SPPAS

Usage Guide

SharePoint Performance Appraisal System

SPPAS

How to use SPPAS to Manage your performance appraisals

SPPAS VERSION

This guide is suitable for SPPAS version 1.x.x. and higher

Version 1.2

April 30, 2023

SPPAS

Table of contents

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Section 1

Before you begin

This section provides an overview of the various tasks that can be accomplished using SPPAS, as well as information about the prerequisites that must be met before getting started.

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Starting from **version 1.0.4**, there is a change in nomenclature.

Assessors	Assessors are now termed **Appraisers**
Assessees	Assessees are now termed **Appraisees**

Those names are interchangeable. Some of our resources my still have those terms unchanged.

1.1   What SPPAS (SharePoint Performance Appraisal System) is used for

You can create **two types of appraisals** in **SPPAS**

- **Performance Review:** This is the general performance review which is done monthly, semi-annually or annually depending on the organization.
- **Promotion/Probation Review**: This is specifically done to review a single employee's performance.

1.2   Install SPPAS

- You should have installed SPPAS in your SharePoint environment. You can download from https://www.sppas.net

1.3   Terminologies

This section will explain some commonly used terms used by SPPAS.

1.3.1   What are Core Values Objectives?

Core values objectives are fundamental beliefs or principles that an organization considers crucial to its mission. It is important that every employee is assessed on these objectives.

All Core Values are assigned a priority rating of "3". **It is recommended (and best practice) to have at least 5 Core Values that are assessed**.

1.3.2   What are Key Business Results?

Key Business Results are objectives that are specific to departments or employees that must be achieved during the assessment period.

Key Business Results can have a priority of 1, 2 or 3 depending on how important the objective is.

1.3.3   What is a template?

Templates are reusable collection of performance objectives and other settings for a performance review period.

1.3.4   Who is an Appraiser?

An appraiser is anyone who will be reviewing or appraising another person's performance.

1.3.5   What are Appraisal Workflow Status

SPPAS provides various statuses to indicate the progress of the appraisal process. These statuses include:

- **In Progress**: This status is assigned when the appraiser creates an appraisal for a team member. The appraiser can then select ratings (EE, ME, IR) and add comments at this stage.

- **Appraisee**: After the appraiser scores the appraisal, the appraisal moves to the appraisee, who can then add their comments.

- **Appraiser**: Once the appraisee adds their comments, the appraisal is marked as Appraiser. At this stage, the appraiser must add their comments.

- **Manager**: If a manager was specified during the creation of the review, the appraisal moves to the relevant manager who must add their comments.

- **HR**: If HR needs to add comments to the appraisal, the status will be marked as HR.

- **Completed**: Once all comments have been added, the status changes to Completed. The appraisal cannot be changed at this point.

- **Cancelled**: If HR decides to cancel the appraisal at any point, it will be marked as Cancelled.

1.3.6   What is an objective priority and what does the value signifies?

Priority is not a rating but rather a measure of the level of importance for the stated objectives. Rank the objectives/expected results based on their significance to the job to be performed. The priority of each objective has a significant impact on the appraisal score calculation.

Rank according to the following guideline:

Priority 1 = Important
Priority 2 = Very Important
Priority 3 = Critical

Section 2

Quick Summary

This section provides a brief overview of how to use SPPAS for Performance & Promotion/Probation Reviews. For more detailed instructions on each step, please refer to the corresponding sections in this manual.

2.1   Performance Review

Performance review appraisal process used by SPPAS can be summarized by the diagram below:
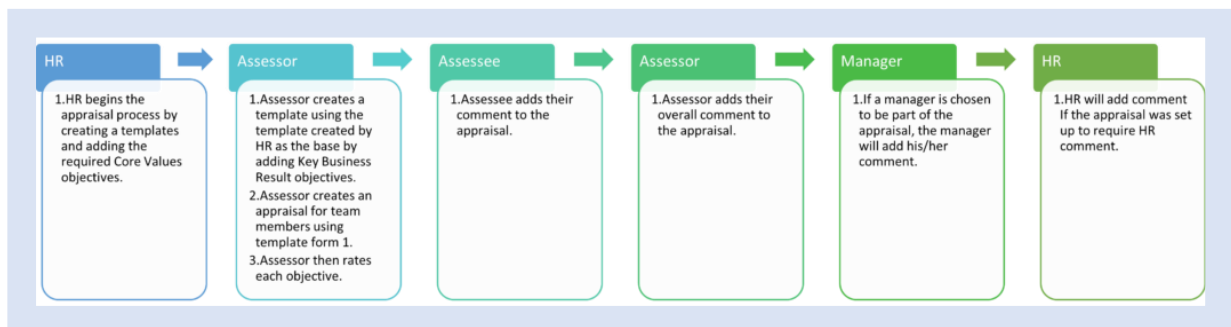
1. HR sets timelines and core value objectives for staff to be assessed on. To do this, they create an appraisal template.
2. Appraisers use the HR-created template as a base and add Key Business Results.
    a. Appraisers use this template to create appraisals for their appraisees.
    b. They then rate each objective and calculate a final score using SPPAS.
3. Appraisees have the opportunity to add their own comments to the appraisal, including any disputes or evidence they wish to provide.
4. Appraisers provide final comments and can respond to any comments made by Appraisees.
5. If a manager is involved in the appraisal process, they will add their own comment.
6. HR may also add a comment if required by the appraisal process.

> ℹ️
>
> You can watch a **video** summary by going to https://youtu.be/E-ycDmK-MWY
>
> Full help documentation can be found at https://help.sppas.net/

Below text gives details of what each steps involves.
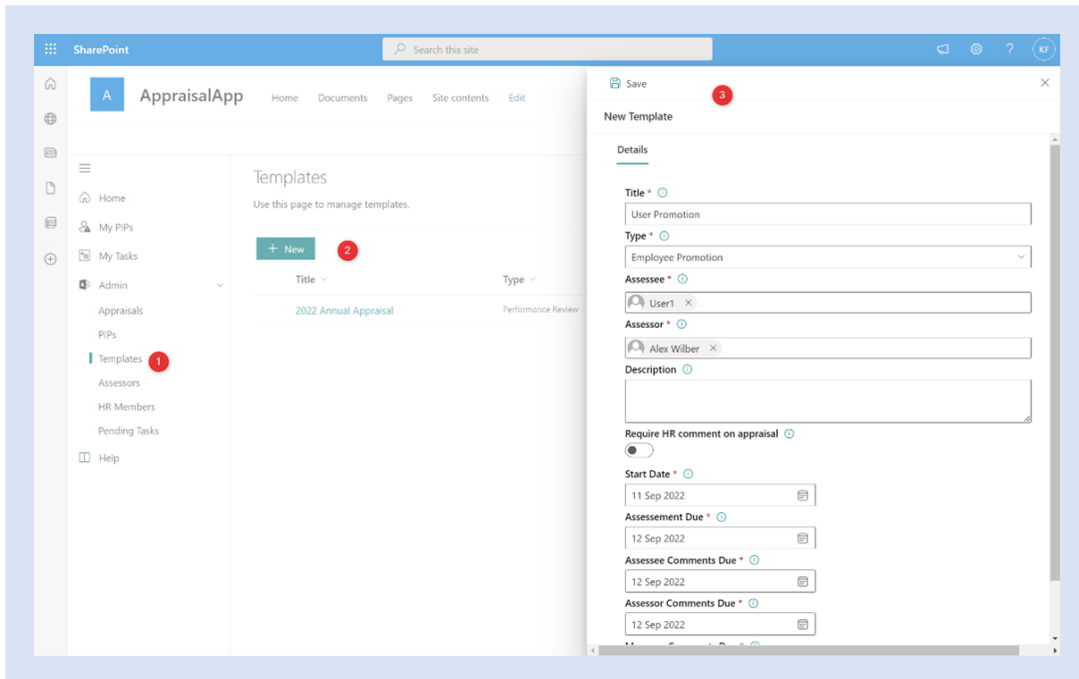
2.1.1　HR creates a template
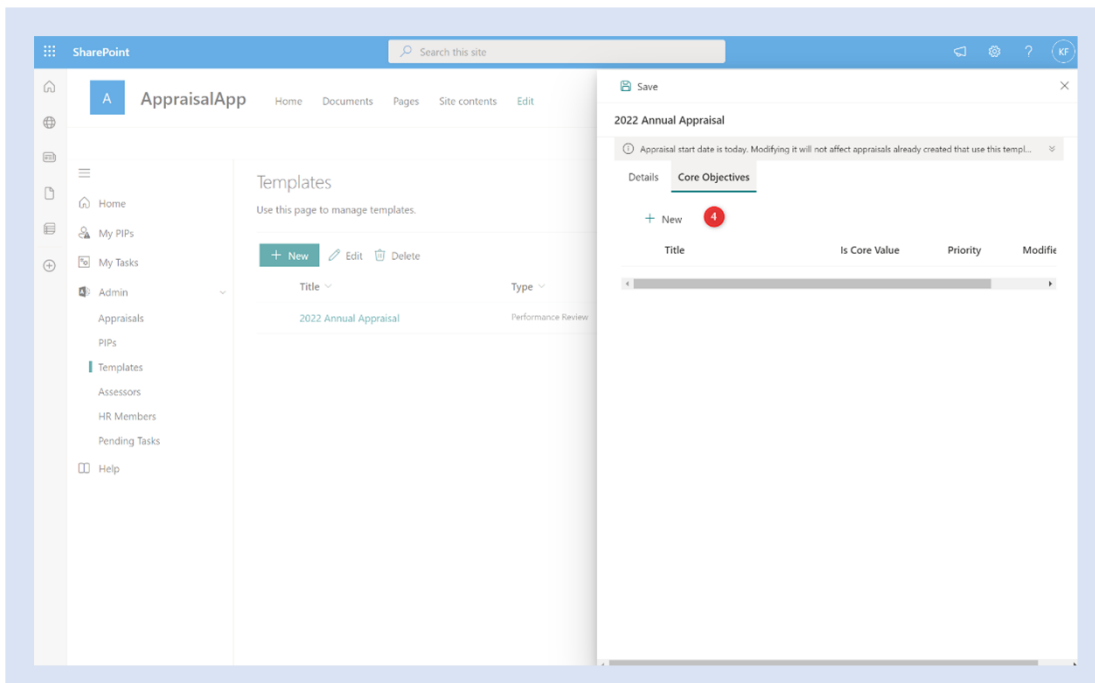
HR starts the appraisal process by creating a [template](#).

- Specify the name of the template.
- Select the appraisal type as Performance Review
- Select the appraisal start date. When the date comes, Appraisers can create their own template.

Click **Save**

From the Objective tabs, add objectives. These objectives are what we call **Core Values Objectives**. These are organizational values that every employee will be appraised on.

