## STATE PERSONNEL SYSTEM

### SUBJECT:
Administration of the Performance Management Process

### POLICY GUIDELINE:
HRM # 2017-015

### EFFECTIVE DATE:
Revised November 13, 2018 (Original issued April 18, 2017)

### SUPERSEDES:
N/A

### STATUTES/RULES/REGULATIONS/LAWS:
- Section 110.224, Florida Statutes (F.S.), Public employee performance evaluation system
- Section 110.403, F.S., Powers and duties of the department
- Section 110.605, F.S., Powers and duties; personnel rules, records, reports, and performance appraisal
- Rule 60L-35, Florida Administrative Code (F.A.C.), Performance Evaluation System

### FORMS:
N/A

### ADDITIONAL REFERENCE MATERIALS:
- Appendix A - Performance Management Glossary
- Rater’s Program Manual
- People First Performance Plan User Guide for Managers
- People First Performance Plan User Guide for Employees

### SCOPE AND PURPOSE:

Effective July 1, 2013, the Performance & Talent Management module of the human resource information system (People First) was expanded to support a consistent and automated performance evaluation process for all State Personnel System (SPS) employees in established positions. Effective July 1, 2014, the annual performance evaluation periods of the SPS agencies using this module were aligned to create a uniform annual evaluation period of July 1 through June 30. Effective January 7, 2017, a new Performance & Talent Management module was implemented. The primary components of the evaluation remain the same, but the performance evaluation process has been further streamlined. At the beginning of each evaluation plan year, the job-specific expectations from an employee’s previous year’s evaluation are automatically populated into the new evaluation plan for the rater’s review and updating. In addition, agency Human Resource employees with a People First role code of A, H, or X are able to complete key performance processes without having to contact the Service Center for assistance.

This guideline addresses and documents how agencies should use the performance evaluation segment of the People First module to effectively support employee performance management. The procedural steps referenced in this guideline as they relate to use of the People First system are for informational purposes only. Agencies should refer to the appropriate People First Performance Plan User Guide for specific details relating to the use of the Performance & Talent Management module within People First.
It should be noted that there may be other viable methods for accomplishing some of the policy requirements addressed in this document that are in compliance with the rule and which the agencies may use. However, agencies should consult with the Department of Management Services-Division of Human Resource Management (DMS-HRM) or the People First team, as appropriate, before using a method not described in this guideline.

DEFINITIONS:

For the purposes of this document, the applicable terms and acronyms are as defined in Rule 60L-35, F.A.C., and the Performance Management Glossary (see Appendix A).

POLICY OR PROCEDURE:

A. Setting Performance Expectations

1. Performance expectations are to be established at the beginning of the evaluation period. If a situation occurs that requires performance expectations to materially change during the evaluation period, the rater will be required to close out the evaluation and set new expectations.

2. At the beginning of the evaluation period or probationary evaluation period, the rater will receive a task on the People First Performance & Talent Management home page in the “To Do” tile, as well as an email, notifying them to establish performance expectations. The rater should review the position description to ensure essential duties and responsibilities are documented and make any updates as necessary. The rater will then create and establish performance expectations in the People First system. (For evaluations initiated by People First at the beginning of the annual plan year of July 1, the job specific expectations from the previous year’s annual evaluation will automatically pre-populate into the new year’s evaluation along with any agency-wide expectations. If necessary, the rater can then edit the expectations before saving them and sending them to the employee to review and acknowledge.)

NOTE: If an SES original appointment or the completion of a Career Service probationary period is effective between May 2 and June 30 in a given year, the People First system will initiate a new annual evaluation period beginning on July 1.

3. Once the performance expectations are established and sent to the employee, the rater is required to conduct a performance planning session with each employee to review the performance expectations and the rating scale. The rater and employee should meet in person, when practicable, to discuss the performance plan. When the rater sends the expectations to the employee in People First, both the supervisor and the employee will receive a task in the “To Do” tile on the Performance & Talent Management home page and also an email notifying them to acknowledge receipt of the performance expectations. If the employee refuses or is unable to acknowledge receipt, the rater will need to acknowledge the expectations on behalf of the employee.

