**What's Covered:** This document provides step-by-step instructions on how to complete the Exception Form for your employee’s annual assessment. For more high-level information on the process, see the [Manager: Completing the Annual Review Using the Exception Form Quick Start Guide](#).

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**Guidelines for Completing the Assessment Phase using PeopleSoft**

During the Assessment Phase, the manager provides feedback and ratings on the employee’s goals and performance during the year. This may also include a summary of collected feedback from other reviewers. Employees and managers discuss the results and both the employee and manager can enter final comments before the document is acknowledged (completed) by the employee.

You and your employee can follow these guidelines when completing the Annual Review using the Exception Form:

1. Your employee recommends reviewers, such as peers, clients, additional supervisors, and direct reports (managers only) to provide feedback on the employee’s performance.
2. You select the final reviewers and submit the requests. The evaluation feedback can only be viewed by you.
4. You enter comments, ratings, and an overall summary into the Manager’s Evaluation. Then, share it with the employee.
5. You and the employee meet to discuss the Manager’s Document. You and your employee have an opportunity to comment on the employee’s performance.
6. The employee acknowledges the Manager’s Document.
Navigating to the Annual Review Summary Documents

Access your employees’ performance documents from the Team Performance tile on the PeopleSoft home page:

The Performance page defaults to the Current Documents page. Click anywhere on the row of the employee’s open document you want to access. To confirm which document you want to access, review the Document Type, Document Status, and Period Begin/Period End.

Access your employees’ performance documents from the Team Performance tile.

Click anywhere in the row to access the employee’s performance document.
ePerformance: Complete the Exception Document (Manager)

Once in the document, use the left-side Work Center to orient where you are in the process. After you have submitted review requests and read the reviews, complete all sections of the Manager Evaluation. When ready, click Share w/ Employee for the employee to review the document.

Buttons in the top-right of the screen allow you to Save your progress, render the document to PDF (Print), email the manager listed on the document (Notif), and export to Word (Export).

Request Reviewer Feedback

1. From the document, click Select Reviewers, then Add Reviewers.
2. Click the add button + associated with a reviewer type to search for and select reviewers from any of the following:
   a. Direct Reports
   b. Peers/Colleagues
   c. Additional Direct Manager
   d. Faculty Feedback
3. Click Submit Reviewers in the top-right of the page, then click Confirm.
Tracking and Reviewing Feedback Requests

To track whether reviewers have accepted, declined, or not yet taken action on a request, click **Track Reviewers** under Select Reviewers on the left.

You can also view the progress of the evaluations by clicking **View** under Read Reviews. To review an individual evaluation, click the name of the participant with the status of Completed.
Review Feedback and Enter Comments and Rating

Review the comments and overall ratings from others, including the employee, that appear directly in the Manager’s Evaluation. Then, enter your own comments. Only the comments and rating the manager enters will be available to the employee.

**Feedback**

1. Click **Expand** to review the feedback that any Peer reviewers provided.
2. Enter your comments that summarize the feedback.

Use the **Writing Tools** to search for and include any notes you may have written about the employee. Review the **Using Performance Notes** job aid for more information on using notes.

3. If applicable, review and provide feedback on the Direct Reports feedback sections.
4. Click **Participant Ratings** in the detail of the Manager’s Effectiveness Evaluation to review specific ratings.

**Summary**

5. Provide an overall rating for your employee and enter any summary comments.

If applicable, ratings and comments from Additional Direct Manager and Faculty Feedback will appear below the comments.

6. Click **Save**.
Share the Document with the Employee

You may choose to meet with your employee either before or after sharing the document.

1. Once your evaluation is ready for the employee to review, click **Share w/ Employee**, located on the top-right of the page.
2. Click **Confirm**. The employee receives a notification that includes a direct link to the document.

Acknowledge the Document

**Acknowledging** the document, similar to electronically signing it, is the next step for the employee. The employee can also enter comments at this stage. PeopleSoft will send automatic e-mail notifications to the employees requesting them to acknowledge that they have reviewed the document and met with their managers.

If necessary, you can also acknowledge the document on behalf of the employee:

1. Click **Override Acknowledgement** in the top-right of the page.
2. Select either “Employee not Available” or “Employee Refused,” then click **Confirm**.

Frequently-Asked Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What happens to my employee’s document after the Annual Review process is complete?</td>
<td>The evaluation is stored in the employee’s Historical Documents page and the manager’s Historical Documents page. You and your employee can view the documents, but cannot edit them.</td>
</tr>
<tr>
<td>What happens if my employee will not or cannot acknowledge the evaluation?</td>
<td>If your employee will not or cannot acknowledge, you override the acknowledgement.</td>
</tr>
<tr>
<td>Can I share my evaluation with my employee before I click “Share With Employee”?</td>
<td>Yes, you can discuss the document with the employee before clicking the “Share” button. See your manager or HR contact for more information.</td>
</tr>
<tr>
<td>Can I use a printed copy of the evaluation, rather than looking at a computer screen?</td>
<td>Yes. Click the <strong>Export</strong> in the top-right of the page and the evaluation will be rendered to Word.</td>
</tr>
<tr>
<td>Is there any way to see when an employee acknowledged a document?</td>
<td>Yes. You can expand the Audit History at the bottom of the document to see the name and time/date of several actions associated with the document, including: Created by; Last Modified by; Acknowledged by; Completed by; Transferred From; and Transferred to.</td>
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Appendix - Rating Definitions
This appendix presents rating definitions for these rating types: Overall Ratings; Competency Ratings.

### Overall Ratings

<table>
<thead>
<tr>
<th>Performance Rating</th>
<th>Definition</th>
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<tbody>
<tr>
<td>5- Leading Performance</td>
<td>Contributions have tremendous and consistently positive impact and value to the department and/or the organization. May be unique, often one-time achievements that measurably improve progress towards organizational goals. Easily recognized as a top performer compared to peers. Viewed as an excellent resource for providing training, guidance, and support to others. Demonstrates high level capabilities and proactively takes on higher levels of responsibility.</td>
</tr>
<tr>
<td>4- Strong Performance</td>
<td>Consistently demonstrates high level of performance. Consistently works toward overall objectives of the department and/or organization. Viewed as a role model in position. Demonstrates high levels of effort, effectiveness and judgment with limited or no supervision.</td>
</tr>
<tr>
<td>3- Solid Performance</td>
<td>Consistently demonstrates effective performance. Performance is reflective of a fully qualified and experienced individual in this position. Viewed as someone who gets the job done and effectively prioritizes work. Contributes to the overall objectives of the department and/or the organization. Achieves valuable accomplishments in several critical areas of the job.</td>
</tr>
<tr>
<td>2- Building Performance</td>
<td>Working towards gaining proficiency. Demonstrates satisfactory performance inconsistently. Achieves some but not all goals and is acquiring necessary knowledge and skills. For new employees: this rating can be used when an employee is still coming up to speed with their job duties as appropriate, based on their tenure in the position.</td>
</tr>
<tr>
<td>1- Not meeting expectations</td>
<td>The quality of performance is inadequate and shows little or no improvement. Knowledge, skills and abilities have not been demonstrated at appropriate levels.</td>
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