2.1.2   Appraisers creates their template

Appraisers will create their own [template](#) using the one created by HR as the base. They will add Key Business Area Objectives to the template. Appraisers are not limited to the number of templates they can create. This helps them to create different templates with different Key Business Area objectives for different team members.

1. Go to **Appraisers** > **Templates**, and select **New**.
   - Select the Appraisal you want to use to create a template from the dropdown.
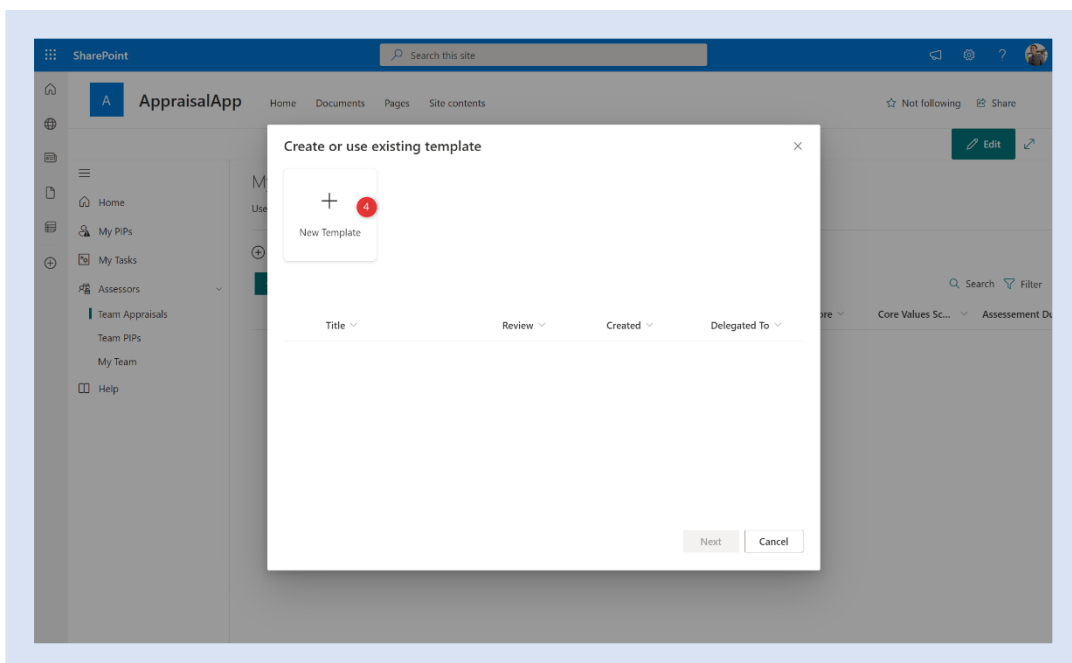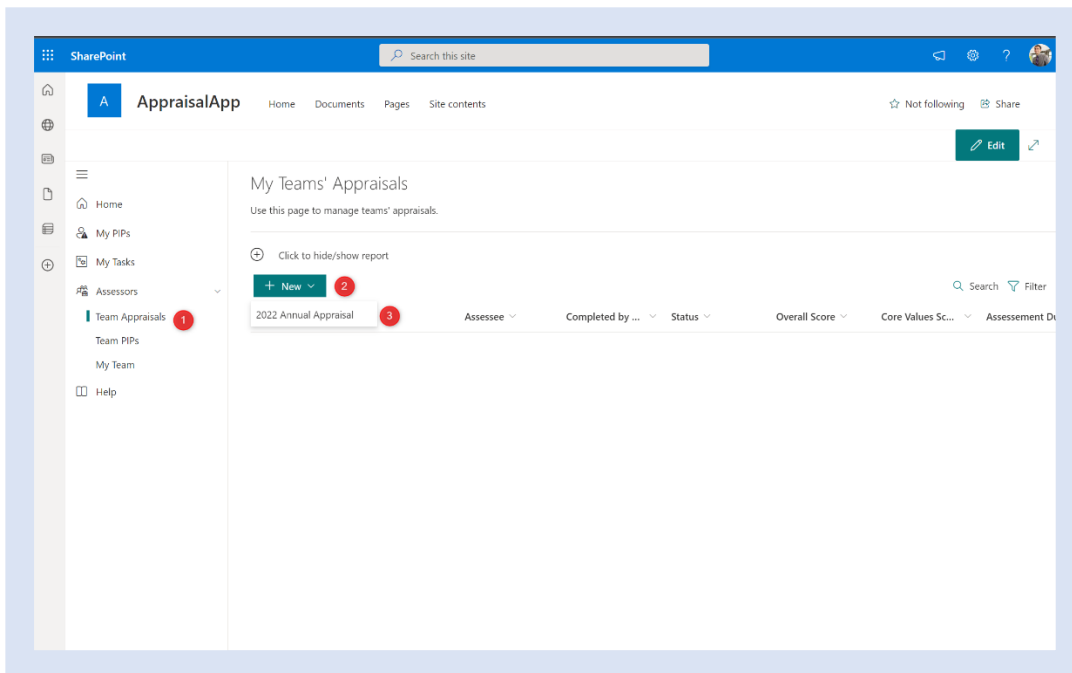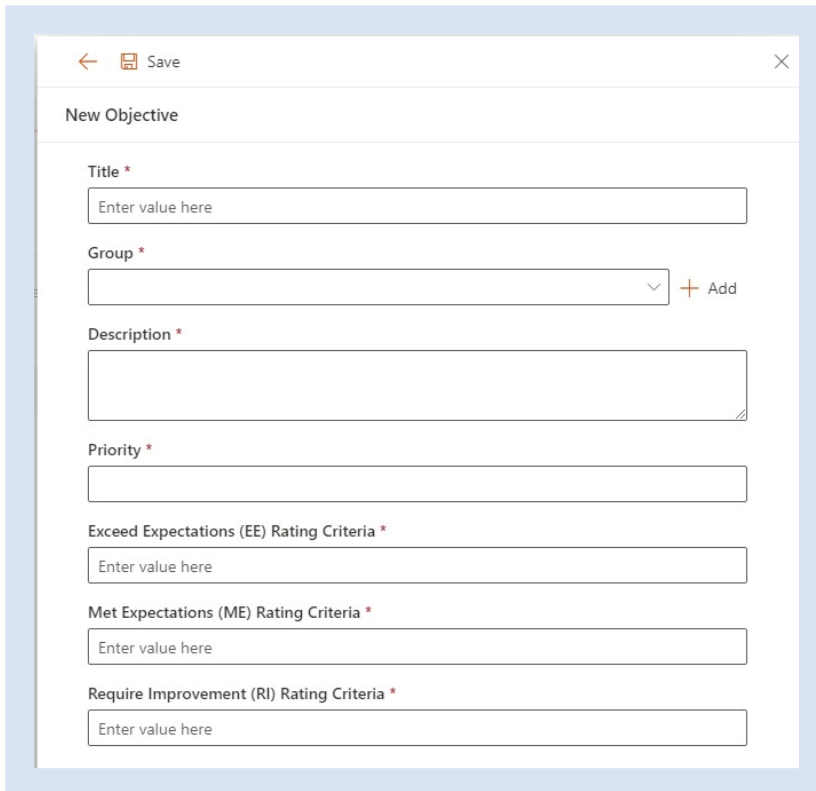
Fill in the **Title** and **Description** for your template
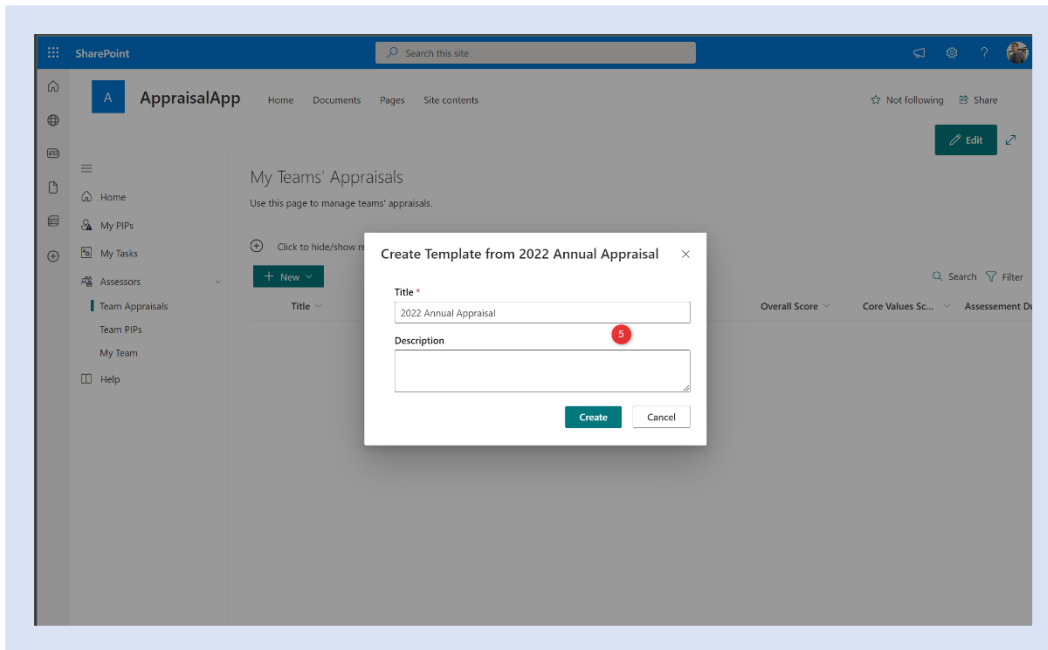
From the objectives tab, select **New Objective.**
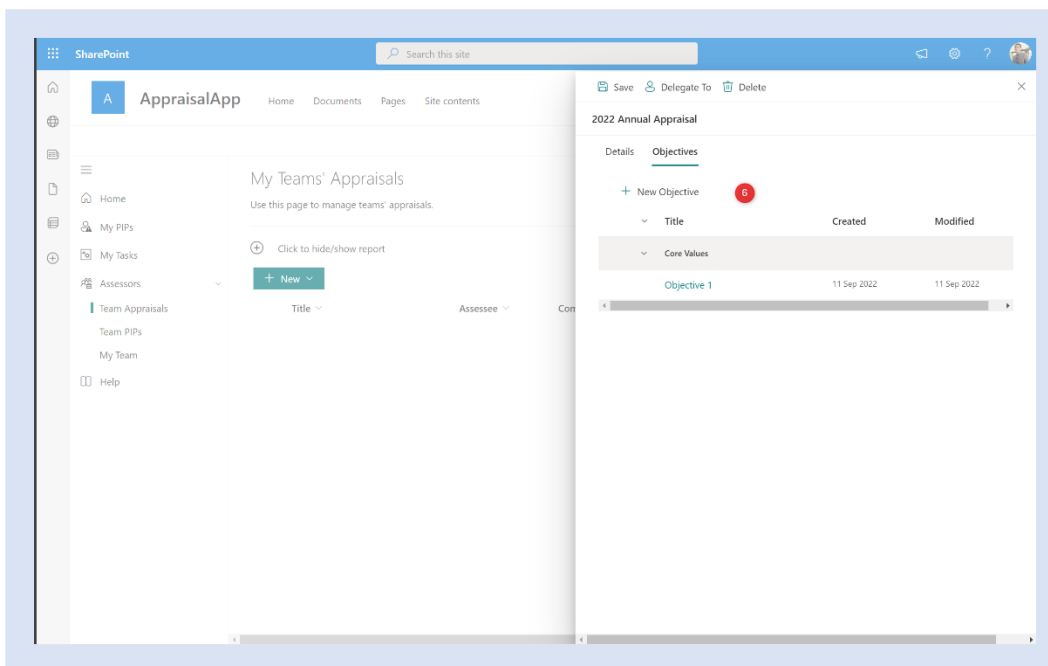
From the objective dialog form, fill in the details.