B. Monitoring Performance

1. After performance expectations have been set and acknowledged for the new rating period, it is important for raters to initiate specific discussions with employees
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concerning their job performance throughout the entire rating period. Although raters may choose to have regularly scheduled meetings with employees to review performance and progress, performance discussions can also be informal and quick conversations where performance related feedback is provided to the employee and the employee is able to ask questions and receive guidance. The key is that raters initiate opportunities to communicate with employees about their job performance on a regular basis. Through these conversations, employees will gain a better understanding of the rater’s assessment of their performance, will be able to adjust their work to meet changing priorities, and will gain an understanding of the important role they play in the overall productivity of the work unit.

2. Raters should keep a record of any exemplary performance or coaching and counseling activities. If an employee’s performance is less than satisfactory or below expectation at any time during the evaluation period, the rater is required to inform the employee in writing of the performance deficiencies, the necessary corrective steps, and the time frame for achieving satisfactory performance.

3. Raters must evaluate each employee on their individual merit and whether they meet the established expectations. Pursuant to Rule 60L-35.003(3)(d), F.A.C., an employee’s performance must not be compared to the performance of other employees. The measurement of what “meets expectation” should be established by the expectation itself.

C. Conducting Annual Evaluations

1. All SPS employees in established positions are required to have a performance evaluation for all or a portion of the annual July 1 to June 30 rating period, except for Career Service employees currently in probationary status or SES employees appointed to a position between May 2 and June 30.

   NOTE: If an employee’s probationary period is successfully completed on or after May 2 (i.e., within 60 calendar days of the due date for annual evaluations), the overall rating for the probationary period becomes the employee’s overall rating for the annual evaluation period of July 1 through June 30.

2. When an employee acknowledges the performance expectations that have been entered by the rater in the People First system, the rater will receive a task in the People First Performance & Talent Management home page in the “To Do” tile notifying them that the evaluation is available for editing. Prior to the evaluation due date, raters must assess employee performance and, using the People First system (i.e., select the task “Manager monitors and evaluates employee’s performance for the evaluation period” in the “To Do” tile), assign an appropriate expectation rating and any necessary comments to each individual performance expectation. Once this step is complete, the performance evaluation will be sent to the second-level manager for review. The second-level manager will receive a task on the People First Performance and Talent Management home page in the “To Do” tile (i.e., select the task “Second-level manager reviews the performance evaluation and provides comments on the employee’s performance”), as well as a notification email, to review the performance evaluation. After the second-level manager has completed the review of the evaluation, the rater will receive a task on the People First Performance & Talent Management home page in the “To Do” tile (i.e., select the task “Manager
discusses the performance evaluation with the employee"), as well as an email to send the evaluation to the employee for review. The rater and employee will meet face to face, when practicable, to discuss the performance evaluation. Following this discussion, the performance evaluation must be completed using the People First system (i.e., select the task “Employee acknowledges receipt of performance evaluation”, when the employee acknowledges receipt of the performance evaluation or the rater acknowledges the performance evaluation on behalf of the employee).

NOTE: Attachments may be added to the evaluation by the rater, second-level manager, or Human Resource employees with an A, H, or X role code. An employee may add an attachment at the Acknowledge Performance Expectation step or the Acknowledge Performance Evaluation step. Any added attachments are immediately viewable by the employee, but the employee cannot update or delete an attachment. After a rating is completed the employee cannot delete or add new attachments.

3. Pursuant to Rule 60L-35.003(5), F.A.C., non-probationary evaluations must be completed within 60 calendar days following the end of the evaluation period (June 30). Therefore, annual evaluations that are not completed (acknowledged by the employee or acknowledged on behalf of the employee by the rater) in People First by midnight on August 29 (i.e., 60 calendar days after June 30) will be administratively closed. Only completed evaluations are considered part of an employee’s personnel file and are viewable in People First. Employees who do not have a completed annual evaluation will be considered to have met all of their performance expectations and their overall performance for the evaluation period will be considered as “Satisfactory”.

D. Conducting Probationary Evaluations

1. Career service employees who are appointed to a position with probationary status and are required to serve at least a one-year (but no more than an 18-month) probationary period in that position will be automatically placed in the probationary performance plan that begins on the appointment date into the position. Pursuant to Rule 60L-35.004(3), F.A.C., the rater is required to complete an evaluation on these employees prior to the end of the probationary period or officially extend the probationary period, as appropriate. Raters supervising career service employees who are approaching the end of their probationary period will receive an email reminder 15 days prior to the evaluation due date notifying them to complete the employee’s probationary evaluation. The evaluation must be completed prior to the end of the probationary period; otherwise, the probationary evaluation will be administratively closed.

