



## Employee and Labor Relations

MSC 3HRS  
New Mexico State University  
P. O. Box 30001  
Las Cruces, NM 88003-8001  
575-646-2449, 575-646-4556

### MEMORANDUM

**TO:** All NMSU Supervisors and Primary HR Liaisons

**THROUGH:** Dr. Gena Jones, Assistant Vice President  
Human Resource Services

**FROM:** Donna Ottaviano, Senior Employee Relations Specialist *DO*  
HRS Employee and Labor Relations

**DATE:** November 30, 2020

**SUBJECT:** Staff Performance Recognition and Review (Annual Staff Performance Evaluation Period)

Our annual staff performance evaluation process (for this year referred to as Performance Recognition and Review) is fast approaching. Feedback on performance is one of the most important managerial responsibilities. The purpose of this memo is to give you information and tools to assist with the Performance Recognition and Review process, particularly during the pandemic crisis. This year, the focus is on recognizing staff excellence and contributions to LEADS 2025 goals and making the Performance Recognition and Review process **Simple but Significant**. Please review the information carefully and let us know if you have any questions.

**Performance Period: January 1, 2020 - December 31, 2020**  
**Exempt and Nonexempt Evaluation Forms Due (electronic process): **March 16, 2021****

#### Why is Performance Recognition and Review Important this Year?

Why are the reviews being conducted in the first place? Because you're not looking to weed out poor performers, you're trying to help your employees become as strong as possible. What you, as leaders, say now in these times is going to be remembered.

This past year has placed many challenges in our paths that we didn't predict. We faced those challenges, worked through them and have remained true to our mission. But it wasn't easy; everyone was stretched in his or her own way. As you consider how to evaluate your staff, keep in mind the contributions they made in spite of the challenges faced. Acknowledge what your employee(s) did well,

rather than pick apart the mistakes. Recognize their strengths and how they used them in handling the pandemic response. Instead of basing your assessment on targets that are no longer applicable, focus on empathy, resilience, and capacity to adapt. Teamwork and collaboration are at a premium during this crisis and those behaviors should be acknowledged.

While working remotely, we no longer have those daily interactions with our supervisors and colleagues. Plan to meet with your employees through Zoom, Teams or other video format. It's more personal and humane.

### **What is meant by Simple but Significant?**

Recognize excellence in your employees, be simple yet clear in your comments and succinct in addressing areas of improvement in situations where it is warranted. Given the added stressors of the pandemic, such as fear of contracting COVID-19, caring for a family member who is ill, home-schooling children, financial concerns and overall heightened anxiety, employees will be on high alert for any excess criticism, regardless of its constructive intent. Therefore, be kind, be a good listener, be constructive and fair.

### **NEW INFORMATION:**

- You will be expected to align all your goals for 2021 to the LEADS 2025 goals. The electronic evaluation system has been updated with drop-down menus to help you select the appropriate goal. The NMSU Leads 2025 goals may be found at <https://nmsu.edu/LEADS/goal1.html> . There will also be a link within the evaluation form.
- We now have data to show alignment of employee performance goals against LEADS 2025 goals. Click this link <https://hr.nmsu.edu/evaluations/> to view the Staff Performance Evaluation LEADS 2025 Goal Alignment charts.
- In order to decrease the number of evaluations that the senior administrators must review and approve as "Next Level Approvers", Deans, AVPs, VPs, Department Heads and many Directors will no longer require next level approvers for the evaluations that they complete on their staff. The evaluations they complete will go directly to the employee. The evaluation system has been updated to allow this function.
- You can track the status of completed evaluations by logging into the system and checking your "In" and "Sent" boxes. You will no longer receive weekly status reports.

**Please note: Faculty, Term, temporary, student employees or Post Doc/Graduate Assistant employees ARE NOT evaluated using the electronic system.**

Supervisors must align **ALL** employee goals to a NMSU Leads 2025 goal in the 'Planning for Year Ahead' section of the evaluation (non-exempt and exempt forms) and in the Senior Administrator forms. Supervisors will also list an objective and action that **aligns directly to the NMSU Leads 2025 goals** and describe the measurement for the action item. The User Guide for performance evaluations can be found at <https://hr.nmsu.edu/evaluations/> in the Forms section and a link will be provided within the evaluation form.

### **Training Opportunities:**

The following Zoom sessions are scheduled to help with using the system, and to provide guidance on how to evaluate staff. For those who are unable to attend, a recorded session will be placed on the ELR Evaluations & Performance Management page, Tools for Employees and Supervisors section.