2.1.2.1 Appraisers create appraisals for appraisees.

Navigate to the Team Appraisals. Select **New**, and from the dropdown, select the appraisal.
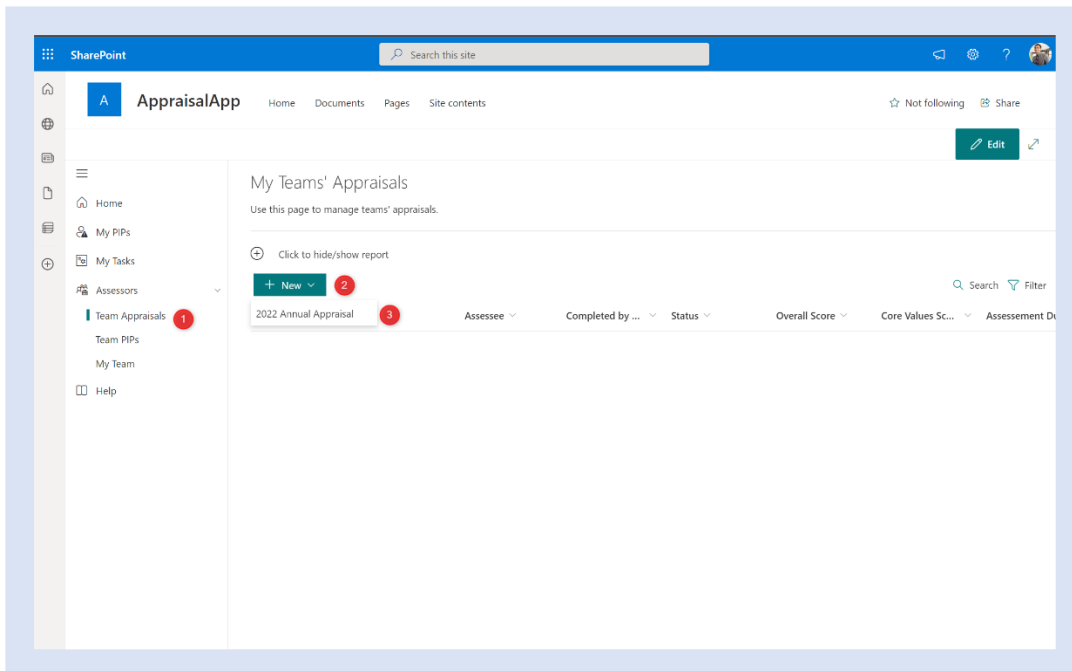
Select the template you want to create appraisal from. Click the **Next** button.
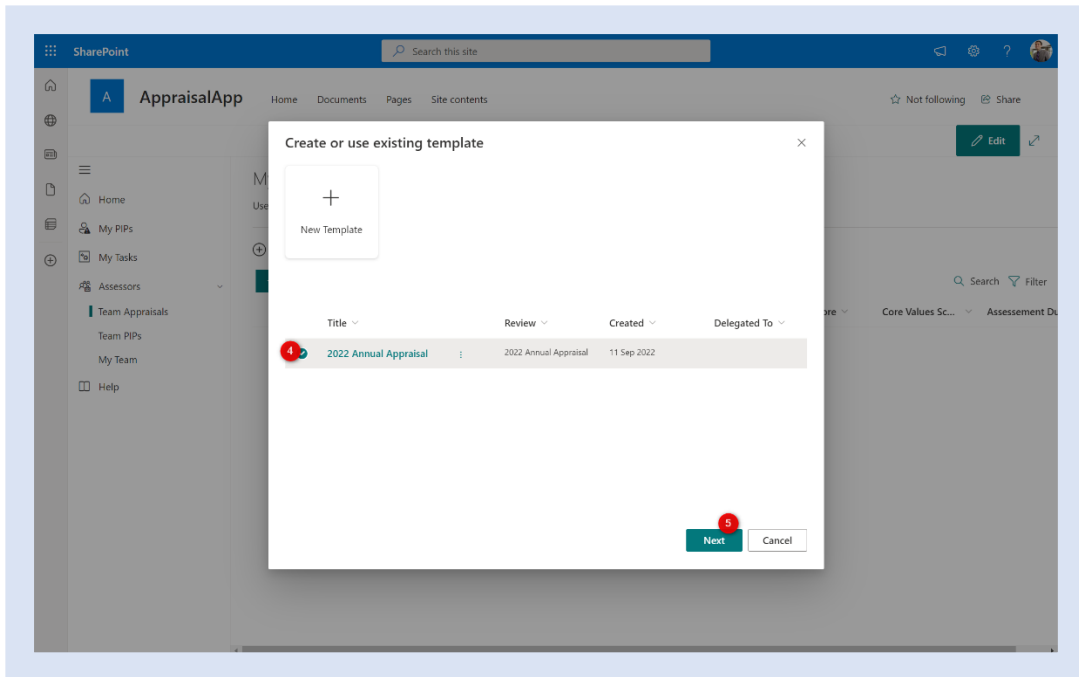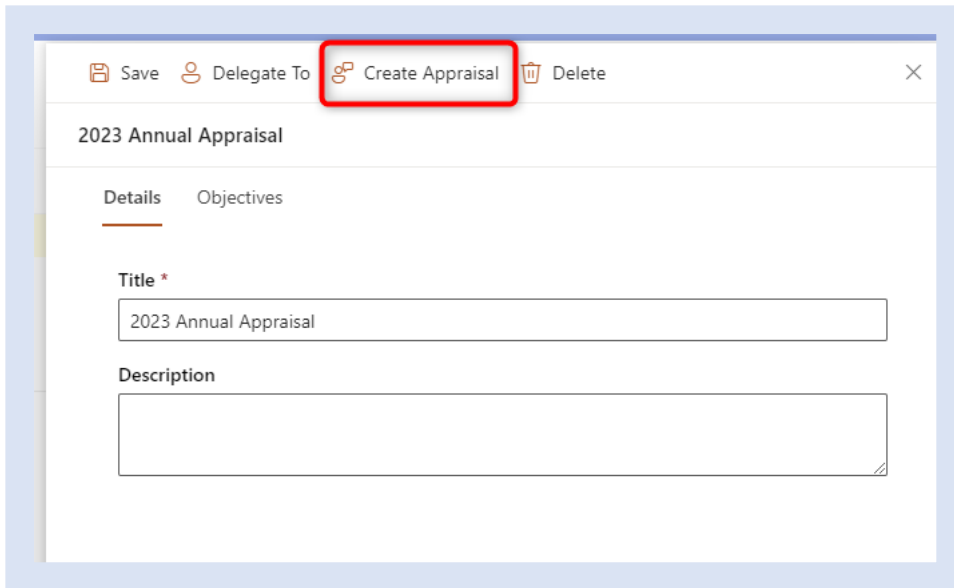
Select who you want to create the appraisal for. You can create for a team or a specific team member.
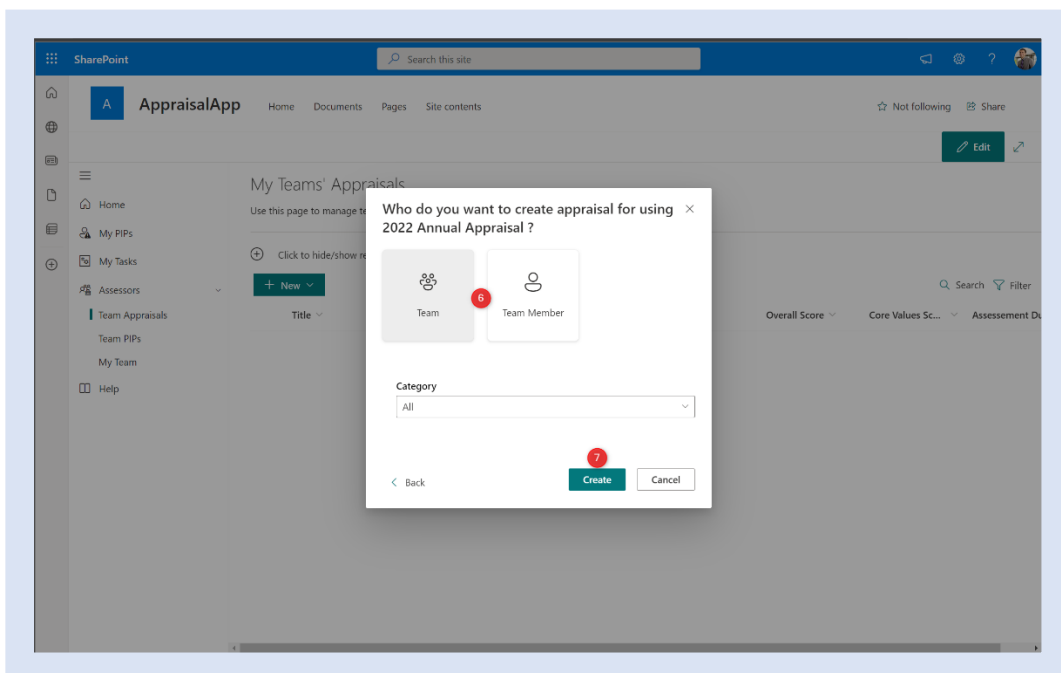
This will create the actual appraisals for your team members.
The appraisals can be found under **Appraisers > Team Appraisals.**

Alternatively, you can create appraisals using the **Create Appraisal** button from the template dialog.

2.1.2.2 Appraisers scores the appraisal

Appraisers will then score each objective, both core values objective and key business area objectives.

