

SUBJECT: PERFORMANCE EVALUTION PROCEDURE	REFERENCE #
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	EFFECTIVE: 2/28/23
APPROVED BY: Robin Clay Phillips, Vice President for Human Resources	REVISED:

Purpose

The purpose of this document is to assist CSU, San Bernardino administration in preparing annual and probationary performance evaluations in accordance with the respective Collective Bargaining Agreement's (CBA) timelines and requirements, and to help employees understand their rights and responsibilities related to performance evaluations

Introduction to Performance Evaluations

The Performance Management process facilitates both the growth and development of staff members in the achievement of the university's mission and goals. It is a continuous process shared by the employee and their appropriate administrator, beginning during orientation, and continuing throughout employment.

The Performance Management system is designed to encourage continuous professional growth, stimulate behavioral change where the employee is not meeting expectations and should include both oral and written two-way communication.

A performance evaluation is a formal opportunity to review the staff member's progress during the year and to set goals for the next period. Appropriate administrators provide Performance Evaluations for immediate reports at least annually, and more often for new or probationary employees. It is the responsibility of each appropriate administrator to be consistent in the application of performance evaluation practices. Performance evaluations are based on observable, and when appropriate, measurable outcomes.

Definition of Key Terms

ELR – Employee and Labor Relations. Department on campus that ensures the University is in compliance with the Collective Bargaining Agreements.

CBA – Collective Bargaining Agreement

NeoGov Perform – System in MyCoyote used to evaluate employees.

Competencies – Categories under which employees are evaluated. Specifics depend on CBA, but may include: Quality/Quantity of Work, Service Concept, Job Skills and Knowledge, Working with Others, Oral/Written Communication, Initiative, Adaptability, Attendance, and Safe Work Practices.

Performance – Completions of job tasks that are listed in an employee's position description.

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Rating – Employees are rated on scales for each competency. Depending on the CBA, ratings could be Exceeds Expectations, Meets Expectations, Does Not Meet Expectations, Satisfactory, Needs Improvement, or Unsatisfactory.

Unions/CBAs/Contracts -

- UAPD – Union of American Physicians and Dentists (Unit 1)
- CSUEU – California State University Employees Union (Units 2, 5, 7, & 9)
- CFA – California Faculty Association (Unit 3)
- APC – Academic Professionals of California (Unit 4)
- Teamsters – Teamsters Local 2010 (Unit 6)
- SUPA – Statewide University Police Association (Unit 8)

Roles

Lead

- A lead may be in the same collective bargaining unit as the employee.
- A lead may be asked to provide input to the performance evaluation.
- For CSUEU employees, the lead may be present when the evaluator presents the evaluation to the employee.
- Lead work direction involves organizing, scheduling, and assigning work; training and orienting employees; and providing input to employee selection and performance evaluations.

Appropriate Administrator

- The immediate non-bargaining unit supervisor or manager (except for a bargaining unit member that is not in the same bargaining unit as the employees they supervise) to whom the employee has accountability within the unit, department, school, college, or division.
- HEERA stands for the Higher Education Employer-Employee Relations Act (HEERA), of 1984. A HEERA manager is also called an MPP or Management Personnel Plan employee. The MPP, defined in Title 5, Article 2.2, of the California Code of Regulations, is an integrated personnel system addressing employment rights, benefits, and conditions for employees designated as "management" or "supervisory" level employee under HEERA.
- All MPPs are non-bargaining unit employees and most collective bargaining agreements refer to this category as HEERA or Administrator, or Non-bargaining unit administrator.

Employee & Labor Relations

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- ELR staff conduct training on the NeoGov Perform system and overall performance evaluation processes. ELR staff are available by appointment to meet with appropriate administrators and staff for individual guidance.
- ELR staff are charged with ensuring compliance with performance evaluation timelines and processes.

Training

Appropriate administrators and staff who are navigating the performance evaluation process for the first time or those who are seeking a refresher training are invited to participate in the annual sessions hosted by Employee & Labor Relations staff. Trainings are typically offered the first two weeks of April. Notifications regarding the current year's training schedule will be provided in March.

Preparing the Evaluation

Annual

On March 1 of each year, Division Budget Analysts will be sent an email reminder to update "Reports To" in PeopleSoft to ensure the proper designation of each employees' appropriate administrator.

On April 1 of each year, the appropriate administrator will be notified via the NeoGov Perform system that their employees' performance evaluation templates are available for completion. All performance evaluations must be fully approved and signed by June 30, but appropriate administrators must keep in mind that employees are allowed a set number of days to review their evaluations prior to signing. A table of timelines is below:

Union	Review Period
CSUEU	10 workdays
APC	14 workdays
Teamsters	5 workdays

Probationary

The evaluation template for probationary employees will be available in NeoGov Perform for the appropriate administrator's completion forty-five (45) days prior to the due date. All performance evaluations must be fully approved and signed within the respective probationary time frame. A table of timelines is below:

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Bargaining Units & Other Employee Groups	Temporary Employees Review Cycle	Probationary Employees Length of Probationary Period	Probationary Employees Review Cycle	Permanent Employees Review Cycle
Unit 1 – UAPD Union of American Physicians and Dentists	Annual	2 years	6th, 12th, 18th, and 23rd months	Annual
Units 2, 5, 7 & 9 – CSUEU California State University Employees' Union	Annual	1 year	3rd, 6th, and 11th months	Annual
Unit 4 – APC Academic Professionals of California	Annual	1 year	3rd, 6th, and 11th months	Annual
Unit 6 – SETC State Employee Trades Council	Annual	1 year	6th and 11th months	Annual
Unit 8 – SUPA Statewide University Police Association	Annual	1 year	6th, 9th, and 12th months	Annual
C99 – Confidential Employees	Annual	Non-Academic – 1 year Administrative – 2 years	3 rd , 6 th , and 11 th months If 2 year probation, add 18 th and 23 rd months	Annual

Management Personnel Plan – MPP Employees	Review Cycle Temporary MPPs	MPP Review Period for New Appointments	Ongoing MPP Review Cycle
The CSU MPP is an integrated personnel system addressing the employment rights, benefits, and conditions of those CSU employees designated as “management” or “supervisory” under HEERA.	Annual	To be evaluated after six months, then again at one year of service, and subsequently at one year intervals Note: MPPs serve as “At Will” employees. No tenure or permanent status is granted with MPP appointments.*	Annual

Appropriate Administrators must keep in mind that employees are allowed a set number of days to review their evaluations prior to signing. A table of timelines is below:

Union	Review Period
CSUEU	10 workdays
APC	14 workdays
Teamsters	5 workdays

Completing and Submitting the Evaluation

The appropriate administrator shall complete their employees' evaluations online in the NeoGov Perform system. Once the evaluation is submitted, the employee will be notified that their evaluation is available for review. As a best practice, the appropriate administrator should schedule a meeting with the employee to review and discuss the evaluation. This meeting should occur during the employee's review period (see table above).

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The employee will review the performance evaluation prior to signing. Signing of the performance evaluation is the employee acknowledging receipt and does not indicate that they agree with its content. In accordance with the respective Collective Bargaining Agreements, employees may submit comments directly in NeoGov Perform and/or provide a written rebuttal to the contents of the evaluation. If an employee elects not to sign, please notify the ELR Specialist for next steps.

Once the employee has signed the evaluation, the appropriate administrator will be notified. The appropriate administrator will sign off that the evaluation has been finalized. The next level administrator will be notified for final approval.

When an Appropriate Administrator is issuing an overall evaluation rating of “Needs Improvement”, the Appropriate Administrator should notify the ELR Specialist.

Compliance

In accordance with the CSU CBAs, ELR follows applicable procedures to ensure compliance.

Annual

Starting March 1, the ELR Specialist will reach out to Division Budget Analysts who are charged with maintaining their respective “Reports To” in PeopleSoft. Having these reporting structures correct in PeopleSoft will ensure Performance Evaluations are assigned to the Appropriate Administrator. Performance Evaluations are released in NeoGov Perform on April 1. Appropriate Administrators should sign in to NeoGov Perform to confirm they have access to evaluations for all their employees.

The ELR Director and Specialist will hold NeoGov Perform training sessions for Appropriate Administrators and employees (typically two sessions per group during the first two weeks of April.)

Beginning May 1, the ELR Specialist will send reminder emails to Appropriate Administrators providing the current year’s evaluation timelines for each bargaining unit. The ELR Specialist will work with Appropriate Administrators to revise or reassign evaluations as necessary.

Beginning the second Monday of June, the ELR Specialist will run a report in NeoGov Perform of outstanding evaluations and send targeted reminders to Appropriate Administrators. Subsequent reminders will be sent on a weekly basis.

Throughout the month of June, the ELR Specialist will send reminder emails to all Appropriate Administrators with a current list of outstanding evaluations. On July 1, the ELR Specialist will run a report in NeoGov

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Perform of evaluations that are past due and send the list to the Vice President of HR. The VP of HR will provide a copy of past due evaluations to division VPs. Subsequent list will be provided on a weekly basis.

Probationary

The ELR Specialist will run a report of all outstanding probationary evaluations in NeoGov Perform on the first of each month. Reminder emails will be sent to the Appropriate Administrators of pending and/or outstanding probationary evaluations.

If the probationary evaluation is 30 days past due, the ELR Specialist will provide this information to the VP of HR so they may follow up with the division VP.

Performance Evaluation Resources

- Unit 1 Union of American Physicians and Dentist (UAPD) [CBA Article 13 \(PDF\)](#)
- Units 2, 5, 7, 9 California State University Employees Union (CSUEU) [CBA Article 10 \(PDF\)](#)
- Unit 4 Academic Professional of California (APC) [CBA Article 18 \(PDF\)](#)
- Unit 6 Teamster 2010 [CBA Article 12 \(PDF\)](#)
- Unit 8 State University Police Association (SUPA) [CBA Article 29 \(PDF\)](#)
- C99 Confidential Employees [HR Program Guidelines \(PDF\)](#)
- MPP Management Personnel Program [Evaluation Plan](#)