PEDS: The University of Denver Performance Evaluation and Development System FAQs (frequently asked questions)

General Questions

Q: How do I access to PEDS? What is my Username and Password?

A: Access the PEDS website from the Human Resources PEDS web page at http://www.du.edu/hr/peds/index.html. Logon using your username and password.Your username is your DU ID with a "p" in front of it (ex. p87xxxxxxx). Your password will have been sent to your DU email in a Welcome to PEDS email notification. If you do not know your password click "Forgot Your Password?" on the PEDS login page to request your password to be sent to your DU email address (NOTE: Your DU email is the email used for formal and official communications regarding employment at the University. Make any necessary arrangements to be sure that you regularly check email from your DU account).

Q: Who do I contact for assistance?

A: Each division has a division project lead that is the first line of support for the all PEDS system and policy questions. Division project leads are listed on the PEDS web page at http://www.du.edu/hr/peds/index.html If you are a division project lead, contact the system administrator for additional technical assistance. Contact Sharon Gabel for implementation, policy or procedural questions.

Q: My supervisor and/or direct reports are not assigned correctly, what do I do?

A: Have your division project lead research and confirm the correct reporting structure, then complete the online supervisory reporting structure change form online at http://www.du.edu/hr/oe/ChangeForm.html

Q: I do not have a Performance Evaluation form created in my inbox, what do I do?

A: Contact your division project lead.

Q: The wrong type of Performance Evaluation form has been created for me, what do I do?

A: Contact your division project lead.

System Functionality Questions

Q: I received the error message *"You've reached the maximum number of login attempts. Your account is now locked. Contact your administrator for more details"* and cannot log on to the system. What do I do?

A: Contact Human Resources at 303.871.7420 to have your account unlocked and password reset.

Q: How do I change my password?

A: Once you have logged-on to the system, click options in the upper right corner.

- Enter your current password into the "Current Password" field
- Choose a password within the password policy parameters listed below:

    - Passwords must be from 8 to 80 characters long.
    - Passwords are case sensitive. They are required to be mixed case.
    - Passwords must contain alpha and at least one non-alpha character such as a number or symbol.
    - Passwords may contain any combination of letters and digits.
- Enter password chosen into the "New Password" field
- Re-enter your new password in the "Repeat New Password" field
- Select the "Set Password" button

Q: I selected "Forgot Your Password?" to request my password be emailed to me, but I have not received an email?
A: The forgotten password email notification takes approximately 20-30 minutes to receive. If you still do not receive an email contact Human Resources at 303.871.7420.

Q: When I click on spell check or legal scan, I get an error message; what should I do?
A: The error has occurred due to an active pop-up blocker. Complete the following steps to remove the pop-up blocker for the PEDS website using.

<u>Internet Explorer</u>

- On the web browser menu, select Tools → Pop-up Blocker → Pop-up Blocker Settings
- Enter performancemanager.successfactors.com in the "Address of website to allow" field
- Click "Add"
- Click "Close"

<u>Mozilla Firefox</u>

- On the web browser menu, select Tools → Options
- Select Content
- Click "Allowed Sites"
- Enter performancemanager.successfactors.com in the "Address of website" field
- Click "Allow"
- Click "Close"
- Click "OK"

Q: If I enter information and forget to save it, will the system prompt me to save my work?
A: It's always a good idea to save your work often. You can do this by clicking on the green diskette icon at the top. If, however, you try to logout without saving your work, the system will ask you to confirm that you do not want to save it. In many steps, you will need to click the Save and Close button in order to move to the next step.

Q: How do you print an evaluation?
A: Open the evaluation you would like to print and click the print icon on the form title bar.

Process Questions

Q: Where can I check the status of the form when it disappears from my Inbox?

A: Click on the En Route link in the left navigation links on the My Forms tab. If the form has not been sent to completion in the PEDS system (last stage of the process), En Route will show you who has the form and what stage it is in. After the form has been sent to completion by the supervisor, you can view it by clicking on the Completed link.

