Staff Senate

Minutes, Sept. 15, 2022 Regular Meeting

The meeting was called to order at 12:00 pm by LaTawnya Burleson, vice president.

There were two announcements. The first was about the email promoting Braintrust, a learning opportunity for staff offered by Human Resources (https://virginiatech.pageuppeople.com/learning/7916 VT log in required). The second was about the survey sent out by the Diversity, Equity, Inclusion, and Belonging (DEIB) Subcommittee seeking input for planning initiatives that focus on staff to understand how to better support work environments that everyone can enjoy being a part of.

The program was on on the new staff performance management system. The program was presented by Sue Teel, Interim PU PfM Service Owner and PU PfM Admin; Patricia Simpson, PU PfM Project Manager; and Sandee Cheynet, HR AVP for Talent. Questions followed the presentation (slides attached to these minutes).

The meeting adjourned at 12:45 p.m.

The video recording of the meeting is available here: https://video.vt.edu/media/1_z1tp0qhq

Respectfully submitted,
Bruce B. Harper
Staff Senate Secretary

PageUp Performance Management System

- Sue Teel, Interim PU PfM Service Owner and PU PfM Admin
- Patricia Simpson, PU PfM Project Manager
- Sandee Cheynet, HR AVP for Talent

Staff Senate

September 15, 2022

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Agenda

- Why we are doing this
- Benefits
- System Look and Feel
- Process Steps
- Project Scope
- Pilot
- Launch Timeline
- Communications
- Enhanced Website
- Training
- HR PfM Partners

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Why we are doing this

- It is time!
- Banner System launched circa 2011
- Issues regarding:
  - Employee/Supervisor lock-out
  - Stuck reviews
  - Unable to launch reviews if a prior review is incomplete
- PageUp features offer opportunity to improve the experience

Plan

Touchpoints

Evaluation

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Benefits

Support for Continuous Performance Management
- Journaling and comments
- File uploads

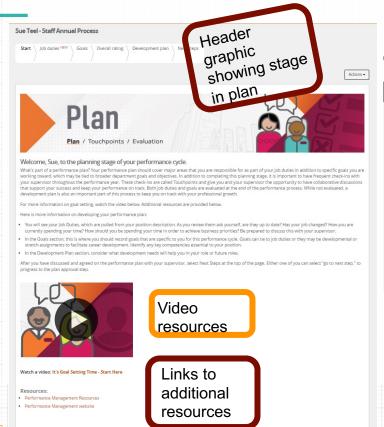**Inclusion of Probationary Review**
- No more P125s!

Reporting
- Including process steps - status and overdue
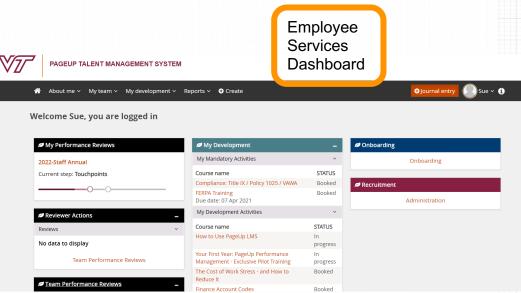
Improved Integration
- Job duties pull directly from position descriptions
- Supervisor from Banner
- PageUp Learning Management System (LMS) for career development planning

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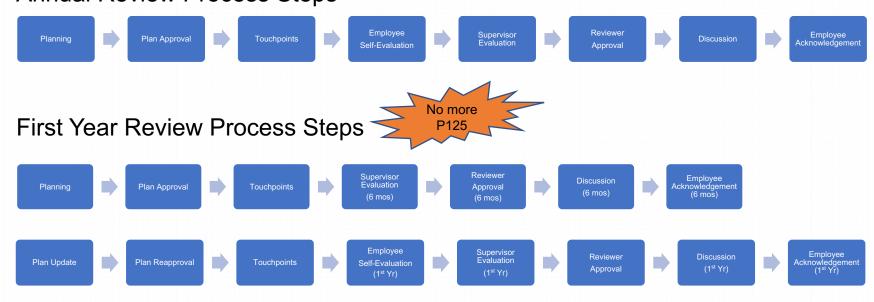VIRGINIA TECH.

