to do more than the minimum, strives to achieve goals and seeks additional responsibility.
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Supervisor Standard Evaluation Competencies

- **Knowledge, Skills and Abilities** - Employee has the knowledge, skills, and abilities needed in the present position.
- **Quality/Quantity of work** - Employee has the ability to independently plan, prioritize, and complete work with accuracy, neatness, and at a satisfactory rate.
- **Customer Service Skills** - Employee is committed to providing excellent customer service to internal and external customers and willingly cooperates with others to achieve department and University goals. Employee demonstrates a positive attitude toward others; and exhibits flexibility and adaptability in meeting the demands of change in the work-place.
- **Attendance** - Employee is punctual, adheres to work schedule, and complies with attendance and leave policies.
- **Initiative** - Employee exhibits leadership, is resourceful and willing to do more than the minimum, strives to achieve goals, and seeks additional responsibility.
- **Integrity** – Employee projects a positive image as a leader within the University; promotes, enforces, and takes action consistent with the current policies and procedures; takes responsibility for personal actions; keeps commitments; and displays strong moral principles. Employee leads by example, does the right thing when no one is looking, and is able to be trusted consistently.
- **Communication** – Employee clearly and effectively conveys information that expresses thoughts, facts, and the University’s mission; demonstrates effective use of listening skills; encourages and supports openness to other peoples’ ideas and thoughts; and ensures important matters are shared with all appropriate parties.
- **Collaboration** - Employee shares time, energy, knowledge and skills with others for the betterment of the University; offers assistance and support when needed; creates an atmosphere where employees feel empowered to perform their duties with decision-making authority within their areas of responsibility; works cooperatively and effectively with others to achieve common goals; and resolves interpersonal conflicts constructively.
- **Performance Management** – Employee sets measurable objectives (quantitative and/or qualitative) for direct report(s) aligned with the department’s (and University’s) strategic plan; provides regular feedback on performance as measured against goals; addresses performance issues promptly; fosters direct report’s learning and development opportunities; provides public and private recognition of accomplishments; and completes direct report’s performance review as assigned, including written feedback on competency scores above or below a rating of “3 Stars.”

Coach

Standard Evaluation Competencies

- **Coaching Success and Skills** – Employee displays adequate knowledge and technical skill for specific sport, defines and communicates the program's overall purpose and philosophy, and works to achieve program goals while creating a safe environment for student-athletes. Employee communicates effectively with student athletes, maintains awareness of team behavior and activities outside of practice, and handles discipline measures in a consistent and professional manner.
 - **Academics and Life Skills** – Employee provides full access to the resources of student-athlete support services for all team members, represents the mission of UWF in promoting academic achievement, encourages participation in life skills workshops, and maintains a graduation rate consistent with departmental objectives.
 - **Compliance** – Employee demonstrates appropriate knowledge and understanding of NCAA rules and regulations; completes all necessary or required NCAA documents in a timely manner; and commits to the strong adherence to NCAA, conference, institutional, and departmental rules and regulations. Employee works to establish a recruiting system consistent with the department's philosophy and researches recruit backgrounds thoroughly.
 - **Fiscal and Departmental Responsibility** – Employee stays within allocated budget, adheres to business office policies and procedures, and manages resources properly. Employee follows departmental directives and meets deadlines for completing or returning required documentation.
 - **External Relations** – Employee works closely with Athletic Communications, Marketing, the Argonaut Athletic Club, and the media to assist in cultivating positive relationships with alumni, campus community and the surrounding community while promoting their respective sport. Employee participates in fundraising events, shows a willingness to support University functions, and develops opportunities for student-athlete community engagement.
 - **Professionalism** – Employee displays a positive and professional manner while exercising appropriate behavior at all times.
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Performance Standard Rating Scale

- 1.0 to 1.4 - Below Performance
 - 1.5 to 2.4 - Needs Improvement Performance
 - 2.5 to 3.4 - Satisfactory Performance
 - 3.5 to 4.4 - Above Performance
 - 4.5 to 5.0 - Superior Performance
-

