

2024

ANNUAL STAFF EVALUATION PROCESS

MAKE IT HAPPEN,
MAKE IT MATTER!

The logo for New Mexico State University, featuring the text "NM STATE UNIVERSITY" in a serif font, with "NM" on the top line, "STATE" in the middle, and "UNIVERSITY" at the bottom. The text is white and set against a dark red square background that also contains a white outline of the state of New Mexico.

NM
STATE
UNIVERSITY

BE BOLD. Shape the Future.

2024 Annual Staff Evaluation Process

- Evaluation period is January 1 – December 31, 2023.
- Due date: **March 16, 2024**
- System is open – December 4, 2023





Who is Evaluated in the Electronic System?

- Regular exempt and non-exempt employees who were employed during the period January 1 – Dec 31, 2023
 - Including all new hires in that period regardless of their hire date
- Faculty, Term, Temporary, Student and Post Doc/GA employees **are not evaluated** using this system
- Electronic evaluations are part of the official personnel file.
- Recommended browsers:
 - Firefox, Chrome, Safari
- **VPN required if working remotely**

Make it Happen, Make it Matter!

- We make it happen by setting goals, not just during the annual review, but year-round, as we do our good work.
- Everything we do matters. All our goals (and the steps we take to meet them) help NMSU achieve its LEADS 2025 goals.





Evaluation Zoom Meeting



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Value

- View the performance evaluation process as:
 - A chance to build a healthier, happier relationship for both the employee and supervisor
 - One of many tools that help the employee succeed.



Purpose (Supervisor)

The staff performance evaluation processes are to:

- Assess and provide feedback about performance and achievement toward goals, as compared to the standard
- Establish a clear understanding of the department's expected performance and goals
- Identify key strengths
- Set individual goals and professional development for the next year

Purpose (Employee)

The staff performance evaluation processes are to:

- Discuss accomplishments, projects completed and challenges (internal and external)
- Clarify any areas of concern regarding expectations and standards
- Collaborate on goal setting and discuss training or development opportunities

Feedback during the evaluation meeting should be both-ways, which leads to better communication and a relationship of trust.

Performance Recognition!





Importance of Recognition!

- **Employees**

- The simple act of having your achievement acknowledged is a major boost to your morale and performance
- If you receive recognition regularly it is considered authentic
- It lets you know that your hard work and achievements aren't going unnoticed
- When you achieve a goal you feel good. When your achievement is recognized by others, the feeling is amplified.

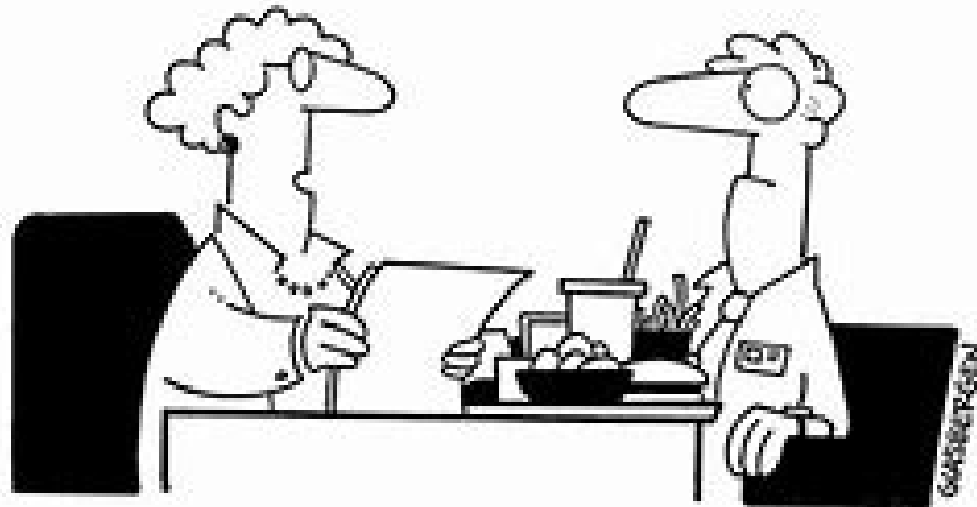


Importance of Recognition!