From Team Appraisals menu, select the appraisal you want to score.
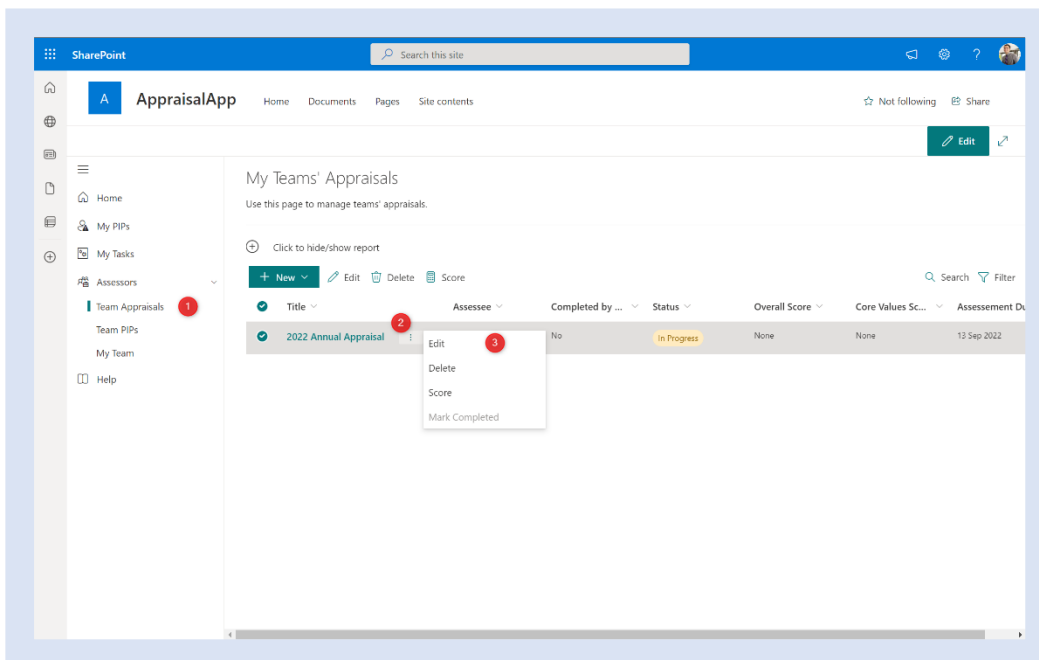
From the objective tabs, edit each objective.
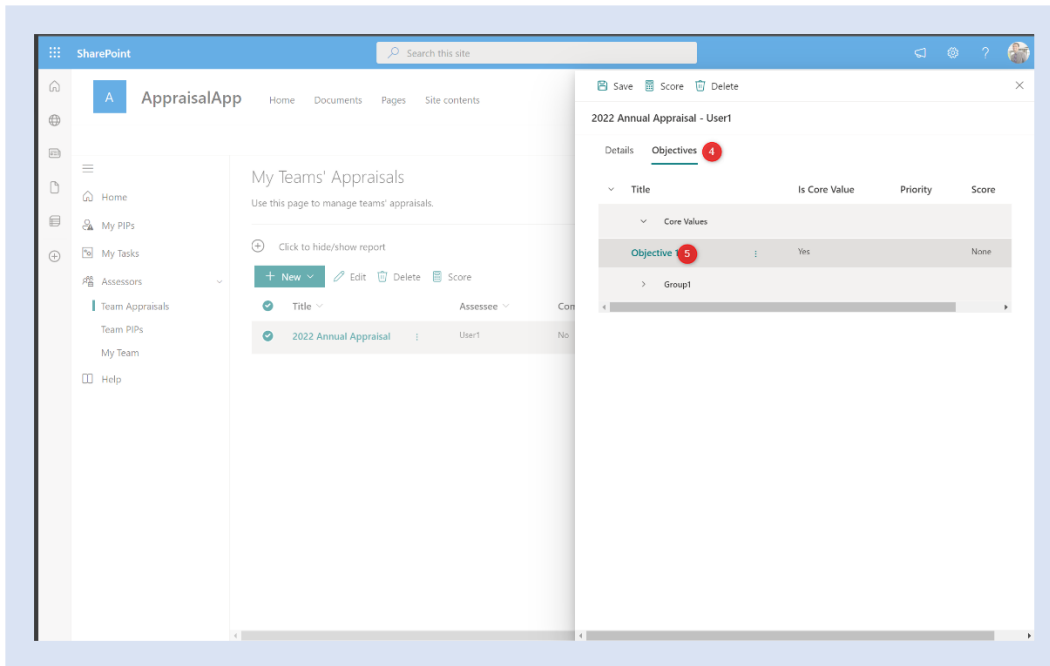
Indicate the scores and provide comments where required.
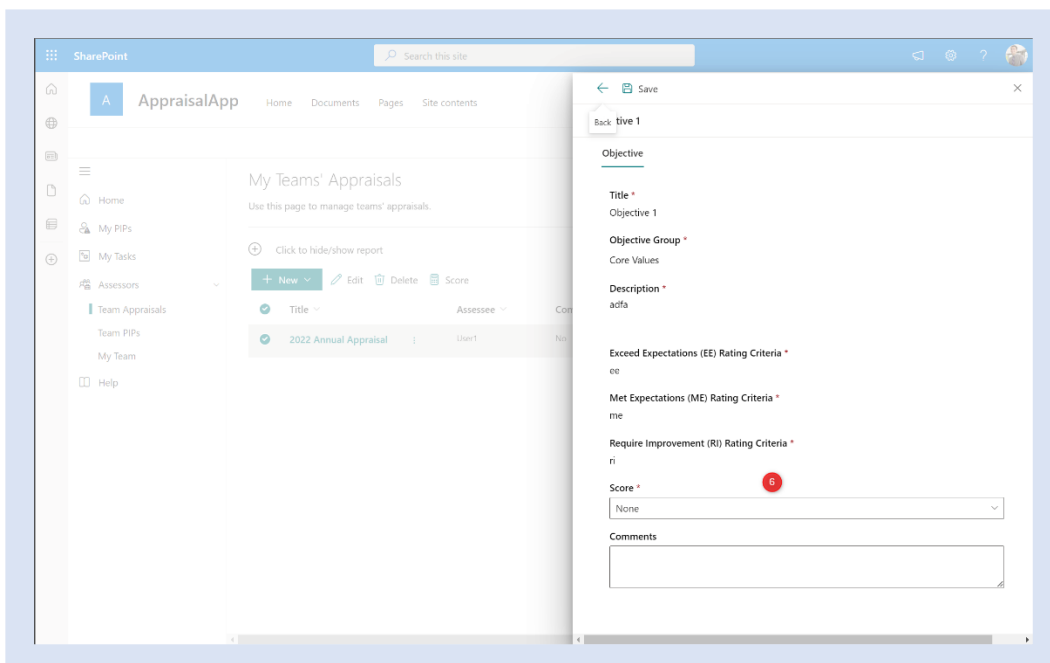
Once finished, appraisers will click **Score** so SPPAS calculates the scores.
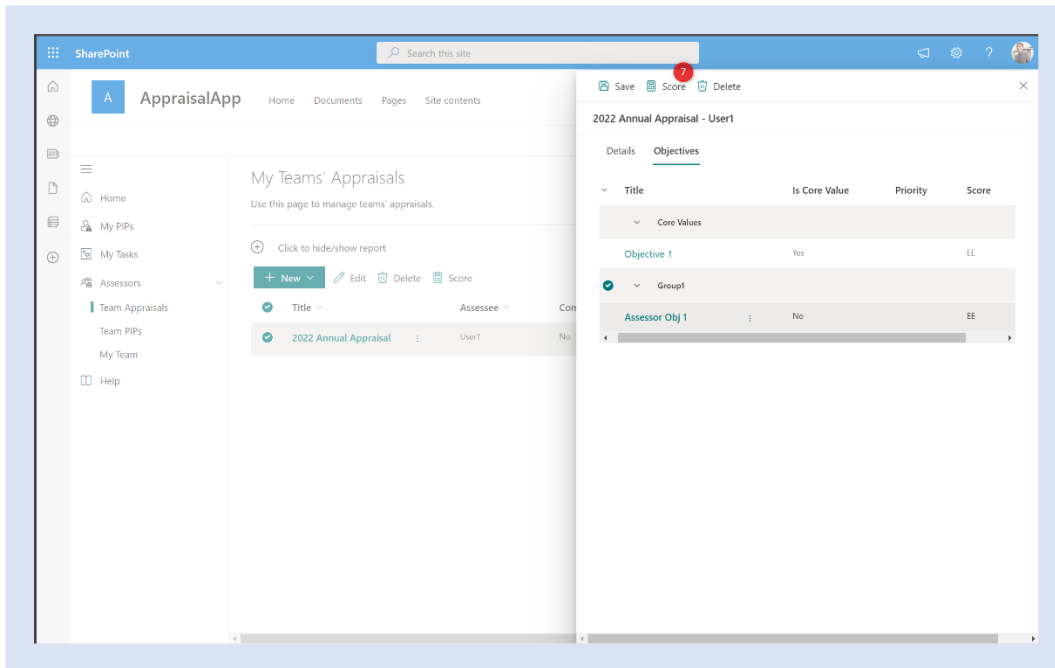
Then click **Mark as complete**.
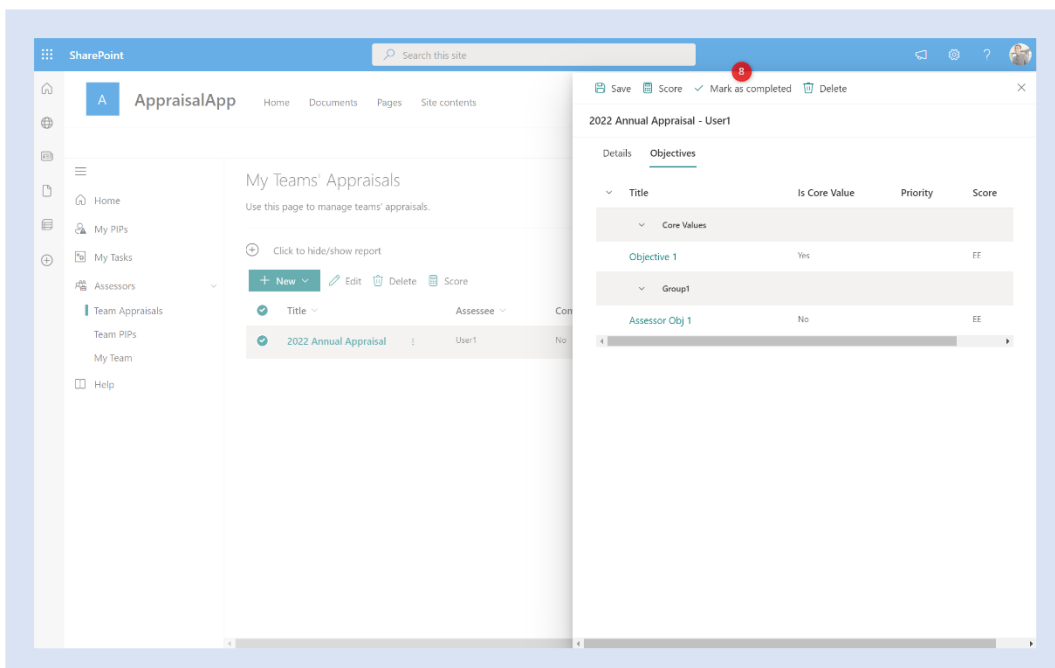
2.1.3 Appraisee adds their comments

Appraisees (person being reviewed/appraised) will get a task. From the task, they can add their comments regarding the review. Assesses can dispute their score and attach any evidence.