Standards of Performance

- **Superior** – Employee significantly exceeds position requirements.
 - **Above** – Employee consistently exceeds expectations and demonstrates ability to surpass position requirements.
 - **Satisfactory** – Employee meets all position requirements.
 - **Needs Improvement** – Employee is not satisfactorily completing the assigned duties. *Supervisors will be contacted by Human Resources upon submission of an employee evaluation with an overall rating of Needs Improvement.*
 - **Below** – Employee is not meeting standards, goals, or objectives set for the position. *Supervisors will be contacted by Human Resources upon submission of an employee evaluation with an overall rating of Below.*
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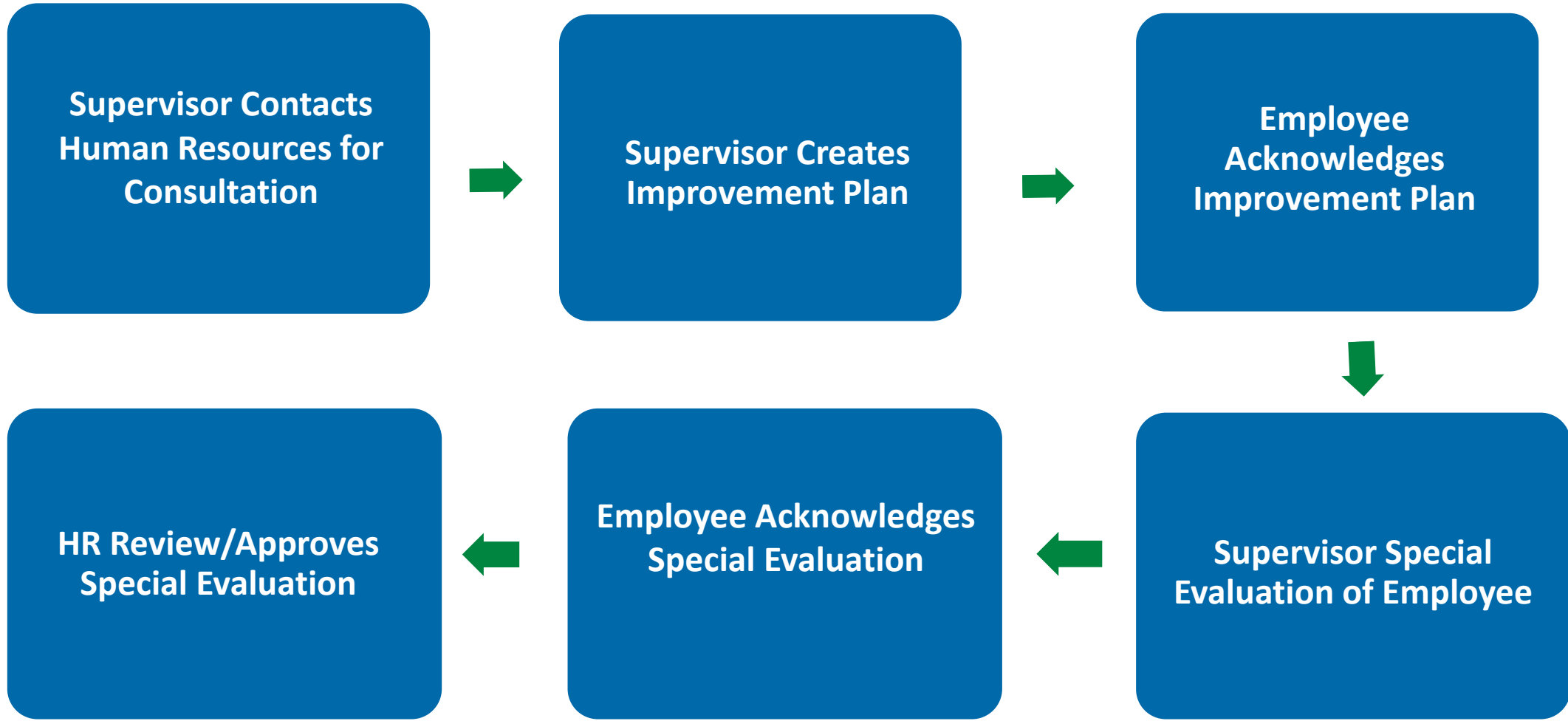
Evaluation Types (continued)

Special – May be initiated whenever the immediate supervisor determines the employee's performance has changed from the rating level reflected on the most recent evaluation.