- **Supervisors**
 - **Providing recognition**
 - Improves loyalty
 - Helps with employee retention
 - Boosts productivity
 - Improves morale

Evaluation Preparation

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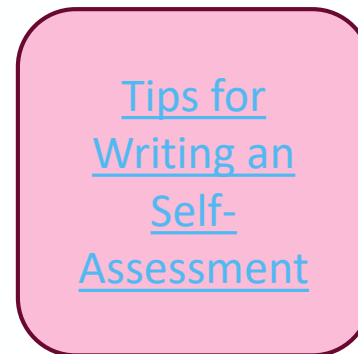


“Before we begin your performance review, I took the liberty of ordering you some comfort food.”



Employee Self-Assessment

- Feedback is essential
- Helps establish a good rapport
- Consider a pre-evaluation meeting to discuss the self-assessment
 - Employee – To discuss content
 - Supervisor – To clarify any information





Constructive Feedback

- **Supervisors:**
 - Be open to receiving feedback yourself
 - Give examples
 - Acknowledge what was done well
 - Thank employees for their contributions
 - Hold employees accountable without blaming or shaming



Constructive Feedback

- **Employees:**
 - Provide specifics about accomplishments
 - Discuss challenges
 - Offer suggestions or solutions
 - Ask questions
 - Discuss your career path and development opportunities



Performance Ratings





Core Competencies and Ratings

Achievement Toward NMSU Strategic Goals
Collaboration and Teamwork
Critical Thinking and Problem Solving
Interpersonal Effectiveness
Job Mastery
Organizational Awareness
Resource Management
Results Orientation and Execution
Self Awareness and Accountability
Service and Quality Focus
Valuing Diversity and Inclusion
Leadership

<input type="radio"/> Unsuccessful/Unacceptable Performance
<input type="radio"/> Partially Successful Performance/Needs Improvement
<input type="radio"/> Successful/Effective Performance
<input type="radio"/> Superior/Highly Effective Performance
<input type="radio"/> Distinguished Performance and Role Model Status



Successful / Effective

Performance consistently meets the critical requirements of the position, continually achieves preset goals and performs with distinction. Performance is reliable and consistent in adding value to the work unit.





Superior/Highly Effective

Performance is continually and consistently superior, and regularly goes beyond what is expected. An exceptional contributor whose performance exceeds expectations on a consistent and sustainable basis.





Distinguished and Role Model Status

Clearly and consistently demonstrates extraordinary and exceptional accomplishment. Performs above and beyond expectations under exceptional circumstances. Others in similar roles rarely equal performance of this caliber.





Partially Successful

Performance does not consistently meet or occasionally falls below what is required of the position; improvement in specific area is required.

“Success is not final; Failure is not Fatal: It is the courage to continue that counts.” – Winston S. Churchill



Unsuccessful

Performance fails to meet minimum expectations for this role and immediate and sustained improvement is required.



