To: All Division of Operations Employees  
From: Alicia Knight, Senior Associate Vice President for Operations  
Date: July 12, 2016  
Subject: 2016 Performance Management Guidance and Support

The end of our annual performance review cycle is rapidly approaching and it is time to begin preparing for the formal review process. As with last year, the review process is on an accelerated schedule so it is important that we begin to prepare now.

I know everyone will agree that this last year has seen many challenges as well as opportunities. Thank you for staying the course. Your contributions to the Division and the university have helped us to realize significant budget savings, improved efficiencies, streamlined processes, and overall continued to improve our services under our SCoRE commitments. As is always the case, it is my expectation that the review process provides an opportunity to give recognition and feedback regarding individual and team contributions to these successes.

As you prepare for performance reviews think about goal setting for the 2016-2017 year and please be reminded of the top DivOps priorities that continue to shape our overall goals:

- Maximize resources to provide services that exceed the expectations of our customers
- Enhance management and business processes to improve both organizational effectiveness and efficiency
- Continuously develop our people and culture
- Communicate effectively both within our Division and with our customers
- Leverage technology to drive service and process improvements

It is my expectation that we will have 100% completion of the review process, and Human Resources will be assisting us in tracking progress to this milestone.

It is management’s responsibility to ensure that all staff members receive reviews that accurately measure performance in a timely manner. In addition to providing important performance feedback, performance ratings serve as the basis for salary increase decisions and reviews must be completed in advance of those decisions.

Attached is the timeline, resources and training schedule for DivOps. Please follow this timeline and the forms it references. DO NOT use any of the forms on the ODE/HR website. As a reminder, last year we launched an alternate form for non-supervisory staff of the following teams: Facilities Maintenance, Materials Management, Parking, and 4Ride. These forms will be used again this year.

Two important dates to know are that all staff needs to complete their self-assessments no later than July 29, 2016 and all performance reviews will be conducted not later than October 21, 2016. (Managers, please note there are a number of key deadlines in between that you must meet!)

The self-assessment is part of the performance review form. Instructions and resources to help you are included in the attachment. If you need additional guidance, speak with your supervisor, contact Claude Owens, Sr. HRCP, Marion Flythe, HR Client Partner, Kareem Shaban, DivOps Training Specialist or Rose Dunnegan, Business Integration.

Thank you for all your efforts to make this a successful performance management process. Congratulations to the entire Division on all our successes this year and I look forward to another productive and year ahead.