



2022 Business Centers, HR/Finance Center of Expertise, and kNEXT Staff Six Month Check-in Special Performance Appraisal (SPA)

Frequently Asked Questions

General Questions:

- Q. Why is the university performing a special performance appraisal for employees that moved into a Business Center, those in the HR/Finance Center of Expertise or kNEXT?**
- A. As shared during the onset of establishing and collaborating with staff via the Service Enhancement Transformation (SET) model implemented mid-year July 1, 2022, the university made a commitment to ensure at the end of the six months, employees impacted by this reorganization were to be provided with performance feedback. Therefore, the 2022 Business Centers, HR/Finance Center of Expertise, and kNEXT Staff Six Month Check-in Special Performance Appraisal was developed. The form has 5 key parts that will include either completion by employee or supervisor or collaboration by both.
- Part 1. Discussion and Feedback Questions
 - Part 2. Performance Factors
 - Part 3. Overall Feedback
 - Part 4. Signatures
 - Part 5. 2023 Goal Planning
- Q. What type of employee classifications will the 2022 Special Performance Appraisal cover?**
- A. Non-Unit Administrative and Professional (A&P) and regular status University Support Personnel System (USPS) employees that are performing their work under the SET model. SET employees are located across campus in either a Center of Expertise, Human Resources and Finance Business Centers, and kNEXT.
- Q. Why is the university not performing the standard annual performance evaluation on SET employees?**
- A. SET went into effect mid-year on July 1, 2022. As a result, many employees moved into a new role and responsibilities or have had some sort of impact on their duties such as a title or structure change. In addition, most employees impacted by SET are now performing their duties while transitioning and learning a new ERP, *Workday*.
- Q. What type of classification or situations do not need to receive a 2022**



Special Performance Appraisal?

A.

- USPS employees that are currently serving their one-year probationary period.
- USPS who recently received a Final Probationary Performance Appraisal during the last six months of the calendar year (July -December)
- USPS who received a Notice of Separation
- Non-Unit A&P who received a Notice of Nonrenewal
- Any USPS or Non-Unit A&P currently out on a full university approved leave of absence

Q. What sort of guidance may I, as a supervisor or employee, receive from my local HR Business Center?

A. If you are a supervisor and draft a below effective Special Performance Appraisal, please work with your HRBC for guidance before administering to employee.

If you have any questions regarding the Special Performance Appraisal Process or would like a review of your draft before administering to your department head or employee.

For Supervisors:

Q. If a Special Performance Appraisal is not required by the university, can I still provide performance feedback to the employee?

A. Absolutely. Performance feedback is highly encouraged at any point in the year.

Q. When are the Special Performance Appraisals due?

A. They must be submitted to kNEXT in a singular PDF file, via email at appraisals@ucf.edu by February 15, 2023. All attachments must be in one single PDF file for it to be processed. In addition, please adhere to any internal instructions by your HR Business Center.

Q. What happens if a Special Performance Appraisal cannot be submitted to kNEXT by February 15, 2023?

A. Work with your local HR Business Center (HRBC) to receive guidance.

Q. I have multiple attachments that I need to include with the Special Performance Appraisal. Can I email the attachments as separate documents along with the performance appraisal?

A. No, you will need to convert the attachments to a PDF and insert them into the performance appraisal so that kNEXT receives one *singular* PDF file for each employee.

Q. I submitted a Special Performance Appraisal in PDF portfolio format, why is



it being sent back to me?

- A. The university's imaging system cannot support portfolio format. As such, you will need to resend in one PDF singular file. Please see instructions via the following link for converting portfolio PDFs to a regular PDF file, <https://www.youtube.com/watch?v=fdzTVtXrvsU>

Q. What if I have employees who are not in a Business Center but stayed in my college/division and their job duties were impacted by the changes on July 1, 2022. Should they use the Special Performance Appraisal or the standard annual performance appraisal?

- A. You have the option of using either form, however, it should be consistent with what your college/division is doing. Please reach out to your HRBC for guidance or questions.

Q. Can I use the Goal Planning Form for others in my college/division that are not impacted by SET?

- A. Yes, the Goal Planning Form can be used for all employees.

Q. Should the supervisor lock the signature on the Special Performance Appraisal after they sign it?

- A. No, if they lock their signature, it will lock the form and other individuals will not be able to electronically sign the performance appraisal.

For Employees:

Q. If I receive a Special Performance Appraisal and I do not agree with the feedback, what can I do?

- A. Primarily, work with your supervisor in addressing your concerns. Present to your supervisor accomplishments or examples of performance that you believe were not considered for the six-month period. Also note that you have within five business days from the date the evaluation was administered to you to add comments to your evaluation. These comments would be submitted directly to your supervisor for consideration. You also have the option to set up a meeting and discuss your concerns with any member in the management chain, per UCF's Open-Door Policy. In addition, you also have the option to discuss your concerns with your local HR Business Center Director/Manager.

Q. My supervisor states that they cannot insert the additional attachments to the electronically signed Special Performance Appraisal. What do I share with them?

- A.
 - 1) Print to PDF the performance appraisal



- 2) Save the performance appraisal
- 3) Insert the additional attachments to the appraisal and save the document.