2. Probationary evaluations that are not extended or completed in People First by midnight on the last day of the probationary period will be administratively closed. Only completed evaluations are considered part of an employee’s personnel file and are viewable in People First. In accordance with Rule 60L-35.004(3), F.A.C., unless the probationary period is extended, employees who do not have a completed probationary evaluation will be considered to have successfully completed their probationary period and their performance for the probationary period will be considered as “Satisfactory”.

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3. Once the probationary period ends, the employee is placed in a new annual evaluation plan as outlined below.

a. Pursuant to Rule 60L-35.004(4), F.A.C., if the probationary period is successfully completed on or after May 2 (i.e., within 60 calendar days of the due date for annual evaluations), the overall rating for the probationary period becomes the employee’s overall rating for the annual evaluation period ending June 30. For probationary periods completed between May 2 and June 30, the People First system will initiate an evaluation period beginning with the new annual evaluation plan for July 1.

b. If the probationary evaluation is completed prior to May 2, the annual evaluation must be completed following the same guidelines as all other annual evaluations.

c. If a decision is made to extend the probationary period, the employee’s Probation Extension Date must be changed by a Human Resource employee with an A, H, or X role code in the People First system on the employee’s appointment status screen and on the probationary evaluation to reflect the extended probationary period. The rater should then document the extended probationary period in accordance with agency policy. Such documentation must be completed outside the People First system, however the rater should note in the comments section that the probationary period was extended and include the date the probationary period is scheduled to conclude. Any agency forms completed to document the extension may be attached to the Performance Evaluation Form in the People First system. Prior to the end of the extended probationary period, the rater must assess performance and complete the evaluation in the People First system.

E. Conducting Second-Level Reviews

The second-level review is conducted by the rater’s supervisor (i.e., second-level manager) after the rater has assessed the employee’s performance and prior to the employee receiving the evaluation. In accordance with the rule, this reviewer does not have the ability to change a rating, but may make comments on the employee’s overall rating and performance. The second-level reviewer may send the evaluation back to the rater due to typographical errors, grammar issues, misinformation, to add supporting information, or to clarify comments concerning performance. It is the second-level manager’s responsibility to ensure that evaluations are conducted consistently in accordance with agency policy and state rules and guidelines. Concerns regarding proposed ratings can be discussed with the rater at that time. Additionally, the second-level manager is to make certain his or her direct reports are performing all duties associated with performance management so that all time frames are met, accurate performance feedback is given, and administrative closures are avoided.

F. Conducting Close-out Evaluations

1. If a supervisor or an agency chooses to conduct a close-out evaluation prior to an employee moving to a different agency or to a new position due to a promotion, demotion, reassignment, or original appointment, the evaluation must be completed prior to the completion of the Personnel Action Request (PAR). Otherwise, the
incomplete performance evaluation will be administratively closed and will no longer be viewable in People First. Additionally, since a close-out evaluation typically ends prior to the end of the usual evaluation period, the rater should indicate the actual dates of the rating period within the comments section of each closed out expectation or in the “overall” comments section as appropriate.

Close-out evaluations must be conducted if the performance expectations materially change or additional expectations are added to the current evaluation:

Changes to expectations – If the original duties and responsibilities remain the same but there is a need to update the performance expectations, the rater is required to close-out the original expectations with the appropriate ratings. In order for the employee to receive an accurate rating at the end of the evaluation period, a new plan containing the new expectations and any re-established expectation(s) must be established and communicated for the appropriate period of time remaining in the evaluation period. This will ensure that, at the end of the evaluation period, the employee receives an evaluation based only on the current expectations.

Additional expectations – If the original expectations remain the same but there is a need to add additional expectations, the rater is required to close out the original expectations with a rating of “N – None given” assigned to each. A new plan containing the original (re-established) expectations and the newly added expectation(s) will then continue through the remainder of the evaluation period. When the evaluation period ends, the rater is required to make a notation in the comments section for the newly added expectations, indicating the expectation is new and the period of time that was covered for the rating. Raters are required to include a similar comment for any expectation that was used during a portion, but not all, of the evaluation period.