- A Special Performance Evaluation must be initiated when an employee's performance is at a level of **Below** or **Needs Improvement**. The Special Performance Evaluation may also be initiated by request of the supervisor after consultation with Human Resources for employees who demonstrate deficiencies and should not be delayed until the time of the annual performance evaluation.
 - Special performance evaluations may only cover performance for the **preceding sixty days**.
 - The immediate supervisor, after consultation with Human Resources, shall establish an Improvement Plan that specifies the necessary improvements to correct identified performance deficiencies. The Improvement Plan shall be provided to and discussed with the employee on an ongoing basis by the supervisor.
 - Within sixty days after the Special Performance Evaluation and Improvement Plan initiation, an employee with a **Needs Improvement** or **Below** rating who does not meet the requirements of the Improvement Plan may be dismissed from the University after consultation with the Associate Vice President of Human Resources.
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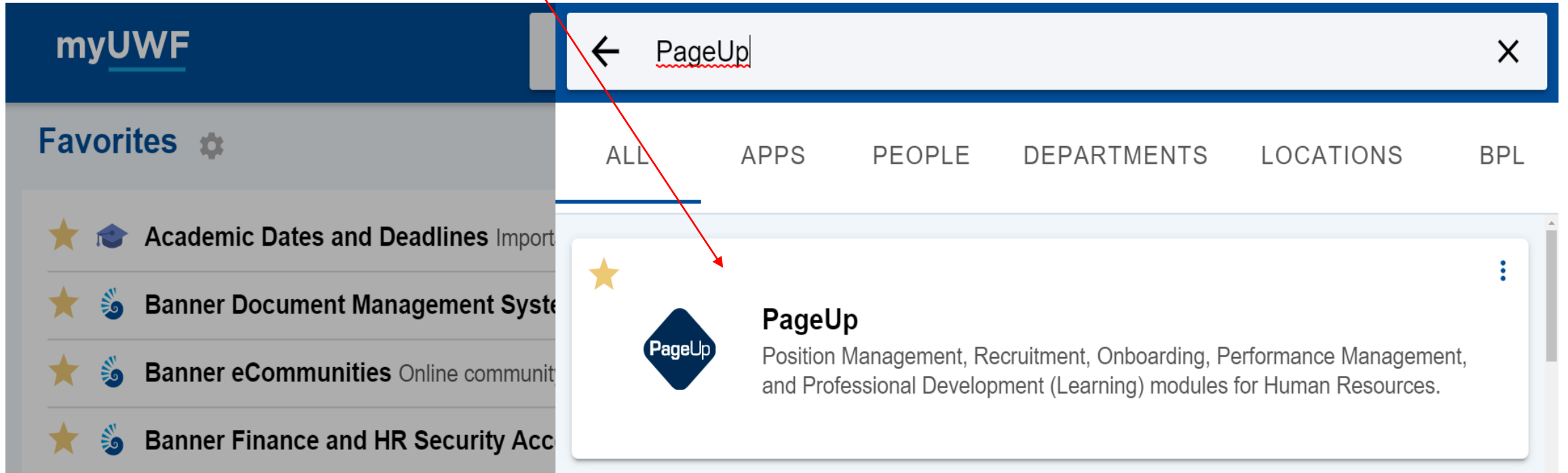
Special Performance Review Workflow

for Position Orientation/Annual Non-Supervisor, Supervisor and Coach Evaluations



Logging into PageUp Performance Management

Log into MyUWF, search for PageUp, and click on the PageUp app.