Q: Once the PEDS form is completed, does it go to Human Resources?
A: No. It is electronically stored in the system and can be viewed by the employee, the supervisor, or anyone in the employee's reporting chain up to and including the Vice Chancellor. Human Resources will receive and distribute to division heads reports indicating the status of forms for supervisors and staff within the division.

Q: What rolls over to next year's form?
A: The only things that will roll over are Essential Duties and Responsibilities.

Q: Will all forms for prior years be stored electronically?
A: For those using the PEDS system beginning with the 2006/07 year, the 2006/07 form and all succeeding years will be electronically stored. For those using the former PRDS paper system for 2006/07, the 2007/08 form and all succeeding years will be electronically stored.

Q: What happens to the stored forms if we change system software?
A: Our agreement with the vendor (Success Factors) includes a provision that all data belongs to the University of Denver even if we change providers.

Q: If the Division Project Lead wants to monitor where everyone is in the process, how can he/she do it?
A: Supervisors and Division Project Leads have access to Report and Dashboard tabs that allow them to track everyone's progress.

Populating the 2006/2007 form with Essential Duties and Job Goals

Q: What's the difference between Essential Duties and Job Goals?
A: Essential Duties and Responsibilities are the ongoing functions of your job that are documented on the Job Description. These typically do not change significantly from year to year. Job Goals are usually projects with defined start and end date, and that typically are completed within a year.

Q: If I don't have a copy of the job description, how can I enter the Essential Duties and Responsibilities into the PEDS system?
A: You can copy your position's Essential Duties from the 2005/2006 PRDS form. If the job was recently filled, the supervisor can go into the People Admin Historical Search to get the job description.

Q: What do I do if no Job Goals were assigned for 2006/07?
A: Go through your calendar to determine what projects you worked on or completed within the review period. Enter these onto the PEDS form. You may first need to discuss this with your supervisor.

Q: Is there a limit to how many Duties or Job Goals may be added?
A: No, however best practice is to have 5 – 10 items in each section

Q: What if job duties change within the review year?
A: All duties that are performed for any length of time within the review year should be on the same PEDS form. The weighting of each duty should take into consideration that some duties were not performed for the entire period.

Q: Is there a record if my supervisor deletes out a Duty or Job Goal?
A: There is no record in the system if it is deleted from the form during the Goal Planning and Setting stage, however email notification that a change to a particular section of the PEDS form will be sent if either the employee or the supervisor make changes at any stage in the year-long process. If it is useful to document that the duty or job goal was eliminated, you can leave it on the form with a weighting of 0%.

Evaluation

Q: Can I rate a Duty or Job Goal 3.5?
A: No. You can only use the drop down rating menu (which has whole numbers – integers) when rating Duty or Job Goal elements numerically. When the system calculates the overall rating, it calculates that rating to one decimal place.

Q: Can the employee change his/her self-assessment after sending it to the supervisor?
A: The employee can only revise the self-assessment comments. The ratings assigned by the employee cannot be changed. The supervisor may send the form back to the employee for revisions prior to completing the year-end review.

Q: If changes are made to the form during the evaluation process, how will the employee or supervisor know?
A: There is an email sent daily (overnight) that summarizes all the changes made to the form the day before. This email is sent to the supervisor if the employee makes changes and is sent to the employee if the supervisor makes changes.

Q: If my supervisor in on sabbatical, what do I do?
A: Talk to your supervisor before they leave, or with supervisor's manager, about how your review will be handled. Then, have your Division Project Lead contact the System Administrator regarding how to accomplish this in PEDS.

Q: I do not agree with the weightings and/or ratings that were assigned by my supervisor, what do I do?
A: It is best if you and your supervisor discuss whether or not your job performance is on track prior to the year-end review. If your supervisor does not bring up the topic, then ask for a meeting to discuss this. If you are in the process of the annual performance review when the disagreement comes up, identify accomplishments on which you base your own assessment of your performance. Meet with your supervisor to discuss these before the review is complete, and discuss the rationale for your self-evaluation in detail. The supervisor's rating is the one that will ultimately be entered in your completed review

form. You can note your disagreement in the form comments section, in a separate email, or through other methods already available to you.