**NOTE:** Because of the additional administrative burden associated with closing out and re-establishing evaluation plans within the same evaluation period, it is highly recommended that, whenever feasible, any revisions to agency-wide expectations or individual performance expectations be deferred until the beginning of the new annual evaluation period.

Close-out evaluations are not required when there is a change in supervisor, provided there are no changes in the performance expectations.

2. Additional guidance regarding close-out evaluations.

   a. **Promotion, Demotion, Reassignment or Original Appointment** – If an evaluation is conducted, the rater should assess employee performance and give a rating for each individual expectation. This assessment must be completed no later than the employee’s last day in the current position. Once the PAR to place the employee into the new position is acted upon, the employee will be placed in the current evaluation plan that is open and the new supervisor will receive notification to set expectations for the new position. If at any time a rater feels there has not been enough time to assess employee performance, a rating of an “N – None given” may be given.
b. **Lateral** – A lateral action appointment entails moving an employee to a position with substantially the same duties and responsibilities within the same agency. It is left to the agency’s discretion as to whether a close-out evaluation is required. However, if a close-out evaluation is not required, the employee will not receive new expectations and will remain in the current evaluation plan until the end of the evaluation period.

c. **Significant Change in Duties** – When there are significant changes to the duties and responsibilities of a position that require new expectations to be established, the rater is required to close-out the employee’s current performance evaluation, giving each expectation a rating and noting in the comments field the dates for which the expectations were rated. The rater will then set the new expectations, associated with the new duties, and communicate such expectations to the employee. The rater should capture the actual dates of the evaluation period in the comments and/or notes field of the evaluation to document the period of time for which the new expectations will be rated.

d. **Change in Agency** – If an evaluation is conducted, the rater should assess performance and complete an evaluation of the departing employee prior to the last day on the payroll. Otherwise, the People First system will administratively close the incomplete evaluation, and it will no longer be viewable in People First. Upon appointment at the new agency, the employee will be placed in the current evaluation plan and the new rater will create new expectations for the remainder of the evaluation period. The actual dates the employee will be rated on the new expectations should be documented in the comments and/or notes field to accurately reflect the rating period.

e. **Change in Supervisor** – When agencies deem it necessary, they have the discretion to conduct a close-out evaluation, provided the employee’s performance expectations remain the same. However, in this instance a close-out evaluation is not required. Instead, agencies may want the departing supervisor to furnish evaluation information prior to the last day of work in order to provide accurate input regarding employee performance for a new supervisor.

G. **Administratively Closed Incomplete Performance Records**

When an incomplete evaluation is administratively closed by People First regardless of the action that precipitates the closure (e.g., an employee’s separation, promotion, demotion, reassignment, or original appointment), the incomplete evaluation will no longer be viewable in People First and no further changes may be made to the document. Only completed evaluations that have been acknowledged by the employee or acknowledged on behalf of the employee by the manager will be viewable in People First. For periods of employment that are not covered by a completed performance evaluation, the employee’s overall performance will be considered as “Satisfactory”.
H. Corrective Action

When an employee is not meeting performance expectations during the evaluation period or when it is necessary to give an employee one or more final individual ratings below “Meets Expectation”, a corrective action plan is an appropriate tool for timely informing the employee in writing of performance deficiencies and necessary corrective action, pursuant to Rule 60L-35.003(2)(d), F.A.C. The agency determines the length of any corrective action or the need to extend or create additional corrective actions for the employee. Such actions should prescribe improvement activities that are necessary for the employee to perform at a “Meets Expectation” level and provide an adequate length of time for improvement activities.

1. Documentation outlining a corrective action should specify the following:

   a. Areas in which the employee is not performing and the necessary actions to be taken to improve performance.

   b. The specific duration of time established by the agency for the employee to correct less than satisfactory performance.

2. At the end of the period of time allotted for corrective action, employee performance should be documented. Such documentation may be scanned and attached to the current evaluation plan in the People First system.

   a. If the employee is successfully performing, he or she will continue on in the evaluation year until the end of the established evaluation period when the rater will assess performance.

   b. If the employee’s performance does not improve by the end of the allotted time, the agency may either continue to impose corrective action or remove the employee from the position.

**NOTE:** An automated Corrective Action Plan (CAP) process is available in the Performance & Talent Management module of People First. If an agency chooses to use this optional tool, a Human Resource employee with an A, H, or X role code must initiate the CAP for the impacted employee in the system.

