ePerformance Employee Job Aid

Contents

Accessing Performance Documents and Reviewing Goals

1. Log into https://ess.wi.gov and go to the Employee Self Service Landing Page.

2. Click on the **Performance** tile
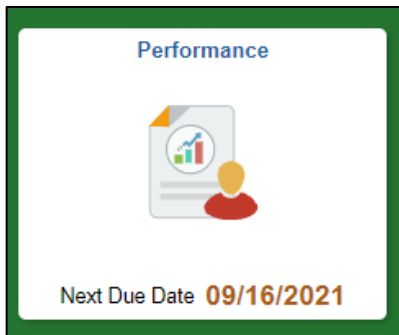
3. Once your manager has defined the criteria of your evaluation, you will receive an email notification and you will see that you have an **Evaluation in Progress**. You have not been evaluated at this point, but you can review the items for which you will be evaluated. Click anywhere on the row to review the criteria.

4. On the left side of the page, click **Goals Setting**

5. Click **View**

6. Once open, you can view the competencies and goals that make up your performance review. Within each tab, click on **Expand** to see the details for each item

Example:

Reviewing Your Completed Performance Evaluation

When your supervisor completes the your performance review, and shares it with you, you can view the results in **Employee Self Service.**

1. Click on the **Performance** tile in Employee Self Service. Your current evaluation will be under **My Current Documents** and the status will be **Shared with Employee**. Click anywhere on the row to review the evaluation.

My Current Documents			
Document Type	Document Status	Period Begin / Period End	Next Due Date
WI Performance Review	Shared with Employee	04/01/2021 09/30/2021	09/16/2021 >

2. Click **Expand** to open all evaluations on the page.

Agency Competencies	Ind Prf Expectations	Training/Development	Overall

▼ Section 1 - Agency Competencies
⊙ Expand | ⊙ Collapse

3. Information about the measurement/criteria will display above the **Manager Rating** and **Comments**.

▼ Customer Service

Description : Makes excellent customer service a top priority; consistently seeks to improve customer service. Is responsive to changes in what customers want and need. Delivers on promises made to customers and follows up appropriately.

Measurement :

Sub-Title

Additional Expectations

- Maintains effective caseload management by taking prompt and substantive action on cases. Examiners should sustain 3 or fewer cases waiting 30 days or more for substantive action.
- Manages all telephone and written correspondence in a professional manner.
- Returns telephone calls within one business day.
- Identifies and processes Presumptive Disability (PD) determinations appropriately on initial SSI cases while minimizing the PD reversal rate.

Manager Rating 2 - Needs Improvement   Avg Rating 2 - Needs Improvement   2.00

Manager Comments For this period, you had an increasing number of 30-day cases, reaching as high as 22. Some of these cases have gone up to 70 days without action. This was partially due to some mitigating factors such as system slowness and learning a new case processing system. Your interactions with others are always professional and friendly. You return telephone calls promptly. You did not PD any cases during this period. Look for opportunities to PD cases at any point during adjudication to provide benefit for those T16 claimants and reduce your processing time and the Bureau processing time.

4. Click on the **icon** next to the rating to see the descriptions of each rating.

Manager Rating   2 - Needs Improvement

anager Comments

Proficiencies

Rating	Description
1 - Unsatisfactory Performance	Does not provide the expected level of customer service.
2 - Needs Improvement	Often provides below average customer service.
3 - Successful Performance	Consistently provides good, solid customer service.
4 - Exceptional Performance	Provides outstanding or excellent customer service.

5. On the **Overall** tab, you can enter **Employee Comments**. Click the **checkmark** next to the **Employee Comments** to spellcheck the comments.

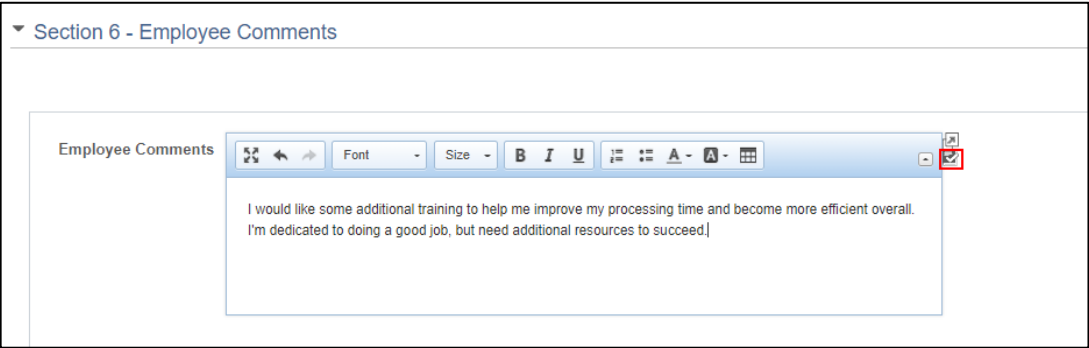| Agency Competencies	Ind Prf Expectations	Training/Development	Overall

