

## Performance Management Evaluators Frequently Asked Questions (FAQ)

**Q: If I have questions or issues, who do I contact?**

A: Contact your agency Performance Management Administrator (PM Admin). Locate your PM Admin by viewing [Agency HR Administration Staff Listing](#) on the Personnel Cabinet Performance Management website.

**Q: What should you do first, when a performance review task is launched?**

A: Access MyPURPOSE to verify you have a performance review task listed for all eligible employees who report to you. If any employee is missing a task or a task for an ineligible employee contact your PM Admin. **(Do NOT launch a New Position Performance Planning task)**

**Q: What should I do if I have launched an off cycle review (PIP/New Position Performance Plan) in error?**

A: Have your PM Admin submit a business request to the Personnel Cabinet.

**Q: Why do I see employees who are not performance eligible under Team Goals in MyPURPOSE?**

A: All employees who report to you will appear under your Team Goals Tab within MyGoals. Only performance eligible employees will have a performance review task.

**Q: How do I go back to a section within a performance review task?**

A: If you have not submitted, you may select the Back button at the bottom of your screen, or select the section title located to the left hand side of the screen.

**Q: Do competencies have tasks?**

A: Competencies do not have tasks, only an optional comment box.

**Q: How are competencies rated?**

A: The overall score is calculated on a 50-50 split of competencies and goals. Competencies are equally weighted and equal 100 %, this is done automatically by the system. Goals will use the defined weights (assigned by you) also equaling 100 %. Each section is worth 50 % therefore, the final overall score is an average of the two section ratings.

**Q: My employee has the wrong competencies listed, how do I correct this?**

A: Have your PM Admin submit a business request to the Personnel Cabinet. Do not complete/submit the task.

**Q: How do I edit a performance review once complete?**

A: - If the performance review task is fully complete and want to edit a typo or any other information - Request your PM Admin to submit a business request to have the task reopened to you.

- If the performance review task is fully complete, you can modify goals from Team Goals within the MyGoals tab.

\*You should not modify goals through the MyGOALS page if the employee changes position or job titles, instead a New Position Performance Plan is needed.

**Q: How do resolve a goal issue or modify an existing goal?**

A: - Review the MyGOALS page and check goal status, goal dates, task dates and goal percentages. You can also review the [Guide to Performance Management user guide](#) or reach out to your PM Admin for assistance.

- To edit an existing goal, view the Continued Goal Modification section of the [Guide to Performance Management user guide](#).

**Q: How do I ensure a comment is deleted?**

A: When the Step is reopened back to the Evaluator or Employee to delete a comment, the user should delete the comment and add a new comment, if a comment is not needed the user should enter a period (.) in the comment box. It is necessary for a new entry to be made in order for the deletion to save accordingly.

**Q: Where can I see my completed reviews and my employee's completed reviews?**

A: From the Performance Home page, select Profile, then MyPROFILE. From the Bio page, select Snapshot, then select Reviews. Here you can view your personal reviews OR select View Team to see your employee's completed reviews.

**Q: What should you do if you receive a performance eligible employee during the performance year?**

A: - Ensure the previous performance review was completed by the former evaluator.  
- Launch and complete a New Position Performance Plan.  
- Reach out to your PM Admin for guidance.

**Q: How do I know where a performance review task is in workflow or if it has been completed?**

A: Managers have the ability to run a Standard Performance Review Step Status report, see instructions below.

- Hover over Reports>Select Standard Reports>Select Performance tab>Select Performance Review Step Status Report
- Select User Criteria>should be limited to your org
- Select Performance Review Task
- Select Export to Excel

For more detailed report instructions, please visit the [Personnel Cabinet Performance Management](#) website.