I. Voiding or Correcting Evaluations

1. In response to a formal complaint, grievance, court settlement, etc., an agency may be compelled to void a completed performance evaluation and possibly re-evaluate the employee. Additionally, if it is found that an evaluation rating was not done in accordance with the rule and/or agency policy (e.g., the employee never received written notice he or she was performing poorly, the rater did not follow the procedures, etc.) a completed evaluation should be corrected.

2. When it is necessary to void an evaluation, a copy of the original, completed evaluation must be printed, sealed in an envelope, marked “void” and placed in the hard copy personnel file or scanned to the official personnel file, if maintained electronically. Then, if another evaluation is required, a designated member from Human Resources must contact the DMS People First Team and request assistance.
in having the evaluation returned to the Evaluate Employee Performance step so that the correction process may be completed. At this time, the rater will then be required to re-evaluate the employee as appropriate or rate each expectation with an “N – None Given” and insert “Not rated per mutual agreement”. It is also recommended that the overall comments contain verbiage to document the evaluation was reassessed, the reason for the reassessment, and the date of the change. The updated evaluation will become the most current, official evaluation on record. The electronic audit log will capture the activity in the People First system so the history will be reflected in the electronic record.

3. Corrections occurring after the evaluation has been completed require that a designated member from Human Resources contact the DMS People First Team and request assistance in having the evaluation returned to the Evaluate Employee Performance step so that the correction process may be completed by the rater. Note: In these cases there is no “voided” evaluation; however the module’s audit log retains the original action details for the initial evaluation that was processed.

4. When voiding or correcting completed evaluations, the supervisor should not complete the “Manager Acknowledgement on Behalf of Employee” field. The employee’s completion of the Acknowledge Receipt process insures the employee is aware the corrected evaluation has been completed. Additionally, when the employee receives the corrected evaluation, the employee should enter the current date in the acknowledgment field.

   NOTE: In the event the employee is unable or refuses to acknowledge receipt of the corrected evaluation, the “Manager Acknowledgement on Behalf of Employee” field should be completed by the appropriate manager or human resource representative.

J. Hard Copy vs. Electronic Copy of Evaluations

The rule requires completed evaluations to be included in the employee’s personnel file. For purposes of performance evaluations, the completed electronic evaluations that are housed in People First serve as the official performance evaluations. This electronic record is considered part of the personnel file. Employees, Human Resource staff, and raters have the ability to print a hard copy of completed evaluations and the performance expectations for administrative convenience (e.g., responding to a public records request for a copy of an employee’s personnel file).

APPLICABLE STATUTORY AND RULE CITATIONS:

Section 110.224, F.S., Public employee performance evaluation system.

A public employee performance evaluation system shall be established as a basis for evaluating and improving the performance of the state’s workforce, to inform employees of strong and weak points in the employ/ee’s performance, to identify training needs, and to award lump-sum bonuses in accordance with section 110.1245(2), Florida Statutes.
(1) Upon original appointment, promotion, demotion or reassignment, a job description of the position assigned must be made available to the career service employee. The job description may be made available in an electronic format.

(2) Each employee must have a performance evaluation at least annually, and the employee must receive an oral and written assessment of his or her performance evaluation. The performance evaluation may include a plan of action for improvement of the employee’s performance based on the work expectations or performance standards applicable to the position as determined by the agency head.

(3) The department may adopt rules to administer the public employee performance evaluation system, which establish procedures for performance evaluation, review periods and forms.

**Section 110.403(1)(b), F.S.:**

(1) In order to implement the purposes of this part, the Department of Management Services, after approval by the Administration Commission, shall adopt and amend rules providing for:

(b) A performance appraisal system which shall take into consideration individual and organizational efficiency, productivity, and effectiveness.

**Section 110.605(1)(b), F.S.:**

(1) The department shall adopt and administer uniform personnel rules, records and reports relating to employees and positions in the Selected Exempt Service, as well as any other rules and procedures relating to personnel administration that are necessary to carry out the purposes of this part.

(b) The department shall develop a uniform performance appraisal system for employees and positions in the Selected Exempt Service covered by a collective bargaining agreement. Each employing agency shall develop a performance appraisal system for all other employees and positions in the Selected Exempt System. The agency system shall take into consideration individual and organizational efficiency, productivity and effectiveness.