The screenshot shows the myUWF search interface. On the left is a sidebar with the myUWF logo and a 'Favorites' section containing items like 'Academic Dates and Deadlines', 'Banner Document Management System', 'Banner eCommunities', and 'Banner Finance and HR Security Accounts'. The main area has a search bar at the top with 'PageUp' entered. Below the search bar are tabs for 'ALL', 'APPS', 'PEOPLE', 'DEPARTMENTS', 'LOCATIONS', and 'BPL'. The 'APPS' tab is selected, and a search result for 'PageUp' is displayed. The result includes a star icon, a 'PageUp' logo, and a description: 'Position Management, Recruitment, Onboarding, Performance Management, and Professional Development (Learning) modules for Human Resources.' A red arrow points from the text 'click on the PageUp app' to the PageUp app result card.

myUWF

Search: PageUp

ALL APPS PEOPLE DEPARTMENTS LOCATIONS BPL

PageUp
Position Management, Recruitment, Onboarding, Performance Management, and Professional Development (Learning) modules for Human Resources.



Supervisor Creates Improvement Plan

The screenshot displays the PageUp system interface. At the top, a dark blue navigation bar contains a home icon, 'About me' with a dropdown arrow, 'My team' with a dropdown arrow, and 'Reports'. On the right side of this bar is an orange '+ Journal entry' button, a user profile icon labeled 'Test 1' with a dropdown arrow, and an information icon. Below the navigation bar, the main content area has a light gray background. On the left, there is a sidebar with a 'Welcome Test 1' header and a list of menu items: 'My Performance' (green), 'Recruitment' (blue), and 'Administration' (white). The 'My Performance' item is expanded, showing a sub-menu with 'Organizational chart', 'Team details', 'Team development', and 'Performance reviews'. A red arrow points from the 'My team' dropdown in the navigation bar to the 'Performance reviews' option in this sub-menu. Another red arrow points from the 'Performance reviews' option to the '2019 - 2020 Annual Review' item in the 'Team Performance Reviews' section. This section is highlighted with a green ribbon and shows 'Test 2 Performance' as the selected team. Below the team name, it says 'Current step: Supervisor Creates Goals' and includes a progress bar with seven circles, the first of which is filled green.

After you (the supervisor) log into PageUp, access the review by clicking on “My team” and then “Performance reviews,” or by clicking the appropriate “Annual Review” under the green “Team Performance Reviews” ribbon.

Supervisor Creates Improvement Plan



Please click "Next" at the bottom of the page to enter the employee's special performance review objectives. These special performance review objectives allow you to set proper and clear expectations of how your employee must improve their performance in their role. During the next 60 days, the supervisor should schedule weekly or bi-weekly meetings with the employee (include dates and times). Weekly or bi-weekly reports of improvements and/or deficiencies should be prepared by the supervisor. A special performance evaluation is then conducted at the end of the 60 day period. If additional training is needed, identify the training (include type of training, dates, times, durations, etc).

Next →

Supervisor Creates Improvement Plan

Start > Special Performance Objectives > Next steps

Special Performance Objectives

Actions ▼

Work Performance

Describe the reasons and identify the deficiencies in the employee's work performance in the past 60 days.

Area for Improvement

Describe clear, specific, measurable goals of how the employee can improve their performance.

Measures for Success

Describe measures for success (weekly or bi-weekly meetings).

Supervisor Creates Improvement Plan

Item title

Title*

Work Performance

Describe the reasons and identify the deficiencies in the employee's work performance in the past 60 days.

B *I* U | $\frac{1}{2}$ $\frac{3}{4}$ |   |     |   |   Source



Describe clear, specific, measurable goals of how the employee can improve their performance.