1. Navigate to **My Tasks**
2. Click on your appraisal.
3. Give your comments and/or attach any documents
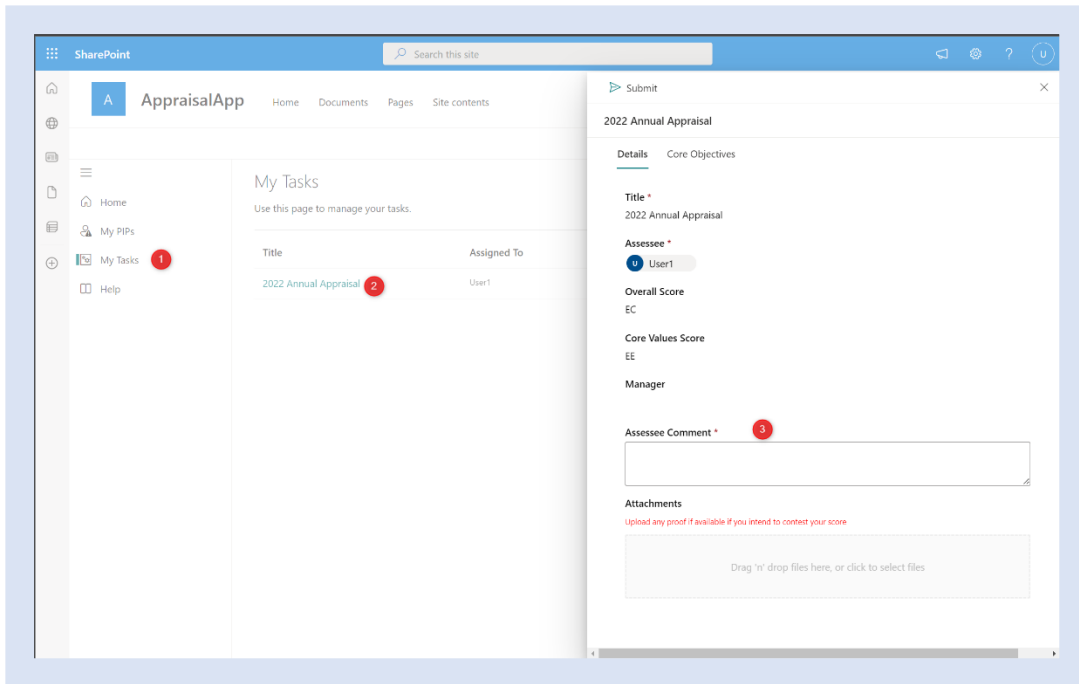
2.1.4   Appraisers give their comments

Appraisers are then given an opportunity to comment on the review and react to any comments that was given by the Appraisee.

1. Navigate to **My Tasks**

2. Click on the appraisal.
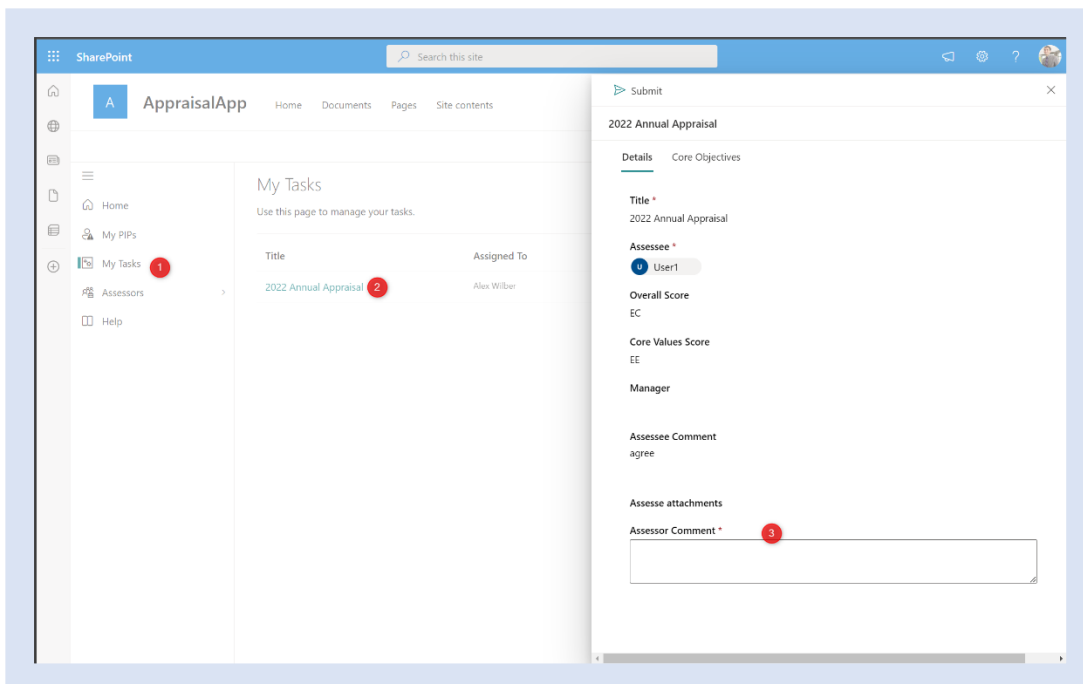
2.1.5 A manager adds their comments

If another person was chosen as a manager (senior supervisor), they get the opportunity to add their comments.

2.1.6 Appraisal completes

HR can add their comments if the appraisal process was set up that way. HR can view all completed appraisals and they get the opportunity to

- Start a PIP (Performance Improvement Plan) in cases where the individual needs improvement.

- Adjust the scores when there is the need to.

2.2 Promotion/Probation Review

Promotion/Probation review appraisal process used by SPPAS can be summarized by the diagram below:
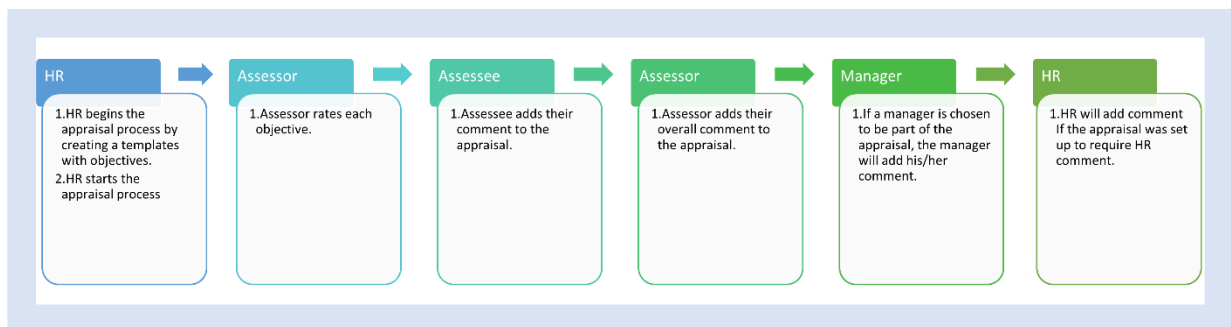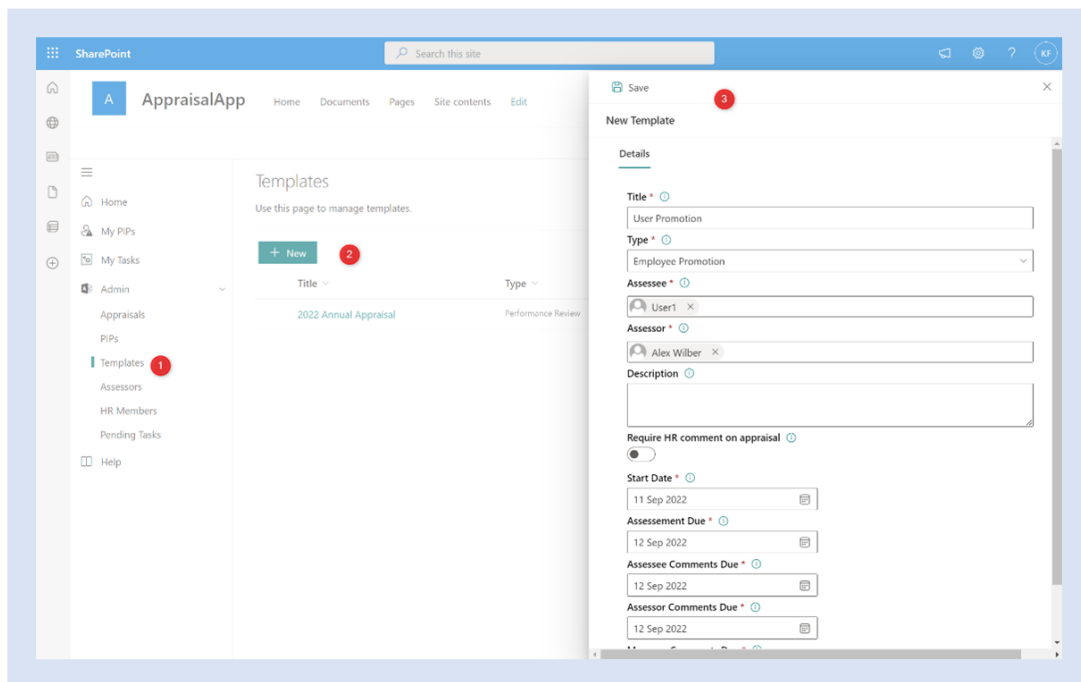
1. HR sets timelines and objectives for staff to be assessed on. To do this, they create an appraisal template.

2. HR starts the appraisal process when the template is ready.

3. Appraisers rate each objective and calculate a final score using SPPAS.

4. Appraisees have the opportunity to add their own comments to the appraisal, including any disputes or evidence they wish to provide.