▼ Section 6 - Employee Comments

Employee Comments

I would like some additional training to help me improve my processing time and become more efficient overall. I'm dedicated to doing a good job, but need additional resources to succeed.
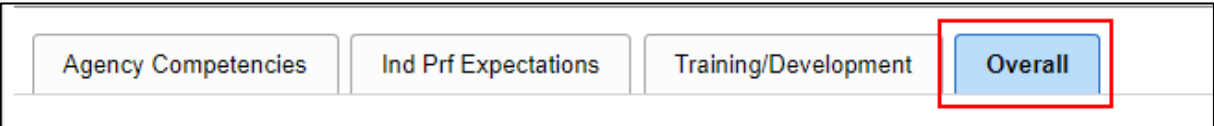
6. Click **Save** at the top right of the page when complete.

7. The following will display on the page and your manager will be able to see your comments.

Years in Job   0   Years   2   Months

○ You have successfully saved your evaluation.

This document is available for your review. You should review this document with your manager if you have not already done so.
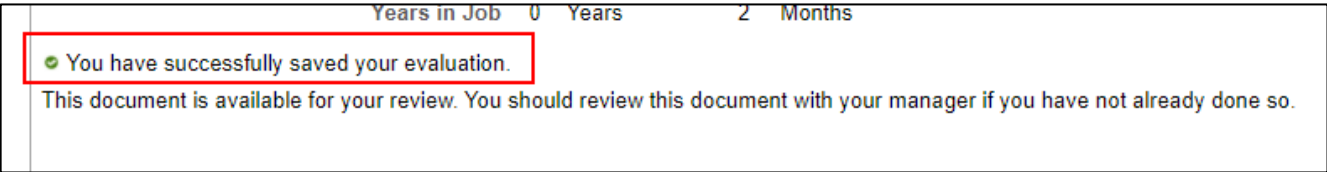
Self Evaluation

8. Under complete self evaluation, select update and complete.
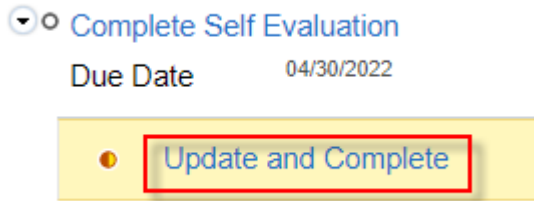
9. Select expand to expand agency core competencies.

a. From here, employee comments can be made.

b. Can go through each section, expand and make employee comments.

Self-Evaluation - Update and Complete

WI Core Competencies | Individual Goals | Overall Summary

▼ Section 2 - Individual Goals

⊡ Expand | ▶ Collapse

▼ communicate

Description : communicate effectively with departments

Weight   100 %

Employee Comments

Created By   Timothy Le Fave   02/10/2022 1:49PM
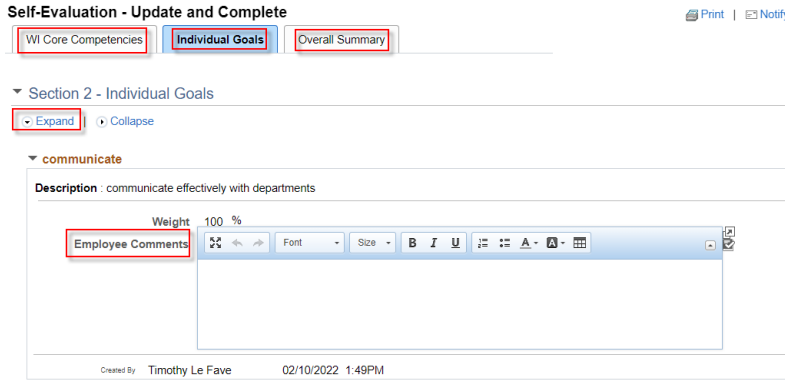
c. Under overall summary, employee will give an overall score, and be able to complete comment.