Area for Improvement

B *I* U | $\frac{1}{2} =$ $\frac{3}{4} =$ | $\equiv$ $\equiv$ $\equiv$ $\equiv$ | | Source

Supervisor Creates Improvement Plan

Item title

Title*

Measures for Success

Describe measures for success (weekly or bi-weekly meetings). Click the Next button at the bottom of the page when complete.

B *I* U |   |        Source

Supervisor Creates Improvement Plan

You will receive a thank you for entering objectives and instructions to click “Go to next step.”

Your employee will receive an email asking them to review and acknowledge their special performance plan.

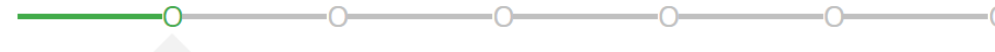
Summary

Summary

▼ Special Performance Objectives

1. Work Performance
2. Area for Improvement
3. Measures for Success

Your next step: Employee Acknowledges Improvement Plan



ⓘ Clicking "Go to next step" will move this review to the next step and you will be unable to return to this step

Go to next step

[View entire process](#)

← Back

Employee Acknowledges Improvement Plan

The employee will see instructions asking them to click “Next” to review the special performance objectives, to add comments if desired, and to click “Acknowledge now” in the pink box on the following page.

Once acknowledged, they will click “Confirm” then “Next steps” at the top of the page in the chevron image to submit the review to their supervisor.

Review the following pages for illustrations.



Employee Acknowledges Improvement Plan



ACKNOWLEDGING OBJECTIVES:

1. Click Next to review and acknowledge your special performance objectives.

AFTER CLICKING "Acknowledge Now"

1. Click the Confirm button.
2. Click "Next steps" at the top of the page to submit your acknowledged special performance objectives to your Supervisor.

 Confirm

The employee will see the
"Next" box in this part of the
page.



Employee Acknowledges Improvement Plan

The special performance objectives will be visible on this page under the applicable title.

Special Performance Objectives

✓ Saved Last saved: 10 May 2023, 3:00pm Actions ▾

Work Performance
Describe the reasons and identify the deficiencies in the employee's work performance in the past 60 days.

Area for Improvement
Describe clear, specific, measurable goals of how the employee can improve their performance.

Measures for Success
Describe measures for success (weekly or bi-weekly meetings).

Item title

Title*
Work Performance

B **I** **U** | | Source

Test

Employee Acknowledges Improvement Plan

Click
“Acknowledge
now” to
acknowledge the
special
performance
improvement
plan.

- If you have questions about the objectives, discuss them with your supervisor. *Employees may review their objectives at any time by reviewing this page.*

Click **Acknowledge now** to finalize this step

After you have acknowledged your objectives, this completes the process until the end of the evaluation period.

Thank you for acknowledging your special performance objectives.

To finalize this step, please scroll down and click “Go to next step.”

Employees may also record progress notes of events and milestones completed throughout the 60-day period by creating Journal entries.

OPTION 1: Click on the top right option called "+Journal Entry"

OPTION 2: Expand the "About Me" on the top left and select "Journal"

These notes are specific to your use as you deem appropriate and are only viewable to you.

Summary

Summary

▼ Special Performance Objectives

1. Work Performance
2. Area for Improvement
3. Measures for Success

Employee Acknowledges Improvement Plan

Click "Confirm."



ACKNOWLEDGING OBJECTIVES:

1. Click Next to review and acknowledge your special performance objectives.

AFTER CLICKING "Acknowledge Now"

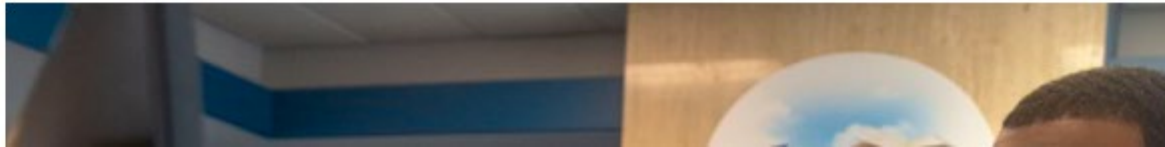
1. Click the Confirm button.
2. Click "Next steps" at the top of the page to submit your acknowledged special performance objectives to your Supervisor.