5. Appraisers provide final comments and can respond to any comments made by Appraisees.

6. If a manager is involved in the appraisal process, they will add their own comment.

7. HR may also add a comment if required by the appraisal process.

2.2.1 HR creates a template
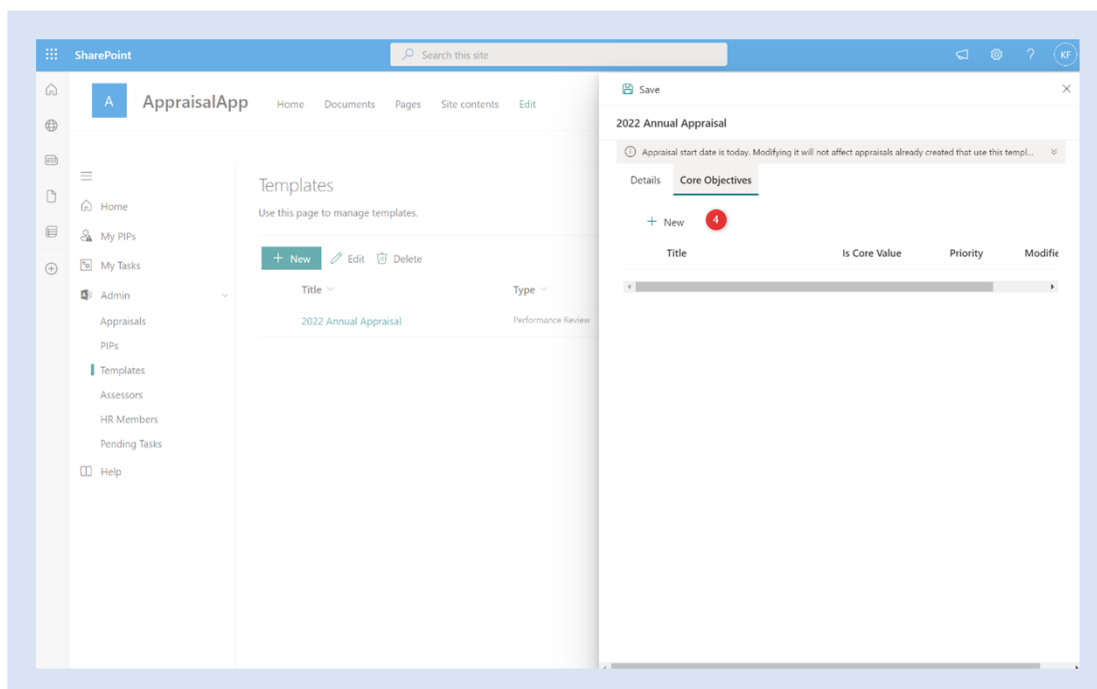
HR starts the appraisal process by creating a template.
- Specify the name of the template.
- Select the appraisal type as Promotion or Probation Review
- Select the Appraisee and Appraiser
- Select the appraisal start date.

Click **Save**

From the Objective tabs, add objectives.

2.2.2   HR starts the appraisal process

HR will start the appraisal process. Appraiser and Appraisee will be notified that the process has started.
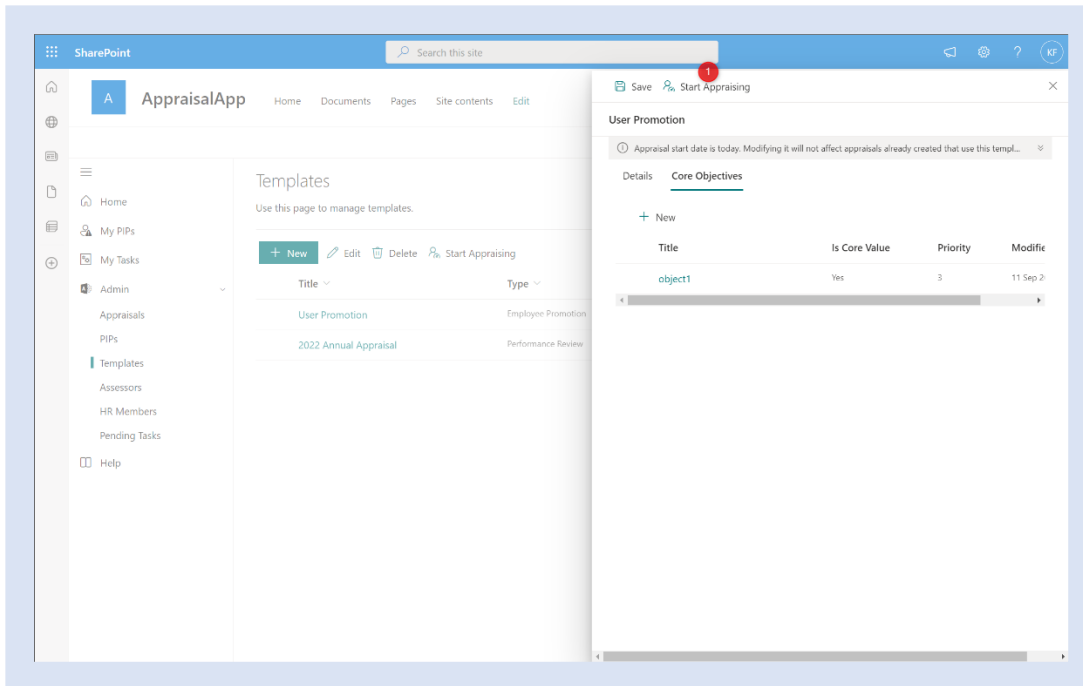
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Appraisers will then score each objective, both core values objective and key business area objectives.

From Team Appraisals menu, select the appraisal you want to score.
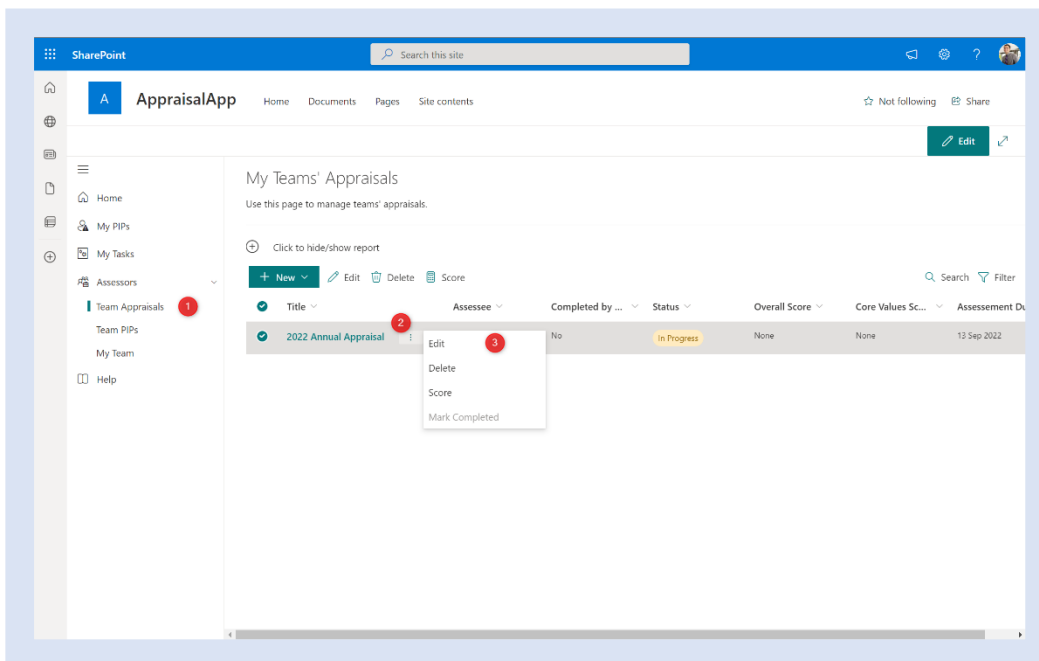