December 16	Wednesday	10:00am-11:30am	<a href="https://nmsu.zoom.us/j/93660748412">https://nmsu.zoom.us/j/93660748412</a>
January 6	Wednesday	9:00am – 10:30am	<a href="https://nmsu.zoom.us/j/95902706745">https://nmsu.zoom.us/j/95902706745</a>
January 18	Monday	1:00pm – 2:30pm	<a href="https://nmsu.zoom.us/j/92859081627">https://nmsu.zoom.us/j/92859081627</a>
January 28	Thursday	3:00pm – 4:30pm	<a href="https://nmsu.zoom.us/j/97844061905">https://nmsu.zoom.us/j/97844061905</a>
February 5	Friday	9:00am – 10:30am	<a href="https://nmsu.zoom.us/j/91847592786">https://nmsu.zoom.us/j/91847592786</a>
February 8	Monday	10:00am – 11:30	<a href="https://nmsu.zoom.us/j/97866864233">https://nmsu.zoom.us/j/97866864233</a>
February 16	Tuesday	1:00pm – 2:30pm	<a href="https://nmsu.zoom.us/j/93174352573">https://nmsu.zoom.us/j/93174352573</a>
February 25	Thursday	3:00pm - 3:30pm	<a href="https://nmsu.zoom.us/j/92461915414">https://nmsu.zoom.us/j/92461915414</a>
March 2	Tuesday	10:00am – 11:30am	<a href="https://nmsu.zoom.us/j/98497586432">https://nmsu.zoom.us/j/98497586432</a>
March 4	Thursday	3:00pm – 4:30pm	<a href="https://nmsu.zoom.us/j/97037353294">https://nmsu.zoom.us/j/97037353294</a>

The following pages have some general guidelines to help with the evaluation process.

Contact the ELR office at [ELR@nmsu.edu](mailto:ELR@nmsu.edu) for questions.

## PERFORMANCE RECOGNITION AND REVIEW GUIDELINES November 30, 2020

### **Exempt and Nonexempt Evaluation Forms**

Performance evaluations for all exempt and nonexempt regular employees employed in 2020 must be completed using the electronic evaluation form. The overall rating will be numerically calculated within the electronic web application system. The electronic application will be available beginning December 7<sup>th</sup>. All electronic evaluation forms must be completed no later than **March 16, 2021**. The link to the electronic application is located at <https://evaluation.nmsu.edu>. A link to the User Guide and helpful hints can also be at: <https://hr.nmsu.edu/evaluations>.

### **Recommended Browsers**

We recommend using the following browsers when accessing the web application system: Mozilla Firefox, Chrome, Safari, or Internet Explorer 11. Versions of Internet Explorer below 11 may have difficulty with webpage display.

### **Self-Assessment**

An optional, but **highly recommended** companion document for exempt and nonexempt employees, called the *Self-Assessment Form*, is also available for supervisors to obtain feedback from their employees regarding their performance on the job, accomplishments, and training needs. The self-assessment form is available in a Microsoft Word version at <http://hr.nmsu.edu/evaluations/>. There is one for non-exempt and another for exempt. Please remember this document is for internal department use and doesn't require submittal to HR Services. However, **nonexempt** employees may request, through their supervisor, to have their completed self-assessment form submitted to HR Services to be filed in the official personnel file with their performance evaluation.

### **Tracking evaluation status**

When the evaluation period opens, supervisors should select their employees and add them to their inbox within the system. Supervisors have the ability to track the status of their employees' evaluations by logging into the evaluation application. Once an employee evaluation has routed to the Next Level Approver or to the employee, the Immediate Supervisor will see that the employee's evaluation has moved to the Sent Items box. It will indicate that the status is 'pending next level approval', 'in process by immediate supervisor', 'pending employee acknowledgement', etc. and it will indicate the name of the person it is pending action with.

Inbox (Click on Employees to evaluate your staff) Select Employees

Employee	Aggie ID	Exempt Status	Job Title	Document Status	Actions	
<b>Evaluations In Progress</b>						
Donna Ottaviano	XXXXXXXX		Employee Relations Spec,Sr	In process by immediate supervisor	Delete	
<b>My Evaluation</b>						
Your evaluation has not been started.						
<b>Sent Items</b>						
<b>Supervisor Activities</b>						
Employee	Aggie ID	Exempt Status	Job Title	Sent to	Document Status	Actions
Jennifer Lewis	XXXXXXXX		Employee Relations Spec,Sr	Jennifer Lewis	Pending employee acknowledgement	Recall
Maria Sanchez	XXXXXXXX		Employee Relations Spec,Assoc	Gena Jones	Pending next level approval	Recall

**Evaluation Flow**

Evaluation forms should be completed by the immediate supervisor (evaluator) and signed by the second (next) level supervisor **prior** to review with the employee. (See NEW INFORMATION regarding changes to the Next Level Approver function). The second level supervisor should ensure that all **Goals for 2021** are aligned properly to LEADS 2025 Goals. Immediate supervisors must discuss the evaluation with the employee, prior to signing the evaluation. After meeting with the employee, the supervisor electronically signs the evaluation and sends it to the employee for signature. The completed evaluation, including signatures and comments, must be provided to the employee within ten (10) working days of the supervisor’s signature.