WI Core Competencies | Individual Goals | **Overall Summary**
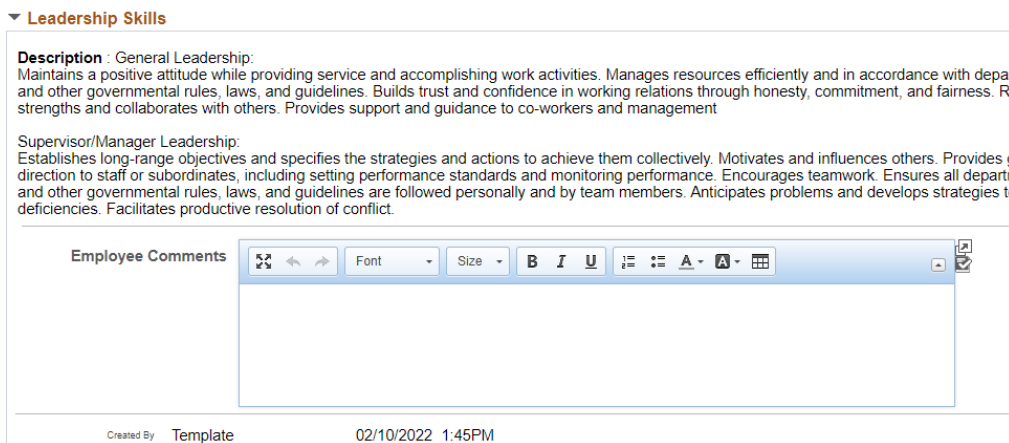
▼ Section 3 - Overall Summary

Overall Summary Summary

Employee Rating   3 - Successful Performance ∨

Employee Comments

Overall thought I did well.
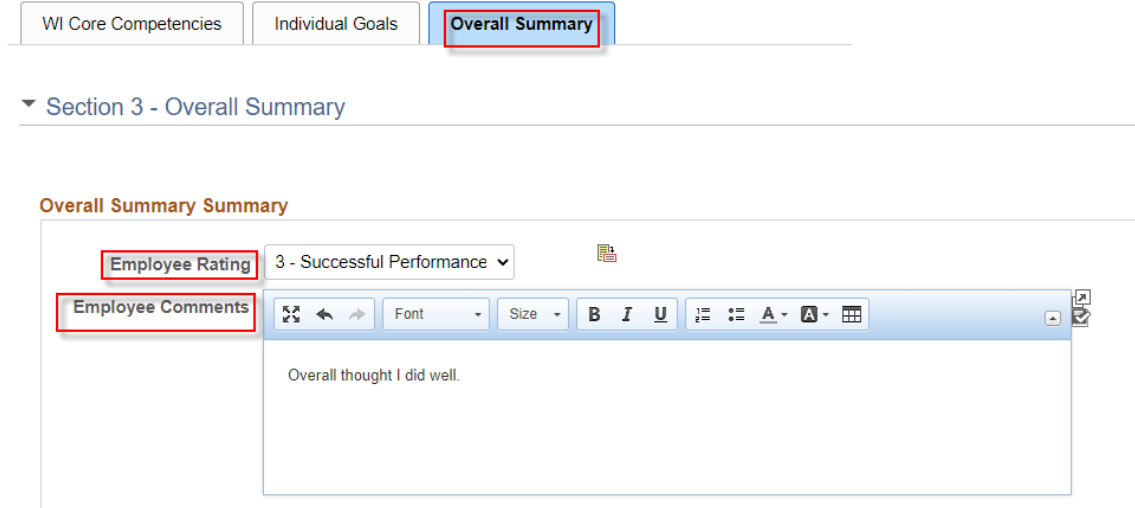
10. In upper right corner, select complete.

Save   Complete

11. Receive confirmation.

WI Performance Review

Confirmation - Document Completed

● You have successfully completed your evaluation.

Acknowledging Your Performance Evaluation

Once you review the evaluation with your manager, they will request an acknowledgement from you. You will receive an automated email once the acknowledgement is requested. You can click on the email to access your evaluation or go to the Performance tile in Employee Self Service.
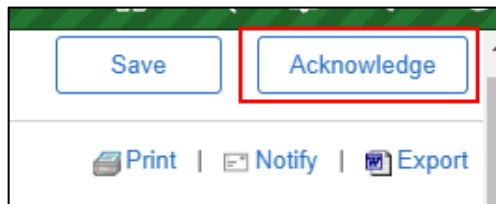
1. Click anywhere in the row that has a document status of **Pending Acknowledgement**.