Employee Acknowledges Improvement Plan

Click “Next steps.”

Start > Special Performance Objectives > Next steps



Employee Acknowledges Improvement Plan

Click “Go to next step” to advance the review to the Evaluating Period.

Summary

Summary

▼ Special Performance Objectives

1. Work Performance
2. Area for Improvement
3. Measures for Success

Your next step: Evaluating Period



i Clicking "Go to next step" will move this review to the next step and you will be unable to return to this step

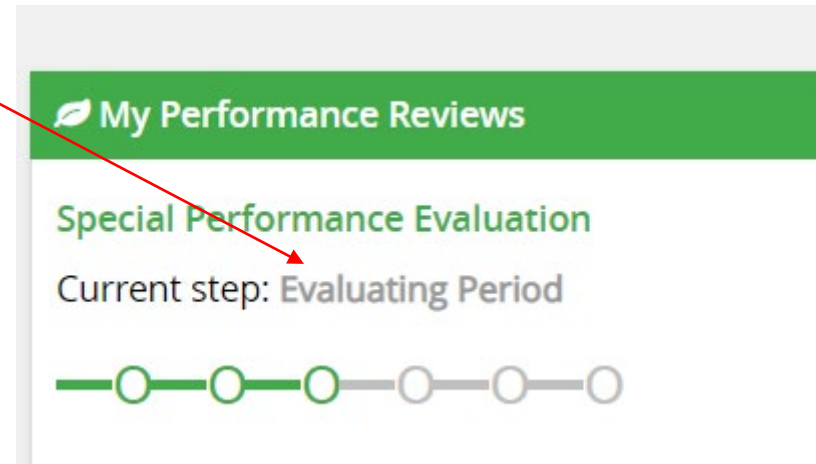
Go to next step

[View entire process](#)

Employee Acknowledges Improvement Plan

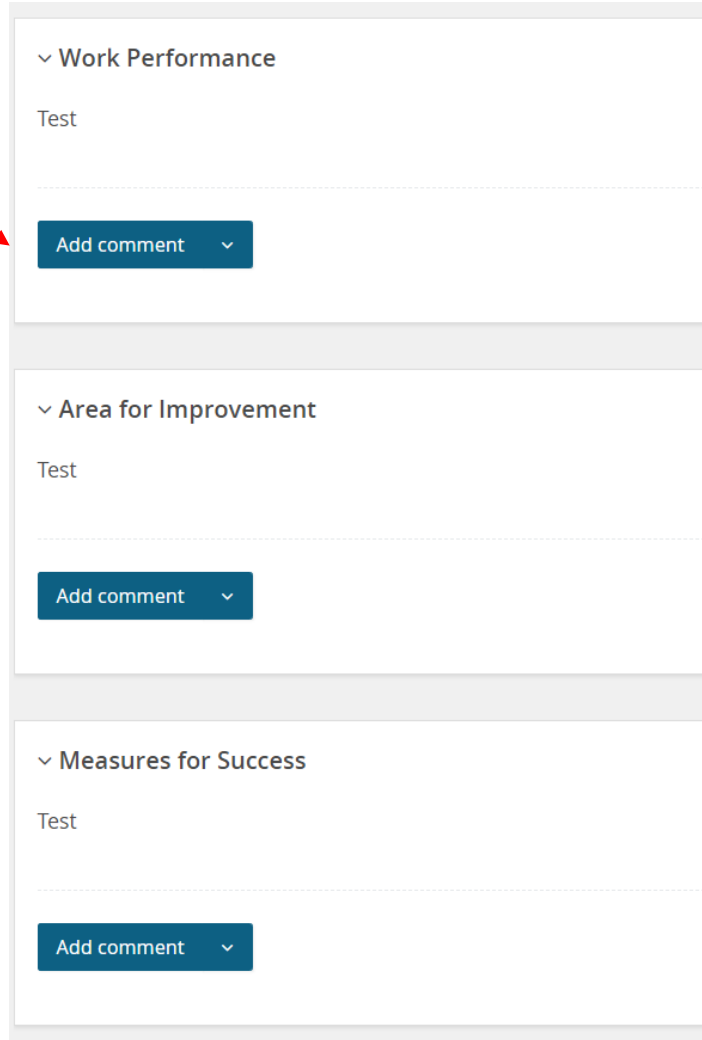
When you go back to your PageUp landing page, you should see that the review is now in the Evaluating Period. If you do not see the review in that step, the review did not advance past Employee Acknowledges Improvement Plan.