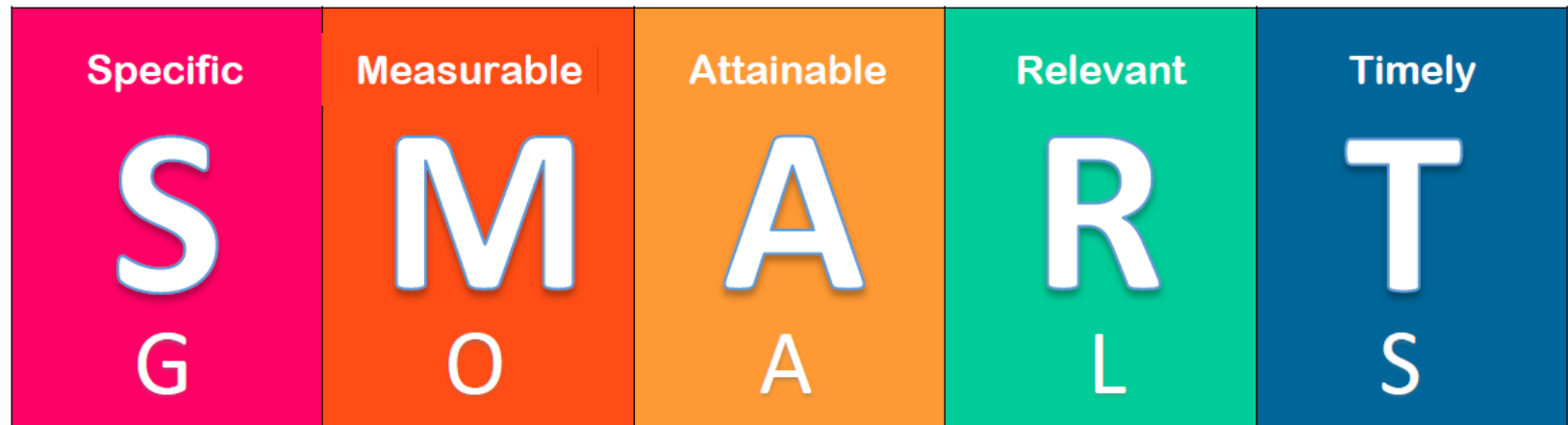
Evaluation Form

4. Interpersonal Effectiveness	Rating
Appears unprofessional or negative while interacting with others; shows insensitivity or disrespect to others.	<input type="checkbox"/> Unsuccessful/Unacceptable Performance
Interactions occasionally seem negative or unprofessional; sometimes appears insensitive or disrespectful to others.	<input type="checkbox"/> Partially Successful Performance/Needs Improvement
Consistently communicates with others in a professional, pleasant and cooperative manner; works effectively with co-workers and others.	<input type="checkbox"/> Successful/Effective Performance
Regularly demonstrates willingness to compromise and is understanding of others' viewpoint.	<input type="checkbox"/> Superior/Highly Effective Performance
Extremely professional and positive in communications and working relationships with all constituents.	<input type="checkbox"/> Distinguished Performance and Role Model Status
Evaluator Comments:	





Setting Goals - SMART





S = Specific

The goal should answer:

- What needs to be accomplished?
- Who's responsible for it?
- What steps need to be taken to achieve it?



M = Measurable

Quantifying goals (making sure they're measurable) makes it easier to track progress and know when you've reached the finish line.



A = Achievable

Goals should be realistic – is the objective something that can be reasonably obtained? Do you have the resources and time needed to achieve the goal?

R = Relevant

Why are you setting the goal that you are setting? Is it aligned with your values and your long-term objectives?



T = Timely

Determine a timeline. Set a schedule of the steps needed to accomplish the goal, allowing opportunities to make adjustments.



Sample SMART Goal

Simple Goal: I want to save money to buy a car.

SMART Goal Components:

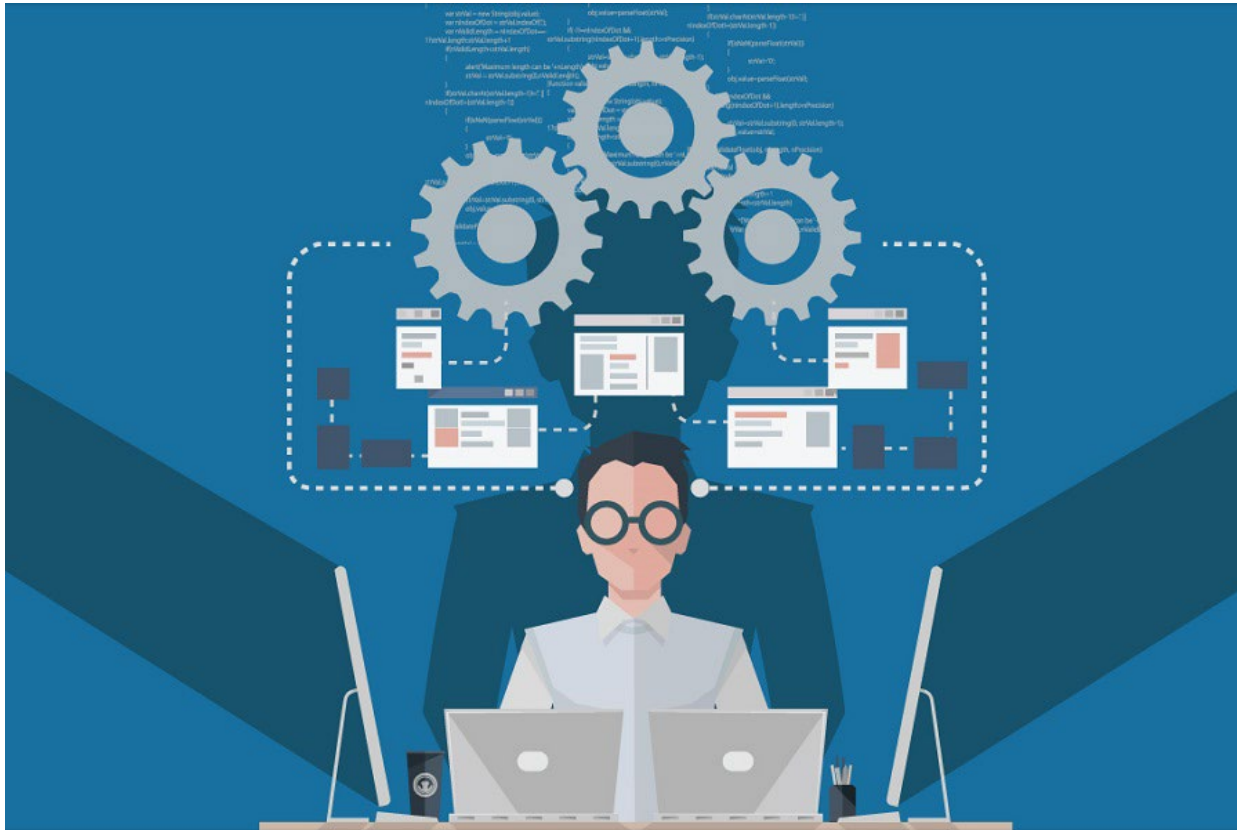
- **Specific:** I want to save \$5,000 for a down payment on a car.
- **Measurable:** I'll track my expenses to ensure 15% goes into my savings each month, and I have a money-saving app to track my action plan.
- **Achievable:** I spend a lot on expenses that I can do without.
- **Relevant:** I'm now using public transportation, walking, biking or Uber.
- **Time-bound:** I'll have enough in my savings for the car I want in twelve months.

Complete SMART Goal:

I'll start saving 15% of every check and tracking my finances immediately to have \$5,000 for a down payment on the car I want in twelve months.



Staff Evaluation Electronic System





Electronic Evaluation System Access

- Office of People Relations
 - Performance Management/Annual Evaluations webpage
 - [Annual Evaluations Home Page](#)
 - [System Login Page](#)

System Tutorial and User Guide

A video tutorial, with audio, has been created to walk you through using the electronic system, as well as a printed step by step user guide.

Employee: The tutorial will show you how to log into the system and how to access your previous year's evaluation.

Supervisor: The tutorial will show you how to add your employees to your inbox and how to start, edit, track and complete/sign the evaluations.