My Current Documents

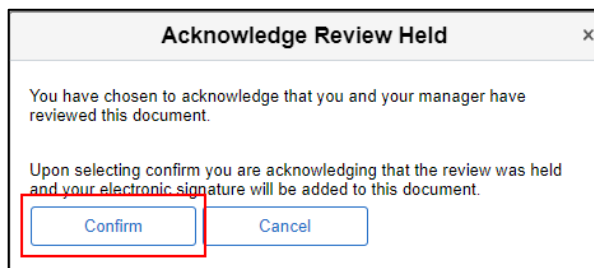| Document Type	Document Status	Period Begin / Period End	Next Due Date	
WI Performance Review	Pending Acknowledgement	04/01/2021 09/30/2021	09/16/2021	>

2. You can review the evaluation again as well as add or update the **Employee Comments** in the **Overall** tab.

3. When you acknowledge the document, you are "signing" the document and acknowledging that the review was held. The following displays on the evaluation.

> This document is currently waiting for your acknowledgment.
>
> Select the Acknowledge button to confirm that you and your manager have discussed this document. Your name will be placed in the signature section on the printed document acknowledging that the review was held.
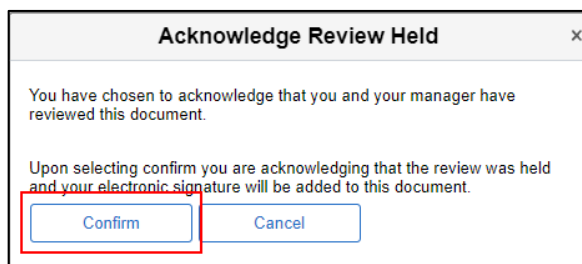
4. Click **Acknowledge** in the upper right of the page.

Save	Acknowledge

🖨 Print | 🖅 Notify | 📄 Export

5. The following will display. Click **Confirm**.

Acknowledge Review Held ✕

You have chosen to acknowledge that you and your manager have reviewed this document.

Upon selecting confirm you are acknowledging that the review was held and your electronic signature will be added to this document.

Confirm	Cancel

6. The following will display.

Acknowledge Review Held ✕

You have chosen to acknowledge that you and your manager have reviewed this document.

Upon selecting confirm you are acknowledging that the review was held and your electronic signature will be added to this document.

Confirm	Cancel

7. Your manager will receive an email notification of your acknowledgement. Any employee comments entered will be included in this email.

8. Once your manager finalizing the evaluation, you will receive a system-generated email letting you know that the review is complete.

9. On any page within the evaluation, you can review the **Audit History** to see when the document was created, acknowledged, and signed.
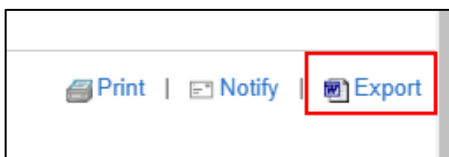

Accessing Your Completed Evaluations

Once your manager finalizes your evaluation, you can access the document under **My Historical Documents**.
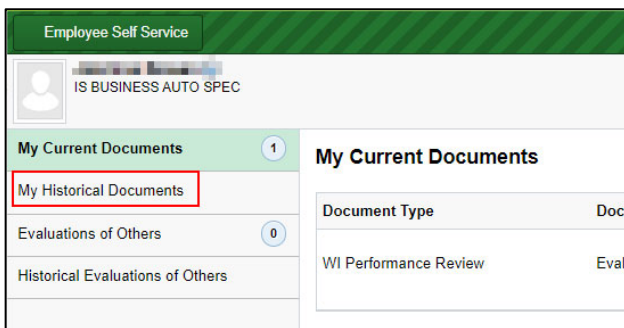
Exporting and Printing the Evaluation

You can export your evaluation to Word by clicking on **Export** in the upper right of any page within the evaluation. The file will automatically download.

The document will download as an .rtf document. If you want to save the document, you should save it as a Word document.

You can also print your evaluation by clicking on **Print**. It will generate a PDF document that can be downloaded and/or printed.