From the objective tabs, edit each objective.
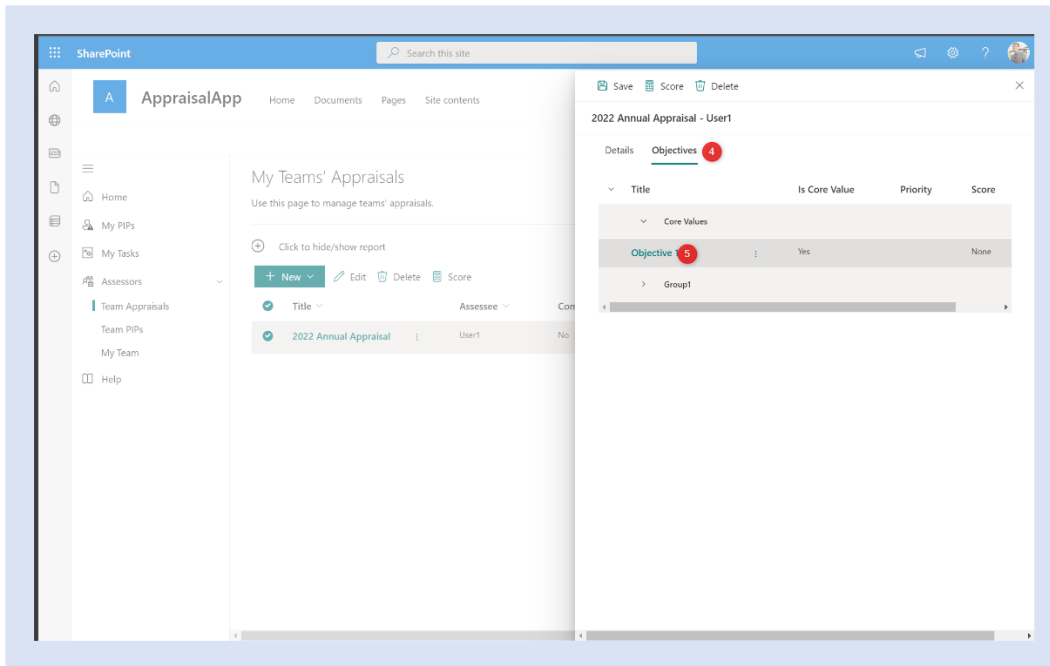
Indicate the scores and provide comments where required.
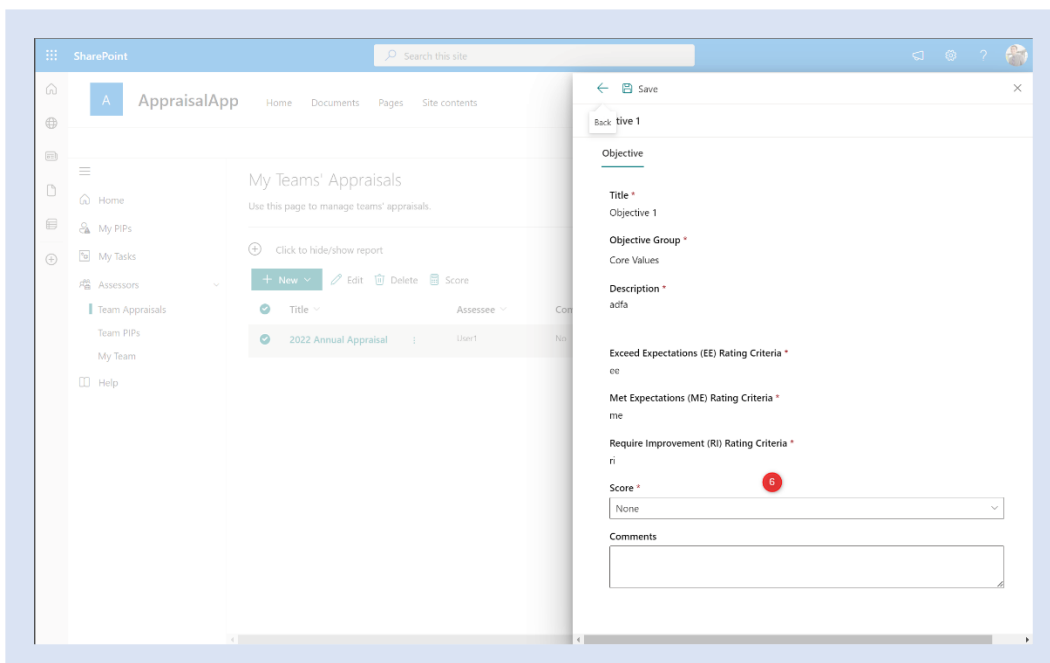
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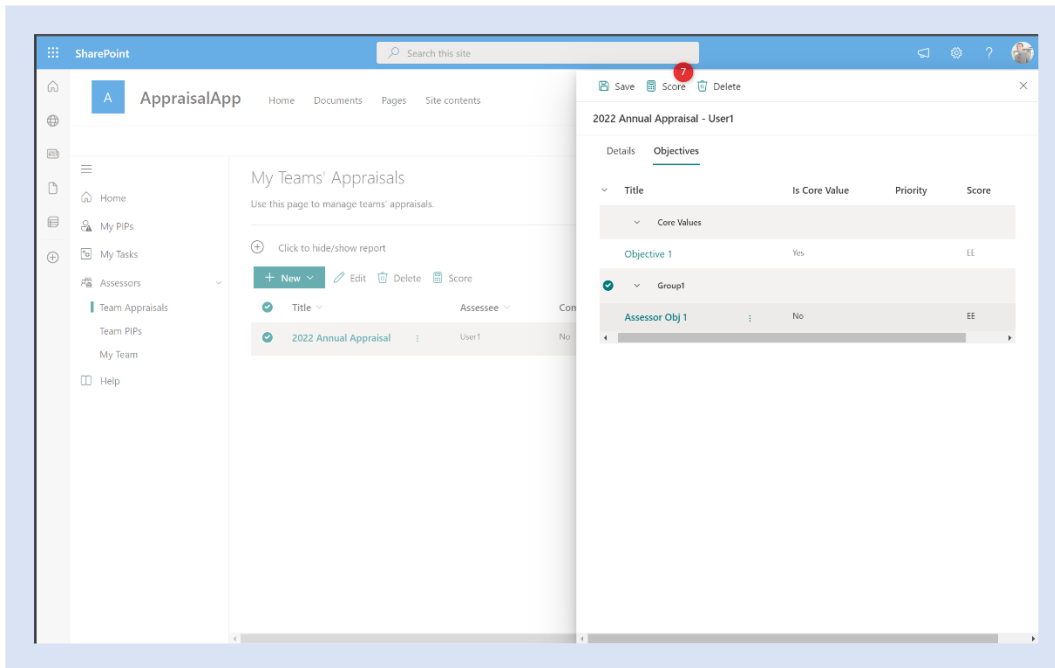
Then click **Mark as complete**.
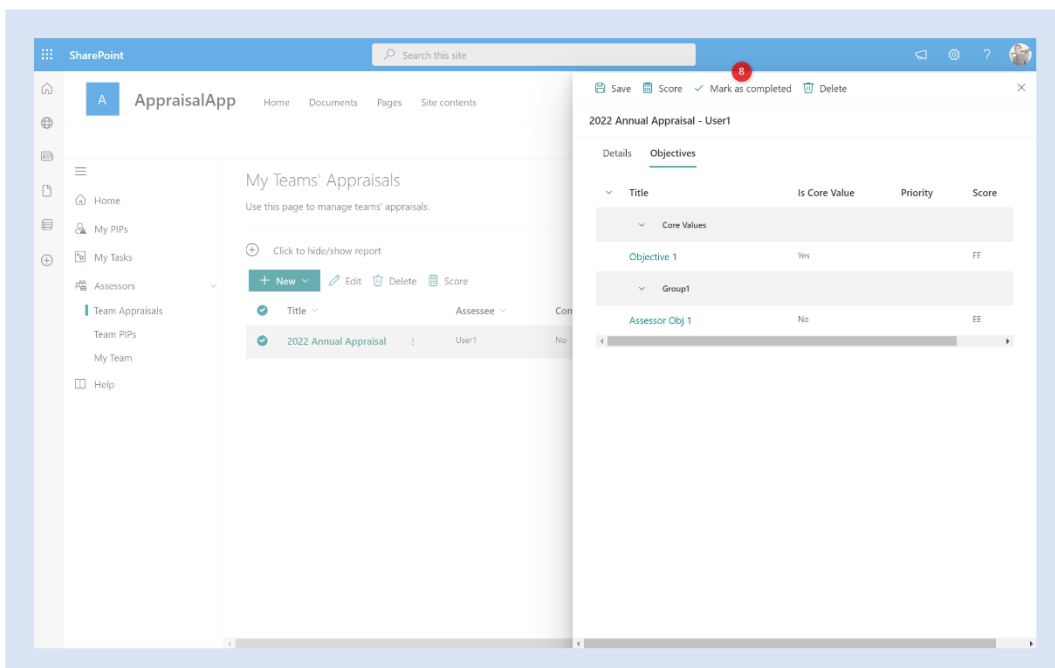
2.2.4 Appraisee adds their comments

Appraisees (person being reviewed/appraised) will get a task. From the task, they can add their comments regarding the review. Assesses can dispute their score and attach any evidence.

4. Navigate to **My Tasks**
5. Click on your appraisal.
6. Give your comments and/or attach any documents
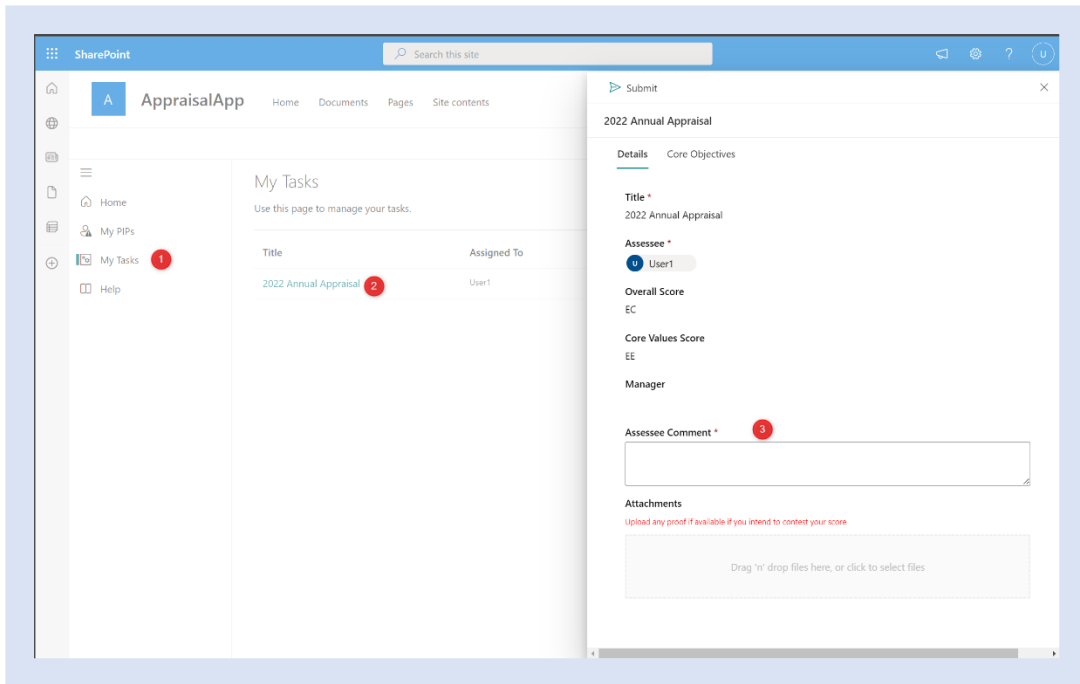
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Appraisers are then given an opportunity to comment on the review and react to any comments that was given by the Appraisee.

3. Navigate to **My Tasks**

4. Click on the appraisal.
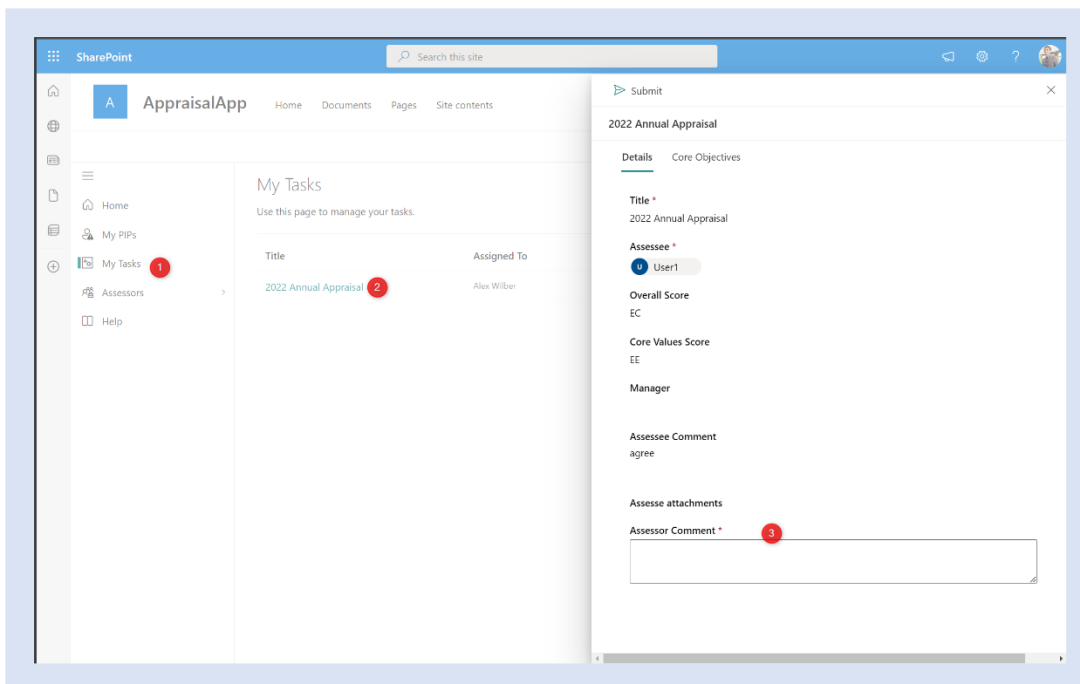
2.2.6 A manager adds their comments

If another person was chosen as a manager (senior supervisor), they get the opportunity to add their comments.

2.2.7 Appraisal completes

HR can add their comments if the appraisal process was set up that way. HR can view all completed appraisals and they get the opportunity to

- Start a PIP (Performance Improvement Plan) in cases where the individual needs improvement.