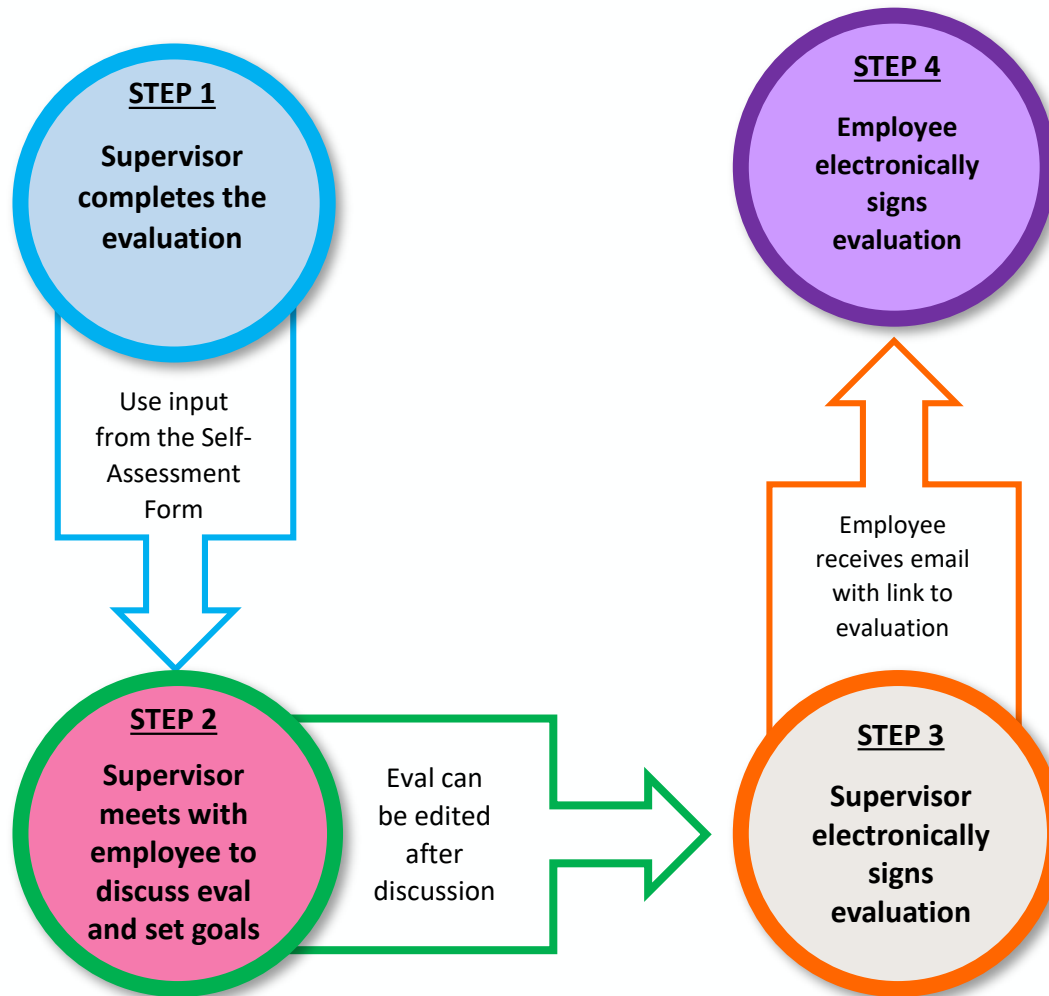


Next Level Review

- The Next Level Supervisor may still want to review evaluations (outside of the system) prior to completion, but it is not required as part of the process.
 - A supervisor can download a pdf of the evaluation and email it to their supervisor for review.



Performance Evaluation Flow Chart





Special Circumstances

- If an employee transfers from one department to another or changes jobs during 2023:
 - The current supervisor does the evaluation in the system and collaborates with previous supervisor to get input on performance and progress toward goals
 - Cancel any goals that are no longer applicable or were unable to be completed due to the transfer



Special Circumstances

- If an employee's probationary period ends between December 2023– February 2024:
 - Evaluation is completed in the system and is used as both end of probation and annual
 - If a non-exempt employee, the supervisor prints the evaluation (saves to PDF) after completed and attaches it to the PAF to end the probationary period

Special Circumstances

- If an employee is on Family Medical Leave or another leave during the evaluation period:
 - Evaluation is completed in the system
 - When the employee returns from the leave, the supervisor reviews the evaluation
 - If the return is after the system is closed, the evaluation cannot be signed in the system. It can be saved as a pdf, printed, and can be signed by the employee. A signed copy can be provided to HRS for inclusion into the official personnel file.

Special Circumstances

- A supervisor leaves NMSU during the evaluation cycle and doesn't complete their employee's evaluation
 - Someone else should be designated to complete the evaluation.
 - The designee can search for the employee and add them to their inbox, or
 - Contact OPR and we can place the evaluation in the supervisor designee's inbox.

Trouble with System Access

- Must use VPN if working off-campus, or on a non-NMSU network
 - Error Code “403 Access Denied”
- If experiencing problems with access or other system :
 - VPN download, [VPN Install Instructions](#)
- ICT Help Desk: 575-646-1840
 - help@nmsu.edu
 - Virtual helpdesk Zoom meeting ID: icthelpdesk

Survey

- Please take the survey
 - One for employees after being evaluated
 - One for supervisors (please take only once as a supervisor)





Resources

Office of People Relations – Performance
Management /Annual Evaluations

[https://opr.nmsu.edu/performance-
management/annual-evaluations/index.html](https://opr.nmsu.edu/performance-management/annual-evaluations/index.html)



Questions



Office of People Relations

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