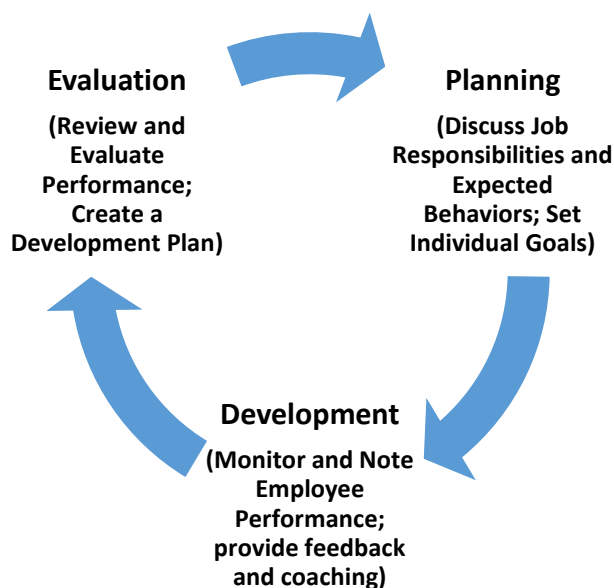




# Performance Review Documentation for Duke University Employees

At Duke, annual reviews are required. Mid-Year reviews may also be required by the department. Below are the steps in the performance management (pm) process. Your supervisor will discuss the steps in the process with you. In the past, Duke University used paper forms for performance reviews. The new PM tools via Duke@Work replace the performance planning and review system of the past. The online form documents the results of the discussion you have with your supervisor. It does not replace the discussion.





# University Performance Management Tool (for Employees)

## Performance Management Process Steps

1. For first time only, supervisor populates job responsibilities and goals of employee prior to the employee completing the self-evaluation.
2. Employee completes self-evaluation.
3. Supervisor gives ratings and written comments for job responsibilities, Individual Goals, Behaviors, Goals for Coming Year, and Manager's Overall Evaluation.
4. Supervisor sends to 2nd level manager (if required) and HR rep in unit for review and to return to supervisor.
5. Supervisor sends to employee for review and to provide written comments (if he/she wants to do so).
6. Supervisor and employee meet to discuss evaluation.
7. Changes are made to the evaluation form if needed.
8. Employee signs the form (Employee Acknowledged) **No further changes can be made.**
9. Supervisor closes the review.



# University Performance Management Tool (for Employees)

## Accessing the Performance Review Online Document

1. Log into **Duke@Work** (<http://work.duke.edu/>). Login using Internet Explorer, Firefox, Chrome browsers.
2. Enter your **NetID** and **Password**.

The screenshot shows the Duke@Work sign-in interface. At the top, there is a dark blue header with the word "Duke" in white and "SIGN IN" in orange. Below this, the main content area has a light beige background. It features a "SIGN IN" link, followed by "NetID:" and a text input field containing "JoeDuke". Below that is "Password:" and a password input field with masked characters. An "Enter" button is positioned below the password field. A link for "Forgot your password?" is also present. A message states: "You are on the correct Duke sign-in page if the URL above begins with <https://shib.oit.duke.edu/>." At the bottom, assistance links are provided: <http://oit.duke.edu/help> or <http://dhhs.duke.edu>.



# University Performance Management Tool (for Employees)

3. The **Duke@Work** screen displays. Select the **My Info** tab at the top-left portion of the screen. This page provides a menu of links and tabs.

**Duke@WORK**

MyInfo Universal Worklist ECRT

Introduction to Duke@Work

SAP Training

### Welcome to Duke@Work

#### Resolved - Crystal Reports in Duke@Work

The Crystal Reports issue in Duke@Work has been resolved. If you encounter any additional issues, please submit a Service Now Incident using the Get Help Now link in iForms.

#### SAP Business Explorer (BEx) Problem

Some users began to experience problems executing Business Warehouse queries on December 2014. If you encounter this problem with BEx queries, you or your System Administrator will need to install an update to the SAP Logon software located on your computer. The SAP updates can be found on the OIT Enterprise Services site for SAP at [http://oit.duke.edu/enterprise/applications/sap/win\\_install.php](http://oit.duke.edu/enterprise/applications/sap/win_install.php). To correct the problem, apply the three patches in step 5 under Installing SAPgui.



# University Performance Management Tool (for Employees)

4. In the **MyCareer** section of the screen, click the **Performance Reviews** link.

The screenshot shows the Duke@Work portal interface. At the top, there is a navigation bar with links: Home, MyInfo, Universal Worklist, MyResearch, ECRT, Home, MyProfile, MyBenefits, MyTime, MyPay, MyExpenses, MyTeam, MyCareer, Personalization, and Open Enrollment. Below this is a breadcrumb trail: Home > Home > MyCareer nav > Home > Home. The main content area is titled "Welcome to Duke@Work." and contains three sections: MyProfile, MyTime, and MyCareer. The MyCareer section is highlighted with a red circle, and a red arrow points to the "Performance Reviews" link under the "Quick Link" section.

