

## Performance Evaluation Frequently Asked Questions

*Questions and answers provided in this document are designed to address questions that are applicable in most situations. Supervisors and employees are encouraged to contact the Office of People Relations (OPR) at [opr@nmsu.edu](mailto:opr@nmsu.edu) if they have a unique situation that does not fall under these broad guidelines.*

### General

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- 1. Question: If a supervisor is new, is he/she allowed to have copies of his/her staff's previous evaluations to determine what goals were established the previous year?**  
**Answer:** Yes, the supervisor may request a copy from the Office of People Relations at [opr@nmsu.edu](mailto:opr@nmsu.edu).
- 2. Question: If the supervisor has only been in his/her supervisory position for a few months and the previous supervisor is no longer employed with NMSU, who is the appropriate person to conduct evaluations?**  
**Answer:** The new supervisor should work with the next level supervisor, who was present the prior year, to complete evaluations. The next level supervisor should have sufficient knowledge of the staff's work to provide an accurate assessment of their performance.
- 3. Question: Is the supervisor required to complete a performance evaluation if an employee is new to NMSU and has only been in his/her position for less than six (6) months?**  
**Answer:** Yes, anyone hired prior to December 31 will need to be evaluated in the electronic system at <https://evaluation.nmsu.edu>. There will be no previous goals to rate, however; you can create goals for the current year.
- 4. Question: My employee worked as a nonexempt employee for majority (6 months or more) of the annual performance evaluation period and has recently been reclassified to an exempt position. What form should I use to complete his/her evaluation?**  
**Answer:** The status the employee holds when the evaluation is created in the electronic system, determines what form (exempt or non-exempt) is used. If the employee is exempt on January 1, the exempt form will be used.
- 5. Question: How is an employee evaluated if he/she has been transferred from another NMSU Department during the year?**  
**Answer 1:** The current supervisor completes the evaluation in the system. The new supervisor can use the exit evaluation that was completed (if one was done) at the time of transfer. If one wasn't completed, the new supervisor can collaborate with the previous supervisor to determine the ratings and progress toward meeting the goals established the previous year. You can cancel any goals that were determined not applicable.
- 6. Question: If a nonexempt employee's end of probation date is near the annual evaluation collection, can the annual evaluation be submitted for both purposes?**  
**Answer:** If the nonexempt employee's probation is completed during the month of December, January or February; the supervisor may use the annual evaluation for both the end of probation and annual evaluation. A copy of the electronic evaluation should be attached to a PAF, and submitted to HRS to end the probation period. The score in the electronic system will be recorded as the annual evaluation score.

7. **Question: If an employee has less than five goals in *Section 1, Part 3- Assessment of Achievement of Goals*, will it alter the overall score?**

Answer: No, the electronic form will automatically account for the number of goals listed by the supervisor, and divide accordingly in the *Overall Evaluation Score* section.

8. **Question: If a goal is rated *Deferred* or *Cancelled* in *Section 1, Part 3- Assessment of Achievement of Goals*, how does it affect the overall score?**

Answer: A rating of *Deferred* should be selected when the goal it was determined that the goal was put on hold for the time being. A rating of *Cancelled* should be selected when it was determined the goal was no longer applicable or cease to be relevant. A rating of *Deferred* or *Cancelled* counts as zero points and is not factored into the overall score.

9. **Question: Will any attachments, such as additional comments or addendums be allowed electronically?**

Answer: No. The web application does not allow for attachments to be submitted. Employees and supervisors should type in their comments on the evaluation form where allowed. Employees who do not wish to formally appeal their evaluation may submit an addendum. Addendums may be submitted to OPR at [opr@nmsu.edu](mailto:opr@nmsu.edu). The employee should download a copy of his/her electronic web evaluation and send the addendum with it. It will be accepted by as long as it is submitted in accordance with NMSU Policy 9.05 Part 2 which states it must be submitted within 15 working days after the receipt of the evaluation form containing all necessary signatures.

10. **Question: How should the evaluation process take place if an employee is on FMLA leave or on another extended leave?**

Answer: The supervisor should not contact the employee due to FMLA circumstances but should submit the evaluation without the employee's signature. The supervisor must review the evaluation with the employee when he/she returns from leave. If the employee wishes to appeal the evaluation he/she is allowed to do so in accordance with the timeframe based on the date the evaluation is issued upon return from leave.

11. **Question: If I'm working remotely, can I access the evaluation system?**

Answer: You can access the system as long as you are using VPN, a secure network. VPN Download: <https://kb.nmsu.edu/search.php?q=vpn&cat=0>. For help with access problems: ICT Help Desk: 575-646-1840, [help@nmsu.edu](mailto:help@nmsu.edu), or Zoom Meeting ID [icthelpdesk](#).

