



## PageUp Performance Management FAQs

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### **What is the measurement period for the annual evaluation?**

TCU's feedback and evaluation period is the calendar year – January 1 to December 31.

### **What is the schedule for completing performance evaluations?**

The key dates for each step in the evaluation, along with who is responsible follows.

**Monday, November 1 – Sunday, November 28:** Employee Self-Evaluation\*

**Monday, November 29, 2021 – Monday, January 31, 2022:** Manager Rating, Employee Meeting & Evaluation Acknowledgment

*\* The Employee Self-Evaluation can only be completed during this specific timeframe. An employee cannot access their self-evaluation after Sunday, November 28.*

### **What is the deadline for completing annual staff evaluations?**

Monday, January 31, 2022 is the last day of the performance evaluation process. After the manager and employee have met and discussed the evaluation, the final step is for each individual to log back into the module and acknowledge the evaluation.

### **How do I access the online performance management system?**

Staff members and their supervising manager will receive a system generated email with a link to access the online module or they can access through [PageUp Staff Performance & Success](#).

### **Who should expect to be evaluated?**

Full- and part-time, regular staff members, hired prior to September 1, 2021, will need to have an evaluation completed through the online PageUp Performance & Success module.

### **Will 360 performance evaluations be available in the Staff Performance & Success module?**

No. There is a voluntary self-evaluation for individual contributors and the evaluation that should be completed by the manager. Managers are encouraged to seek feedback from others (team members, colleagues, and other stakeholders) when developing the evaluation on those who report to them.

### **How do employees set goals for 2022?**

There is a tab marked "2022 Goals" in the evaluation for employees to initiate planning for next calendar year; however, the 2022 process will begin with formalizing goals in February 2022.

### **What criteria is used for the performance evaluation?**

For 2021, six (6) core competencies are included in the self-evaluation and the evaluation completed by the manager. These include:

**Communication** – Expresses ideas and information verbally and/or non-verbally including spoken, written, and/or virtual communication. Ability to provide information that is complete, clear and concise, organized, and appropriate for the intended audience with minimal errors. Demonstrates active listening skills including the ability to give and receive constructive feedback and demonstrate empathy. Demonstrates ability or willingness to learn to communicate with diverse audiences.



**Job Knowledge/Skill Application** – Demonstrates learning agility. Exhibits ability or willingness to learn the intellectual, practical, and technical competencies for their job. Knowledgeable of and complies with procedures, regulations, rules and policies. Ability to learn through feedback and experience as well as adapt to changing environments.

**Critical Thinking/Problem Solving** – Exercises ability to anticipate and analyze issues, make decisions, and solve problems. Able to obtain, interpret, and apply knowledge, facts, and data for problem solving and innovation. Ability to consider abstract, “outside the box”, solutions. Proposes and considers new initiatives. Leads change by valuing diverse perspectives, new approaches, and creative solutions to their work.

**Teamwork/Collaboration** – Understands the importance of and demonstrated ability to work in teams/groups. Engages collaboratively to achieve both personal and university goals. Balances team and individual responsibilities by sharing information. Ability to negotiate and manage conflict. Ability to develop and maintain relationships with a diverse workforce by adapting to new situations and others’ ideas.

**Diversity, Equity, and Inclusion** – Fosters and promotes a culture that supports diversity of expression, ideas, identities, and beliefs. Demonstrates capacity to listen with respect to various viewpoints and engage in opportunities to examine equitable practices. Demonstrates understanding of different perspectives, practices self-awareness, builds inclusion by practicing sensitivity and empathy when interacting with all individuals.

**Responsibility and Integrity** – Takes responsibility for managing resources (funds, physical, time, human, etc.), maintains transparent, honest, and dependable relationships. Demonstrates ethical behavior through mindful actions focused on the greater good of the university. Ability to use discretion and maintain confidentiality of sensitive information. Commits to providing their best work and accepts responsibility for mistakes.

## **Individual Contributors**

### **Who is an individual contributor?**

Every staff member is an individual.

### **How will I know when I need to complete a self-evaluation?**

An individual contributor will receive an email from the PageUp system indicating that it is time to start their self-evaluation.