■ System Look and Feel

Header graphic showing stage in plan

Employee Services Dashboard

Video resources

Links to additional resources

Process Steps

Annual Review Process Steps

Planning → Plan Approval → Touchpoints → Employee Self-Evaluation → Supervisor Evaluation → Reviewer Approval → Discussion → Employee Acknowledgement

First Year Review Process Steps

No more P125

Planning → Plan Approval → Touchpoints → Supervisor Evaluation (6 mos) → Reviewer Approval (6 mos) → Discussion (6 mos) → Employee Acknowledgement (6 mos)

Plan Update → Plan Reapproval → Touchpoints → Employee Self-Evaluation (1st Yr) → Supervisor Evaluation (1st Yr) → Reviewer Approval → Discussion (1st Yr) → Employee Acknowledgement (1st Yr)

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Project Scope/Content

- 2021/2022 Pilot to test drive tool and refine design
- Full-time/Part-time, benefitted staff
- New website with enhanced guidance
- Training in LMS

Departmental Pre-Launch Homework

- Update staff position descriptions without job duties OR out of date in PageUp ATS

- Ensure supervisors and organizational structures are correct in Banner (Audit Sept. 1 – 30)

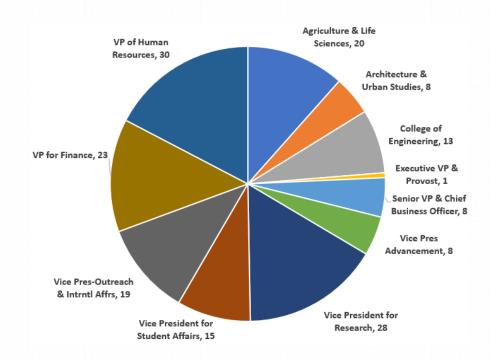**Employees** can/should look at your position description: [How to Access Your Position Description](#)

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Annual Pilot

- 158 Staff Participants
- Specific sub teams across 11 Sr. Management Areas

First Year Pilot

- 13 new Hokie team members so far!
- From 4 piloting sub teams

Pie chart segments:
- VP of Human Resources, 30
- Agriculture & Life Sciences, 20
- Architecture & Urban Studies, 8
- College of Engineering, 13
- Executive VP & Provost, 1
- Senior VP & Chief Business Officer, 8
- Vice Pres Advancement, 8
- Vice President for Research, 28
- Vice President for Student Affairs, 15
- Vice Pres-Outreach & Intrntl Affrs, 19
- VP for Finance, 23

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Pilot Feedback … ☺ 😐 ☹

Tool supports a culture of continuous performance discussions

Navigating to the different modules in PageUp (ATS, LMS, PfM) is confusing

Captures activities in LinkedIn Learning and documents on development plan

Like documenting progress towards goals throughout the year in the system and not having to maintain separate log or remember

Like documenting discussions through comments and journal entries

Easy to use!

My job duties are from 15 years ago
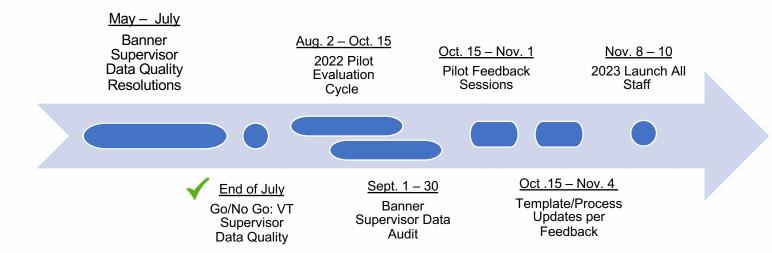
Modern and visually appealing