Comments

Q: Is there a limit to how much information I can put into the comment box?
A: No, the box expands to include unlimited text. You can also type information into a Microsoft Word document and copy and paste it into the PEDS form.

Q: What is the Legal Scan button for?
A: The Legal Scan will check the text in your comment box. It will alert you if there is language that may be inappropriate in a job performance review context.

Q: Are all comments visible to others?
A: Only comments entered on the form are visible when the form moves forward. All comments on the form will be visible to those who provide feedback through PEDS, or who are added as additional signatories on the review document. Also, the people in the organizational hierarchy of the individual will be able to see the form (the supervisor, the supervisor's manager, the unit director, etc.) When moving the form from step to step, an email comment box allows for comments to be put into the email message – these will not be visible to anyone other than the person it is sent to.

Feedback Option in the Evaluation Stage

Q: What are the main things to consider when using the Feedback Option?
A: There are many things to carefully consider (divisions may elect to not use this option):

- *First, consult your division project lead to determine if and when you should use the "Get Feedback" function*
- Timelines and Delays: Obtaining feedback from one or more people will take more time. The form will go from the supervisor to the 1st feedback candidate, back to the supervisor to send to the 2nd candidate, back to the supervisor and so on. This can jeopardize deadlines if not well planned.
- Visibility: Feedback providers will be able to see the employee's self-assessment. The employee, the supervisor, and others in the reporting chain will be able to see all feedback entered on the form. If there is more than one person giving feedback, the order can be important: the second person to give feedback can see the comments of the 1st person. Keep in mind that feedback does not have to be handled on the PEDS form – it can be obtained verbally or through emails.
- Appropriate Feedback: It is important that the person giving feedback understand what job element they should be addressing, what constitutes "appropriate" feedback, and that the employee (and others in the reporting chain) will be able to see their comments.

Q: What happens if, as a supervisor, I send a form to someone for feedback and they don't want to reply?
A: Ideally, when a supervisor wants feedback from someone, there is a prior conversation so that it is not a surprise. If this has not happened, the person receiving the request may choose to not comment and send the form back to the supervisor with email comments

that will not be entered onto it. If all else fails and the form gets "stuck", ask your Division Project Lead to contact the System Administrator.

Q: Is there a Legal Scan on feedback?
A: Yes, there is a Legal Scan and a Spell Check option on all comment boxes.

Q: What should the supervisor do if the form is returned with inappropriate feedback?
A: Contact Sharon Gabel, Amy King, Shannon Winckel, or Dick Gartrell in Human Resources.

Signatures

Q: What does the "reject" button do in the signature phase?
A: The form cannot be edited in the signature step, so "reject" allows the form to be sent back to an editable version (in the supervisor's Inbox, at the Year End Review/Discussion step). This will remove any signatures that have been completed on the form. Note: "Reject" should not be used to indicate disagreement with the review ratings and comments. Instead, the individual receiving the review can enter comments summarizing their disagreement with the review outcome in the Comments area of the form, via email outside of the PEDS system, or other communication channels available to them.

Q: When do I add additional signatures to a performance evaluation?
A: This will vary by division. Contact your division project lead to determine if and when additional signatures should be used.

Q: How many signers can be added?
A: An unlimited amount of signer can be added, but check with your division project lead to determine the policy for your division.

Q: What is the order and timeline for signatures?
A: If additional signers are listed, the form is sent from the supervisor to the first signer listed. After the first signer signs the form, he sends the form to the second signer listed. This path continues until the manager signs the form indicating completion. The employee is always the second to last to sign the form and the supervisor is always the last person to sign the form. The order of additional signers can be determined when the signers are added.

The timeline will depend on the number of signers and the response time by each signer. The form can only be accessed by one person at a time for signature and the form will remain in that person's inbox until he sends the form to the next signer. Additional signers should be made aware of the request and deadlines prior to receiving the form for signing to prevent delays.

Q: How do I remove an additional signer that has been added to the form?
A: Once a signer has been added and "Save Signer Changes" has been selected, the signer **cannot** be removed from the form.