**Rule 60L-35, F.A.C., Performance Evaluation System:** The provisions of this rule apply to this guideline.
**Appendix A - PERFORMANCE MANAGEMENT GLOSSARY**

(If a definition uses a *highlighted term*, that term has also been defined)

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
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<tbody>
<tr>
<td>Achievable</td>
<td>Refers to a <em>performance expectation</em> for which the employee has the resources, time, and access to people, data, etc., to allow him or her to carry out the goal successfully.</td>
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<tr>
<td>Administratively Closed</td>
<td>A non-probationary <em>performance evaluation</em> that has not had the acknowledgment completed by either the employee or the rater on behalf of the employee, within sixty (60) calendar days following the end of the <em>evaluation period</em> (i.e., by August 29), and that is systematically closed in the <em>People First Performance &amp; Talent Management module</em>. Also, a probationary performance evaluation that has not had the acknowledgment completed by either the employee or the rater on behalf of the employee, prior to the end of the probationary period and that is systematically closed in the system. In sum, any employee with a <em>performance evaluation</em> that is administratively closed for any reason will be considered to have met their <em>performance expectations</em> and will be considered to have an overall rating of “Satisfactory”.</td>
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<tr>
<td>Agency-wide Expectation</td>
<td>A <em>performance expectation</em> that is common to all employees of a particular agency and that the agency provides to the People First system prior to the start of an <em>evaluation period</em> so that it can be systematically assigned to all employees during that <em>evaluation period</em>.</td>
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<tr>
<td>Completed Performance Evaluation</td>
<td>A <em>performance evaluation</em> that has met all the requirements of Rule 60L-35.003, F.A.C., and has undergone all the procedural steps in the <em>People First Performance &amp; Talent Management module</em>. All the steps in the process must be completed, including (1) having been discussed with the employee (in person, whenever reasonable) and (2) having been acknowledged by the employee or by the <em>rater</em> on behalf of the employee (in which case the rater has notated the reason the employee did not personally acknowledge receipt). Also, a probationary evaluation that has met all the requirements of Rule 60L-35.003, F.A.C., and has undergone all the procedural steps outlined above on or before the last day of the established or extended probationary period.</td>
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<td>TERM</td>
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<tr>
<td>Corrective Action Plan</td>
<td>Documented steps to improve performance that the <strong>rater</strong> outlines for an employee. Such plan documents the specific steps that the employee must take prior to the end of the <strong>evaluation period</strong> or <strong>probationary evaluation period</strong> in order to correct performance deficiencies that could result in an <strong>expectation rating</strong> of “Below” or “Unacceptable”, pursuant to Rule 60L-35.003(2)(d), F.A.C.; or that the employee must take within a defined period of time designated by the agency following a <strong>completed performance evaluation</strong>, to address each <strong>expectation rating</strong> of “Below” or “Unacceptable” received, pursuant to Rule 60L-35.003(3)(c), F.A.C.</td>
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<tr>
<td>Expectation Rating</td>
<td>A numerical score ranging from 1 to 5 that is the measure of the level of performance that the employee achieved in each <strong>performance expectation</strong> during a particular <strong>evaluation period</strong> or, when justified, an indicator of “N – None Given” that the employee receives if a particular <strong>performance expectation</strong> is not rated; in accordance with Rule 60L-35.003(3)(a), F.A.C.</td>
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<tr>
<td>Evaluation Period</td>
<td>The standard period of time covered by the <strong>performance plan</strong>, which runs annually from July 1 through June 30. Compare <strong>Probationary Evaluation Period</strong>.</td>
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<tr>
<td>Measurable</td>
<td>Refers to a <strong>performance expectation</strong> that can be objectively assessed according to a pre-determined and applicable measurement.</td>
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<tr>
<td>Overall Rating</td>
<td>The employee’s averaged level of performance for a specific <strong>evaluation period</strong>, that is derived only from the employee’s numerical scores for each <strong>performance expectation</strong> that was rated, in accordance with Rule 60L-35.002(3)(a) and (3)(b), F.A.C. All <strong>expectation ratings</strong> of “N – None Given” are not factored into the overall rating.</td>
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<tr>
<td>People First Performance &amp; Talent Management Module</td>