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Launch Timeline

May – July
Banner Supervisor Data Quality Resolutions

End of July ✓
Go/No Go: VT Supervisor Data Quality

Aug. 2 – Oct. 15
2022 Pilot Evaluation Cycle

Sept. 1 – 30
Banner Supervisor Data Audit

Oct. 15 – Nov. 1
Pilot Feedback Sessions

Oct .15 – Nov. 4
Template/Process Updates per Feedback

Nov. 8 – 10
2023 Launch All Staff

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Communications

- **Aug. – ongoing:** Presentations to various key constituencies
- **Sept. 6 – 8:** System launch message to HR Partners, managers and supervisors, and staff employees

  (Complete current evaluation in Banner system unless participating in pilot; 2023 plan will be started in new system; reminders and training)

- **Oct. 6 – 10:** Countdown to launch message to HR Partners, managers and supervisors, and staff employees

  (Highlight training; provide annual process steps and timelines)

- **Nov. 7:** System is going live message to HR Partners, managers and supervisors, and staff employees

  (Employees and supervisors will receive system notifications as individual reviews are launched; reminders and deadlines; who to contact)

- **Launch week – Nov 8-10:** System emails to employees and supervisors regarding 2023 cycle launches

- **Post launch:** Announcement to Virginia Tech community; article discussing new system, LMS connections, and improvements; ongoing messages through 2023 as needed

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Website

- www.hr.vt.edu/performance-management
- Access to PageUp Performance Management System
- What is Performance Management?
- The Performance Management Process
  - Planning and setting goals
  - Continuous Performance Management
  - Evaluation
- Resources
  - Writing and updating a job description
  - FAQs
  - Training aids and videos
  - *coming soon* - Training Catalogue

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Training

Training aids:

- Access performance management for employees and supervisors
- Journal entries, how to print a review, and updating a plan for a supervisor

Online training:

- How to use PageUp Performance Management (PfM) with best practices
- Your first year: PageUp Performance Management (PfM)

Various narrated videos:

- Employee Self-Evaluation, Supervisor Evaluation of the Employee, reviewer actions, supervisor Employee Discussion, and employee acknowledgement

Live training and office hours

Best Practices Performance Training:

- Creating SMART Goals
- What are touchpoints
- Effective one-on-one meetings
- Be a part of your success
- Be a STAR by journaling
- Coaching toward performance success
- Tools for touchpoint conversations
- Have a voice in your evaluation
- Review the performance year without bias
- Calibration and reviewers

Access training:

www.hr.vt.edu/performance-management//resources.html

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HR PfM Partners

Stephanie Brown	Roslyn Garrison	Stacey Duncan (acting)	Leah Taylor	Steve Filipiak
CALS	COS	VP Student Affairs	Exec VP & Provost Graduate School	SVP CBO/Enterprise Operations Central Funds *VP Admin & Business Services* VP for Policy & Governance OEA

Dan Taggart	Julie Weaver
President	AAD

Patricia Wooten Krista Jones Katie Lytton	Sandra Burks Lynn Byrd Kaitlin Winfree Sue Kass Lisa Eichelberger	Chris Wilson	Brittany Kessler
VP Advancement	VP Research VP Strategic Alliances	VP Campus Planning and Facilities	VP Information Technology

Monica Crouse	Mike McCoy	Mari Garza	Brittany Shelton	Jamie Hollimion
College of Engr Honors College VP Finance	College of Business Dean of Libraries Natural Resources	College of Vet Med CLAHS VP - O&IA	VP Health Sciences & Technology	VT Carilion School of Medicine

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Contact Us!

Performance Management Project team via HR Service Center

Hours: 8 a.m. - 5 p.m.
Phone: 540-231-9331   Fax: 540-231-3830
Email: hrservicecenter@vt.edu

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