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### Web Application Functionality: For Supervisor as User

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12. **Question: When logged into the evaluation application, I do not see an employee who reports to me in the *Select Employees* section. Why has this occurred and how can I evaluate him/her?**

Answer: The employees listed in the *Select Evaluations* section are who HRS has recorded as your reporting staff in Banner. If an employee of yours is not listed, you may search for him using the table in the *Select Employees* window.

Note: To permanently change the *Reports To* supervisor name of an employee on the Banner system, contact your HR Liaison who may request the change using a PAF.

13. **Question: Once I have electronically created and routed evaluations on my staff, how will I know where they are at?**

Answer: When logged in on the *Home* page, you will see a list of evaluations in either the *Inbox* or *Sent Items* box. The status of the form will be indicated. Additionally, email notifications are triggered to the user who is pending an action of review/signature.

**14. Question: Will I have electronic access to past web evaluations conducted on my employees throughout the year?**

Answer: Yes. The Employee Evaluation web application will be accessible to view completed forms throughout the year. However, the application will not allow creation or editing of forms outside of the annual evaluation review period.

**15. Question: What if I want to evaluate my employees outside of the annual evaluation period?**

Answer: Supervisors may do so by utilizing the Microsoft Word version of the form that is available on the HRS-OPR website. The form is appropriate for internal evaluations conducted by supervisors throughout the year, to provide periodic updates to employees, and/or reassess goals.

**16. Question: There is very little room for comments. Do I need to submit a separate page if the comments do not fit in the *Comments* block?**

Answer: No. The *Comment* boxes will automatically expand within the web application. A large character limitation has been set and the comment boxes will inform the user of how many remaining characters can be inserted.

**17. Question: I do not think that a certain category applies to my employee, do I still need to evaluate my employee on this topic?**

Answer: Yes, all categories require a score. Select the best possible rating; additional notes to better tailor the category to your employee's work can be entered in the *Comments* section.

**18. Question: What type of comments should a supervisor enter in the *Comments* section of each category?**

Answer: The *Comments* section is available for supervisors to explain in more detail or provide examples of the employee's score for the associated category. Supervisors issuing scores of *Unsuccessful*, *Partially Successful*, or *Distinguished Performance* are required to enter comments to further communicate the specific areas of concern or justification.

**19. Question: *Section 2, Part 3- Areas for Improvement* states in the description that this section is required if the overall evaluation score is 4.55 or lower. Where should I list goals and objectives to improve performance in specific categories that are below *Successful*?**

Answer: Supervisors issuing scores of *Unsuccessful* and *Partially successful* must enter comments in the *Comments* section of each poorly rated category to further communicate the specific areas for concern. Goals and objectives can be added to the *Areas for Improvement* Section.

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### Web Application Functionality: For Employee as User

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**20. Question: Why can I not conduct an evaluation on myself?**

Answer: Employees must be evaluated by their supervisor. However, a Self-Assessment can be completed by the employee using the [Self-Assessment Form](#). This allows you to participate in the evaluation process by providing feedback to your supervisor.

**21. Question: How will I know when my supervisor has evaluated me?**

Answer: When an evaluation has been completed by your supervisor, he/she will schedule a meeting with you for review and discussion. Upon completion of the review, your supervisor will electronically route your evaluation to you for acknowledgment of receipt. You will be notified that it is pending your review via an automated email that will direct you to the site.

**22. Question: What if I do not agree with my evaluation when it is discussed with me?**

Answer: You may share your concerns with your supervisor at the time of the review. If changes are agreed upon, the supervisor may update the form.

**23. Question: What if I still do not agree with my electronically routed evaluation?**

Answer: An employee who disagrees with part or all of his/her evaluation must still click the acknowledge button within the electronic web application. This simply indicates that the evaluation was reviewed with him/her and does not indicate agreement or disagreement. In addition, the employee will have the opportunity to insert his/her own comments to electronically be recorded. You may prepare an addendum to the evaluation to be placed in your evaluation file (ARP 9.05) or you may appeal the evaluation to the AVP-Human Resources Services (ARP 9.05). Lastly, you may utilize the grievance procedure if your overall evaluation rating is Unsuccessful or Partially Successful per ARP 9.05, Part 4. For Bargaining Unit Employees, also see Collective Bargaining Agreement Article 35.

**24. Question: How can I ensure that my acknowledged evaluation was received by my supervisor?**

Answer: When you electronically acknowledge receipt of your evaluation, your supervisor will receive an automated email informing him/her of the action. You can verify its receipt via your Dashboard.

**25. Question: Will I have electronic access to my past web evaluations throughout the year?**

Answer: Yes. The Employee Evaluation web application will be accessible to view completed forms throughout the year. However, the system will not allow creation or editing of forms outside of the annual evaluation review period.