<td>An automated tool connected to the state’s human resource information system (People First) that documents performance <strong>expectations, expectation ratings, overall ratings</strong>, and other relevant information concerning the employee’s performance for the <strong>evaluation period</strong>; supports tracking of employee progress and timely completion of <strong>performance plans</strong> and <strong>performance evaluations</strong>; and serves as the system of record for <strong>completed performance evaluations</strong>.</td>
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<tr>
<td>Performance Evaluation</td>
<td>A written assessment of the employee’s performance that is prepared by the <strong>rater</strong> pursuant to Rule 60L-35.002(4), F.A.C. This assessment contains individual <strong>expectation ratings</strong> for each <strong>performance expectation</strong> assigned to an employee, an <strong>overall rating</strong>, corresponding comments and, if applicable, a corresponding <strong>corrective action plan</strong>.</td>
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<tr>
<td>TERM</td>
<td>DEFINITION</td>
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<tr>
<td>Performance Expectation</td>
<td>An individual goal that is strategically linked to the agency’s defined goals and is set using the <strong>SMART</strong> methodology. These individual goals are expressed as statements that, in accordance with Rule 60L-35.002(5), F.A.C., describes (1) the satisfactory completion of a duty or responsibility that is listed in the position description and deemed essential by the agency for successfully fulfilling a position requirement or (2) the satisfactory demonstration of an attribute or value that is deemed necessary by the agency for successfully accomplishing a core mission. Such statements may be particular to a position or expressed as an <strong>agency-wide expectation</strong> that applies to all employees of that agency.</td>
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<tr>
<td>Performance Plan</td>
<td>A written notification that identifies the <strong>performance expectations</strong> by which an employee will be evaluated during an <strong>evaluation period</strong>, pursuant to Rule 60L-35.002(6), F.A.C.</td>
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<tr>
<td>Probationary Evaluation Period</td>
<td>A period of at least 12-months (but no more than 18 months) covered by a <strong>performance plan</strong> that is specific to a career service employee serving a <strong>probationary period</strong>. A <strong>performance plan</strong> is initiated on the employee’s appointment date with probationary status into a position.</td>
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<td>Probationary Period</td>
<td>A period of time of at least one year, that a career service employee must successfully complete in order to attain permanent status in their current position, in accordance with section 110.217(2), Florida Statutes.</td>
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<td>Rater</td>
<td>The employee’s immediate supervisor who is normally responsible for setting performance expectations and evaluating performance, or a manager (“designated managerial employee”) who has the necessary knowledge of the employee’s job duties and responsibilities to set performance expectations and/or assess performance if the immediate supervisor is not available, pursuant to Rule 60L-35.002(7), F.A.C.</td>
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<tr>
<td>Relevant</td>
<td>Refers to a <strong>performance expectation</strong> that addresses work and results that are clearly aligned with the goals of the team, the department or division, and the organization as a whole and that are directly related to the duties and responsibilities of the position.</td>
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<tr>
<td>Second-Level Manager</td>
<td>A higher level authority who is normally the rater’s immediate supervisor or, if not available, the next level manager up, who is responsible for supporting the validity of the performance management process by reviewing performance evaluations before they are completed to ensure that expectations relate to the agency mission and goals and that performance is being measured pursuant to all pertinent laws, rules, and State Personnel System policies, and in accordance with Rule 60L-35.003(3)(e), F.A.C.</td>
</tr>
<tr>
<td>TERM</td>
<td>DEFINITION</td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SMART Methodology</td>
<td>A method for creating <em>performance expectations</em> which focuses on setting standards that are <em>specific, measurable, achievable, relevant,</em> and <em>time-bound</em> (SMART). <em>Performance Expectations</em> based on the SMART methodology allow raters to accurately assess the level of performance the employee has achieved for each individual goal and facilitate the ability of <em>second-level managers</em> to support consistency in rating practices within the agency as well as throughout all agencies using the State Personnel System performance management process.</td>
</tr>
<tr>
<td>Specific</td>
<td>Refers to a <em>performance expectation</em> that clearly defines the outcomes to be delivered, with any necessary interpretation agreed upon by the employee and manager in advance.</td>
</tr>
<tr>
<td>Time-Bound</td>
<td>Refers to a <em>performance expectation</em> that clearly specifies a delivery date, schedule or deadline.</td>
</tr>
</tbody>
</table>