### **Am I required to complete a self-evaluation?**

Best practices as an individual contributor include actively engaging with your manager throughout the year. The self-evaluation provides an opportunity for you to actively participate in dialogue with your manager about your successful results as well as areas of improvement. Sharing your perspective provides insight when your manager completes their assessment of your performance. This can be helpful to affirm you both have similar thoughts. Even when that is not the case, differences of opinion have an opportunity to create meaningful conversations. In some instances, these differing views may help strengthen the communication between the manager and employee. To learn more, visit the [Learning Library](#).



**If there has been a change to my role or department in the middle of the year. Who should conduct my performance review?**

A staff member who transferred to another department within the calendar year should proceed with the normal evaluation process with their current manager.

In the instance where a staff member remains in their current role but there was a manager change during the evaluation period – and the previous manager remained a TCU employee – the current manager should conduct the evaluation and add input from the previous manager.

**How do I access a copy of last year's evaluation?**

Any evaluation completed in the PageUp system can be accessed by following the instructions provided in the [PageUp Performance and Success User Guide](#).

**How can I get a copy of my completed self-evaluation?**

It is recommended staff members save and/or print a copy of your completed self-evaluation on or before November 28 at which time the manager will only have access to the evaluations. Once the evaluations are completed, both employee and manager will have access to print the report by following the instructions provided in the [PageUp Performance and Success User Guide](#).

**My manager is currently on an extended leave of absence. When and how should my performance evaluation be completed?**

Human Resources periodically reviews employees and managers who are on a leave of absence through the performance evaluation cycle. Please notify HR via email at [hrperformancemanagement@tcu.edu](mailto:hrperformancemanagement@tcu.edu) so we can determine next steps.

**How do I review my job duties?**

You may access your position description, which outlines your essential job functions along with defined knowledge, skills, abilities, education and experience requirements through the PageUp portal. To access your position description, go to the [Recruitment Portal tile](#) in PageUp.

**What if I disagree with the ratings/comments given by my manager?**

Employees who disagree with what is in their evaluation should speak with their manager and share their concerns. It is recommended you enter final written comments during the acknowledgement step. When an employee completes the evaluation process by selecting the "I Acknowledge" button, that action does not reflect agreement – only acknowledgement.

## Managers

**How will I know when I need to complete an evaluation for an employee?**

A manager will receive an email from the PageUp system indicating that it is time to start the evaluation process.

**Do I have to use the online performance module to evaluate my employees?**

Yes. The University is using the PageUp *Performance and Success* module for the annual evaluation process.



**Is there an alternative paper version of the evaluation?**

No. All evaluations will be completed online for staff members in the PageUp *Performance and Success* module.

**Once I have completed my employee's evaluation, how do I share the evaluation with them?**

Once the manager portion of the evaluation step is completed, it is recommended a manager provide the employee a copy of the report. The manager should conduct a private meeting to share and review the evaluation, commenting where appropriate. This is also an appropriate time to begin discussions for the following year.

Once the evaluation discussion is completed, the manager should ask the employee to log in to the [PageUp Staff Performance & Success](#) module to add final comments and acknowledge. Once they've completed that step, the manager will receive a notification to finalize the full evaluation process.

**What if I cannot fully complete the Manager Rating/Employee Meeting for all my employees by January 31?**

If a manager is unable to submit the evaluation by January 31, please send an email to [hrperformancemanagement@tcu.edu](mailto:hrperformancemanagement@tcu.edu) as far in advance as possible.

**I have been assigned an evaluation for someone who is not my direct report. What do I need to do to have them reassigned?**

Send an email to [hrperformancemanagement@tcu.edu](mailto:hrperformancemanagement@tcu.edu) advising that you have an employee mistakenly assigned to you in the module. You may note their current manager, if known, in the email.

**One of my staff members is missing from my list of employees. What do I need to do to have them added?**

Send an email to [hrperformancemanagement@tcu.edu](mailto:hrperformancemanagement@tcu.edu) advising that you have an employee who should be assigned to you in the module.

**My employee is currently on an extended leave of absence. How and when should I complete their performance evaluation?**

A manager should **NOT** meet with the employee while they are on a protected leave of absence. Once an employee returns from their leave of absence the manager should email [hrperformancemanagement@tcu.edu](mailto:hrperformancemanagement@tcu.edu) to determine next steps.

**Resources:**

For additional information on how to navigate and complete the evaluation process, please visit:

[PageUp Performance and Success User Guide](#)

[HR Performance Management Resources](#)

[Making Difficult Conversations Easy\(er\)](#)

[Coaching Conversations](#)