After the evaluation period, the review will move to Supervisor Evaluation of Employee.



Supervisor Evaluation of Employee

The supervisor will click on “Add comment” to enter text for each section or may click on the drop down arrow to link a journal entry.



▼ Work Performance

Test

Add comment ▼

▼ Area for Improvement

Test

Add comment ▼

▼ Measures for Success

Test

Add comment ▼

Supervisor Evaluation of Employee

If the comment box was selected, the supervisor may save the comments as private, or save and share them with the employee. If saved as private, the supervisor must return to the review to edit, publish, or delete the comments before the review moves to the employee for acknowledgement.

▼ Work Performance

Test

Save & Share

Save as Private

Cancel

Supervisor Evaluation of Employee

Once comments are complete, the supervisor will provide a star rating for the employee

Supervisor Evaluation of Employee

✓ Saved Last saved: 10 May 2023, 3:11pm Actions ▾

The supervisor must rate the employee's performance for the past sixty (60) days under the Standard Evaluation Competencies section.

The supervisor may attach any documentation by expanding the Add Comment and selecting "Upload file." (*this step is optional*)

1. Please provide a rating for your employee for each competency below by clicking on a star.
2. Add comments by clicking on the "add comment" button.

The following Explanation of Performance Standards Ratings are used to rate employees' Performance.

1.0 - Below Performance Standard– Employee is not meeting standards, goals, or objectives set for the position. The employee must show significant improvement toward satisfactory completion of performance standards or may be removed from the University in accordance with UWF policy. Employee does not demonstrate the knowledge or ability needed to perform assigned duties, and consistent supervision is required. Supervisor must contact the Human Resources Director before completing an evaluation with this overall rating.

2.0 - Needs Improvement Performance Standard – Employee does not satisfactorily complete assigned duties and needs to make improvement toward meeting performance standards. Employee requires more supervision than the average employee, and continued improvement in performance is required. Supervisor must contact the Human Resources Director before completing an evaluation with this overall rating.

3.0 - Satisfactory Performance Standard – Employee meets all position requirements, standards, and expectations for the position. Employee's work is timely and efficient. Employee requires an average level of supervision.

4.0 - Above Performance Standard – Employee consistently exceeds expectations and demonstrates ability to surpass position requirements. Performance is timely and embodies a high degree of accuracy and independence. Employee shows initiative and innovation in performance of duties and responsibilities and requires minimal supervision.

5.0 - Superior Performance Standard – Employee significantly exceeds position requirements, goals and /or objectives set for the position and is well above expectations in terms of completeness, timeliness, and independence. Employee contributes to university goals and objectives beyond position requirements. The employee requires little supervision and is an exemplary employee with a strong potential for advancement.

Supervisor Evaluation of Employee

Select the star rating by hovering over the stars and selecting the appropriate rating for each competency. Once completed, click “Next” at the bottom of the page.

▼ Knowledge, Skills, and Abilities associated with position responsibilities

Employee has the knowledge, skills, and abilities needed to perform effectively in this position.



Add comment ▼

Next →

Supervisor Evaluation of Employee

The overall rating will display on the page. The supervisor will also have the option to enter final comments.