**Welcome to Duke@Work.**

**MyProfile**

- View and edit your home address.
- View and edit your interoffice and external mailing addresses.
- View a summary of your personal information in the HR/Payroll system.
- View family members and dependents.
- View and edit your Duke Flex Account.
- View and edit your Duke directory listing and settings.
- View your payroll representative.

Quick Link  
[Maintain Cell Phones for Emergency Text Messaging](#)

**MyTime**

- Enter your current period timecard.
- View historical timecards entered through Duke@Work.
- View who approves your timecard.
- Access the Time and Attendance system for DUHS & select University Employees.

**MyCareer**

- Search for jobs at Duke.
- Access links to professional development resources.
- DUHS Performance Management

Quick Link  
[Performance Reviews](#)  
[MyLearning](#)



## University Performance Management Tool (for Employees)

5. The **Employee Performance Reviews** screen displays all performance appraisals for the employee. The columns include the **Appraisal Status**, **Substatus**, **Appraisee Name**, **Appraisal Document Name** and the **Effective Period** for review.
6. Click the blue-underlined link in the **Appraisal Document Name** column to open the performance review online document.

Appraiser Name	Period	To	Appraisal Status	Substatus	Appraisee Name	Appraisal Document Name
TOM C SMS	07/01/2014	06/30/2015	Review Completed		Duke Manager	<a href="#">University 2015</a>

Click the tabs across the top to review the following information: (see below)

- To access the **Employee Self-Assessment**, select the **Employee Self-Assessment** tab. The self-assessment allows you to list your measurable goals, accomplishments, areas for improvement, and additional skills and knowledge you would like to acquire.

**Administrative Data**

University PEP | **Employee Self-Assessment** | Job Responsibilities | Individual Goals | Behaviors | Goals for Coming Year | Development Plan | Manager's Overall Eval

**Purpose:**  
The purpose of Performance Evaluation and Planning (PEP) is to provide summary feedback to staff members on their performance for the year and to provide clear goals and development plans for the coming year. PEP evaluations will be used to make pay and other personal decisions.

**Instructions:**  
Please complete each section of the form below. For additional information, please see the [University PEP form instructions](#).



# University Performance Management Tool (for Employees)


- The **Job Responsibilities** tab provides information about your specific job responsibilities. This information comes from your job description and any other duties as assigned by your manager.

Administrative Data

University PEP   Employee Self-Assessment   **Job Responsibilities**   Individual Goals   Behaviors   Goals for Coming Year   Development Plan   Manager's Overall Eval

**Purpose:**  
The purpose of Performance Evaluation and Planning (PEP) is to provide summary feedback to staff members on their performance for the year and to provide clear goals and development plans for the coming year. PEP evaluations will be used to make pay and other personal decisions.

**Instructions:**  
Please complete each section of the form below. For additional information, please see the [University PEP form instructions](#).




- The **Individual Goals** tab lists any goals that you and your manager established for the past work year.

Administrative Data

University PEP   Employee Self-Assessment   Job Responsibilities   **Individual Goals**   Behaviors   Goals for Coming Year   Development Plan   Manager's Overall Eval

**Purpose:**  
The purpose of Performance Evaluation and Planning (PEP) is to provide summary feedback to staff members on their performance for the year and to provide clear goals and development plans for the coming year. PEP evaluations will be used to make pay and other personal decisions.

**Instructions:**  
Please complete each section of the form below. For additional information, please see the [University PEP form instructions](#).





# University Performance Management Tool (for Employees)

- The **Behaviors** tab lists behaviors related to Duke's Guiding Principles which provides a standard in which we interact as employees to achieve success. These are the expected behaviors for Duke Employees. If you are a supervisor, two additional behaviors are listed.

The screenshot shows the 'Administrative Data' section of the tool. A horizontal tab bar contains eight tabs: 'University PEP', 'Employee Self-Assessment', 'Job Responsibilities', 'Individual Goals', 'Behaviors', 'Goals for Coming Year', 'Development Plan', and 'Manager's Overall Eval'. The 'Behaviors' tab is highlighted with a red circle. Below the tabs, the 'Purpose:' section states: 'The purpose of Performance Evaluation and Planning (PEP) is to provide summary feedback to staff members on their performance for the year and to provide clear goals and development plans for the coming year. PEP evaluations will be used to make pay and other personal decisions.' The 'Instructions:' section states: 'Please complete each section of the form below. For additional information, please see the [University PEP form instructions](#).' A small icon of a document with a pencil is visible in the bottom left corner.

- The **Goals for Coming Year** tab lists any goals that you are expected to meet during the upcoming work year.

The screenshot shows the 'Administrative Data' section of the tool. A horizontal tab bar contains eight tabs: 'University PEP', 'Employee Self-Assessment', 'Job Responsibilities', 'Individual Goals', 'Behaviors', 'Goals for Coming Year', 'Development Plan', and 'Manager's Overall Eval'. The 'Goals for Coming Year' tab is highlighted with a red circle. Below the tabs, the 'Purpose:' section states: 'The purpose of Performance Evaluation and Planning (PEP) is to provide summary feedback to staff members on their performance for the year and to provide clear goals and development plans for the coming year. PEP evaluations will be used to make pay and other personal decisions.' The 'Instructions:' section states: 'Please complete each section of the form below. For additional information, please see the [University PEP form instructions](#).' A small icon of a document with a pencil is visible in the bottom left corner.





