



Performance Management Frequently Asked Questions

Question: Where is the new performance management form, instructions and employee self assessment?

Answer: Human Resource Website under Publications & Forms
http://www.creighton.edu/HR/hr_pubs.htm

Question: What are the new performance ratings? Why were these chosen?

Answer: Exceeds Objectives, Meets Objectives, Needs Improvement
These ratings were chosen based on best practices and feedback from employee focus groups and online surveys.

Question: How do you come up with an overall rating when there are no numbers or calculations involved?

Answer: The overall rating should be determined by assessing the employee's overall performance. For example, if an employee generally meets all objectives and has some areas of improvement, but might also exceed objectives on occasion, they should be rated "meets". If an employee always meets and consistently exceeds objectives in most categories, then the employee should be rated as "exceeds". If an employee does not consistently meet objectives and needs improvement in several areas, then "needs improvement" would be appropriate.

Question: How does my performance rating affect my merit increase?

Answer: Merit increases should be awarded and differentiated among employees based on performance. Higher levels of performance should be rewarded with higher percentage increases. Managers must still meet their overall budget.

Question: Who should set my objectives, me or my manager?

Answer: Managers and direct reports should set objectives together. Each department should articulate department objectives to staff at the beginning of the year so that individual objectives can be based on department objectives.

Question: Do we have to submit our objectives to Human Resources?

Answer: Objectives alone do not need to be sent to Human Resources. Each department manager must submit completed performance evaluations on each employee annually when due.

Question: What are Creighton University's objectives?

Answer: Creighton University's strategic initiatives are:

- **Attract, Admit & Retain Students**
- **Decrease dependency on tuition and clinical income, allow flexibility, and allow for opportunities to secure additional funding.**
- **Ensure that existing and future infrastructures and support systems enhance our ability to fulfill core purpose of student learning, patient care and service to communities.**
- **Increase capacity for research across the university in order to take advantage of extramural funding opportunities, improve national stature and enhance student learning.**

Question: What is Creighton's Mission?

Answer: Creighton's mission can be found online at <http://www2.creighton.edu/mission/>.

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Question: How do I set individual objectives when my job doesn't change and I perform the same tasks everyday?

Answer: All positions at Creighton should have specific objectives. You should refer to your job description and your department objectives when setting your individual objectives.

Question: What if some of the supervisory competencies pertain to me, but some don't?

Answer: Your manager only needs to rate you on the items that pertain to your position. For example, not all managers/supervisors have financial management responsibilities.

Question: If I supervise student workers, should my manager complete the non-supervisory competency checklist on page 2 or the supervisory competency checklist on page 3?

Answer: Your manager should complete the competency checklist on page 2, but some items on page 3 might be applicable. In that case, the manager should rate you on the items that are applicable to you.

Question: Why do I have to type this up if I have already set these with my manager?

Answer: As we transition to our new process and forms and since we are half-way through the year, now is a good time to review and re-evaluate our goals and objectives by inputting them into the new format.

Question: What does merit increase mean?

Answer: Merit increases are awarded annually to reward employees who meet and exceed objectives.

Question: What happens if everyone is "Exceeds"?

Answer: Departments should allocate increases based on performance and salary position within the salary range. Each department must also maintain their budget.

Question: How do I know what is considered "Exceeds" vs. "Meets"?

Answer: The performance level key is located in the Evaluation Instructions document

Question: Why can't people rate their manager/supervisor?

Answer: We are currently working to improve our performance management process, which may include this option in the future. At this time we are focusing on the basics. All employees have the ability to provide feedback via the Employee Self Assessment document.