✓ Saved Last saved: 11 May 2023, 9:20am Actions ▾

The supervisor must contact Human Resources before completing an evaluation with an overall rating of Needs Improvement or Below.

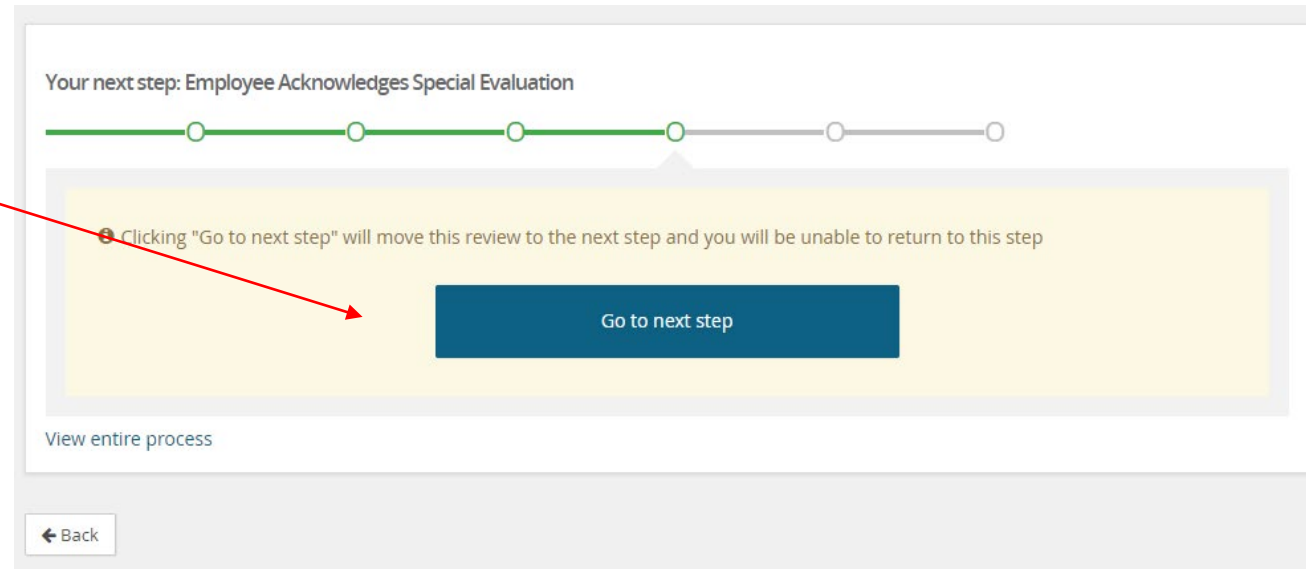
Overall rating

3.7 / 5.0

Above Performance Standards

Supervisor Evaluation of Employee

Click “Go to next step” to advance the review to Employee Acknowledges Special Evaluation.



Your next step: Employee Acknowledges Special Evaluation

Clicking "Go to next step" will move this review to the next step and you will be unable to return to this step

Go to next step

View entire process

← Back

Employee Acknowledges Review

The employee will open the review, review the supervisor comments and ratings, and acknowledge the review.

Click “Next” at the bottom of the page to begin.

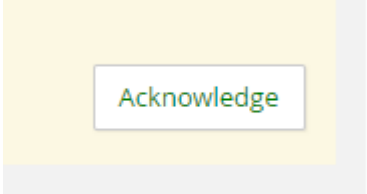


Employee should review and acknowledge the special performance evaluation and comments added by the Supervisor.

Next ➔

Employee Acknowledges Review

- Review the comments and rating for each competency.
- Click “Next” to go to the next page to view the overall rating.
- Enter any final comments in the “Final comments” box.
- Click “Acknowledge” in the yellow box to move the review to Human Resources for final review.



Acknowledge

Have questions? Please contact us.



For additional information, please contact Jack Kolodziejski, Assistant Director of Employee Relations, at jkolodziejski@uwf.edu or by phone: 850.474.2292.