# University Performance Management Tool (for Employees)

- The **Development Plan** tab lists action steps to develop your skills, improve your performance, and/or your development for future job growth. Development plans are designed to improve performance or to develop the employee's knowledge and skills.

The screenshot shows the 'Administrative Data' section of the tool. A horizontal tab bar contains eight tabs: 'University PEP', 'Employee Self-Assessment', 'Job Responsibilities', 'Individual Goals', 'Behaviors', 'Goals for Coming Year', 'Development Plan', and 'Manager's Overall Eval'. The 'Development Plan' tab is highlighted with a red circle. Below the tabs, the 'Purpose:' section states: 'The purpose of Performance Evaluation and Planning (PEP) is to provide summary feedback to staff members on their performance for the year and to provide clear goals and development plans for the coming year. PEP evaluations will be used to make pay and other personal decisions.' The 'Instructions:' section says: 'Please complete each section of the form below. For additional information, please see the [University PEP form instructions](#).' A small icon is visible in the bottom left corner.

- The **Manager's Overall Evaluation** tab provides an overall rating of your performance. The first tab provides a definition of the ratings that your manager uses.

**Note:** You can view the job responsibilities, goals and behaviors at any time; however, the ratings and manager's comments are not available until the manager release them for your view.

This screenshot is identical to the one above, showing the 'Administrative Data' section with the same tabs and content. However, the 'Manager's Overall Eval' tab is highlighted with a red circle instead of the 'Development Plan' tab.



# University Performance Management Tool (for Employees)

## Commenting on the Information Provided

You can add your own comments in the **Employee Comments** field at the bottom of the screen for each tab. Employee Comments can be entered during Mid-Year or End of Year. No additional comments may be entered after the **Employee Acknowledged** button is clicked. The supervisor can view these comments but not change them.

Please enter comments on Job Responsibilities below:

Manager Comments:

Employee Comments:

Note: manager comments are not visible by the employee until End of Year, Send for Employee Acknowledgement status.



# University Performance Management Tool (for Employees)

## Uploading Attachment Documents

You can add documents (such as self-assessments, position descriptions, letters of appreciation or recognition, or certificates) and upload them to be attached to your review. Click the **Attachments** link at the top-left corner of the screen.

**Appraisal Document for TOM C SIMS**

Save **Attachments (0)** Print

**How would you like to continue?**

☒ Save and Exit Document

☐ Employee Acknowledged

Continue

Then, click **Upload**. Either type the path for the document or click **Browse** to select the document and click **OK**.

**Attachments**

Attachments

**Upload** Delete

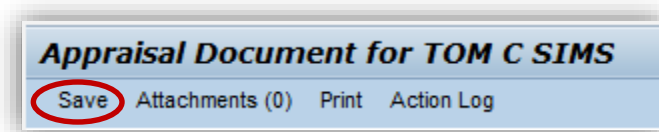
Attachment Name
-----------------



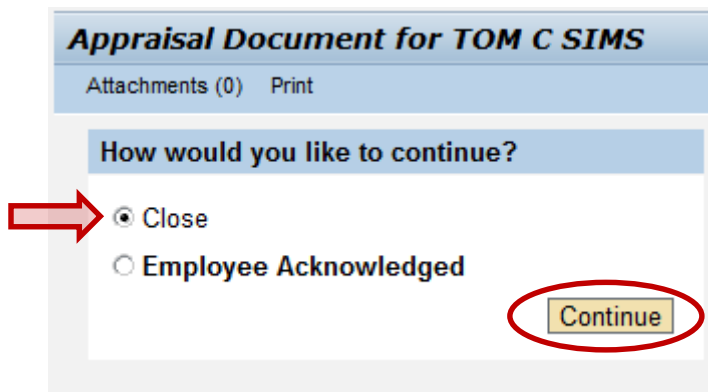
# University Performance Management Tool (for Employees)

## Saving the Performance Review Document

As you move from one tab to another, you should save your work. You can save the document and continue working on it by clicking **Save**.



If you wish to exit the document, click **Close** then click the **Continue** button.





# University Performance Management Tool (for Employees)

## Approving or Signing the Final Document

At the end of the year, the manager changes the document status to **End of Year - Send for Employee Acknowledgement**. Now you can view your manager's comments and ratings.

To electronically sign the document, click **Employee Acknowledge** and click the **Continue** button.

**Appraisal Document for TOM C SIMS**

Save Attachments (0) Print

How would you like to continue?

☒ Save and Exit Document

☐ Employee Acknowledged

Continue

**IMPORTANT:** Saving and exiting or acknowledging the document does not send a notification to the supervisor that you have completed the review. You must notify the supervisor that the document is ready for the supervisor to close.