- Adjust the scores when there is the need to.

Section 3

For HR members

This section provides a guide for users who will be members of the HR team on how to use SPPAS.

It will cover topics such as adding HR members to the system, creating templates for performance and promotion/probation appraisals, adding appraisers to the Assessor list, and managing assessments in the system.

3.1 Overview

In SPPAS, the HR (Human Resources) team is responsible for managing the appraisal process. They are part of a SharePoint group called HR and their responsibilities include:

- Creating a template to initiate the review process, setting the start and end dates, and identifying the core values on which staff will be assessed.

- Adding appraisers to the system.

- Starting Performance Improvement Plans as needed.

- Exercising overall control over assessments in the system and reassigning tasks when necessary.

3.2 Site collection administrator adds the first HR member

To add HR members to SPPAS, the site collection administrator who installed the software must add the first HR member. Once the first HR member has been added, subsequent HR members can be added by the existing HR members.

Follow these steps to add an HR member:

1   From the Admin menu, select **HR Members**
2   Click on the **New** button
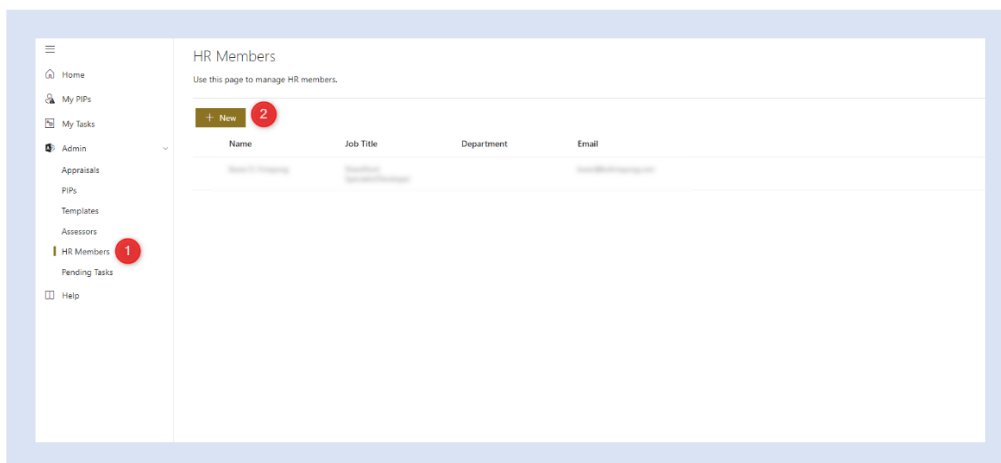
Figure2.2.1 Adding HR members

3   Fill the form

4   Click **Save**

3.3   Appraisers Management

Appraisers are responsible for conducting assessments in the SPPAS system. In order for them to perform their role, HR must add them to the *Appraiser* list. An appraiser is anyone who will be reviewing or appraising another person's performance.

3.3.1   Adding Appraisers

Follow these steps to add appraisers:

1.   Navigate to your Appraisal page and select "**Admin**" > "**Appraisers**".
2.   Click "**New**" from the command bar at the top.
3.   In the dialog form, enter the name of the appraiser you wish to add.
4.   Click "**Save**" to add the appraiser to the system.
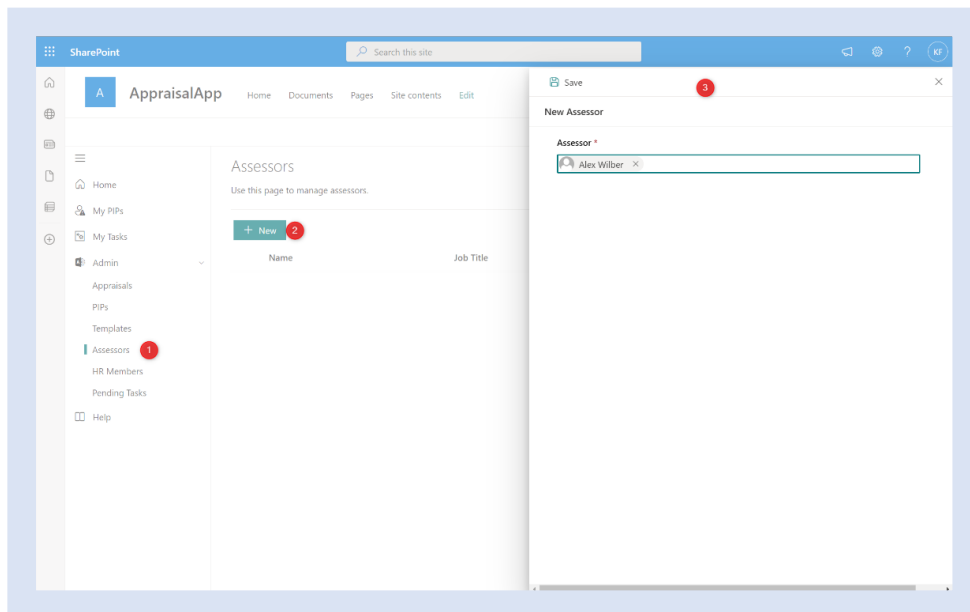
Figure 3.3.1 Adding Appraisers form

3.3.2   Delete an Appraiser

Follow these steps to delete an appraiser:

1.   On your Appraisal page, go to **Admin** > **Appraisers**.
2.   Select the appraiser that you want to delete.
3.   On the command bar along the top, select **Delete**

Note: If you don't see **Dele**te on your command bar, select the ellipsis icon ⋮ (**More**) and then select **Delete**.

3.3.3   Manage Appraisers Team Members

HR can view and delete appraisees that an appraiser has added as a team member.

1.   On your Appraisal page, go to **Admin** > **Appraisers**.
2.   Select the appraiser that you want to view the team members.

3. Select the ellipsis icon ⋮ (**More**) and then select **View Team Members**.
4. To delete a team member, Select the ellipsis icon ⋮ (**More**) on the team member then select **Delete.**
5. Confirm to delete the team member.

3.4 Performance Review
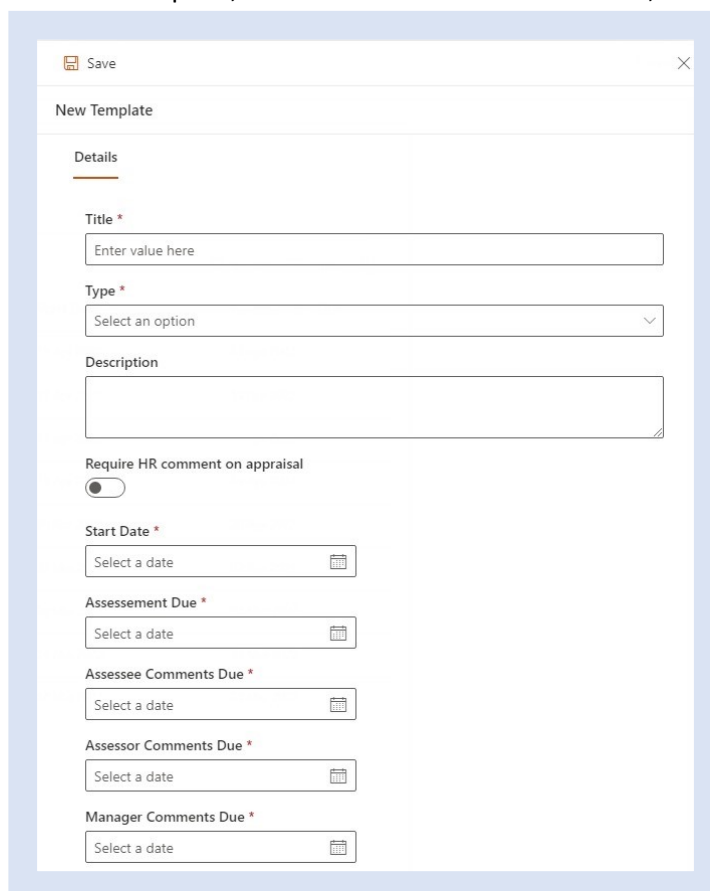
An appraisal template is a collection of performance objectives and settings that can be reused for multiple performance review periods. In other words, it serves as a starting point for a new performance review. With SPPAS, you can create an appraisal template that can be used to create appraisals for multiple employees.

Creating an appraisal template is the first step in starting a performance review in SPPAS. Once the template has been created, it can be used to assess the performance of individual employees. This makes the process of creating appraisals quicker and easier, as the basic framework has already been established.

3.4.1 Create a template

Follow these steps to create a template:

1. Navigate to **Admin** > **Templates**, and select **New**.
2. In the **Details** pane, fill in the basic review information, and then select **Save**.
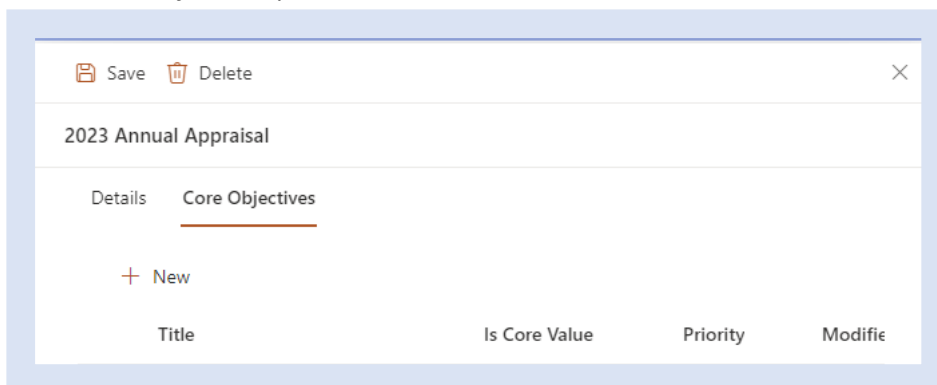
- o **Title** Fill in the title of the review.
- o **Type** Choose the type of appraisal. For Promotion and Probation, you will be required to enter the Appraiser & Appraisee.

- - **Description** Fill in the description for the review.
  - Indicate if HR should be part of the appraisal process. Choose **Require HR to comment on appraisal** if you want to do that.
  - **Start Date** Choose when the appraisal should be made available to Appraisers to start appraising their team members.
  - **Assessment Due** Choose when Appraisers are to finish the initial assessment.
  - **Appraisee Comments Due** Choose the due date by which Appraisees are to respond with their comment.
  - **Appraiser Comments Due** Choose the due date by which Appraisers are to comments on the appraisal after the Appraiser has commented.
  - **Managers Comments Due** Choose the due date by which Managers are to comment on the appraisal.
  - **HR Comments Due** If you selected that HR is required to comments, choose the due date by which HR should have commented on the appraisal.
3. In the **Core Objectives** pane, add the core value objectives that you want employees to be assessed on. This will be global objectives that will be part of all appraisals using this template.

3.4.2 Add core value objectives
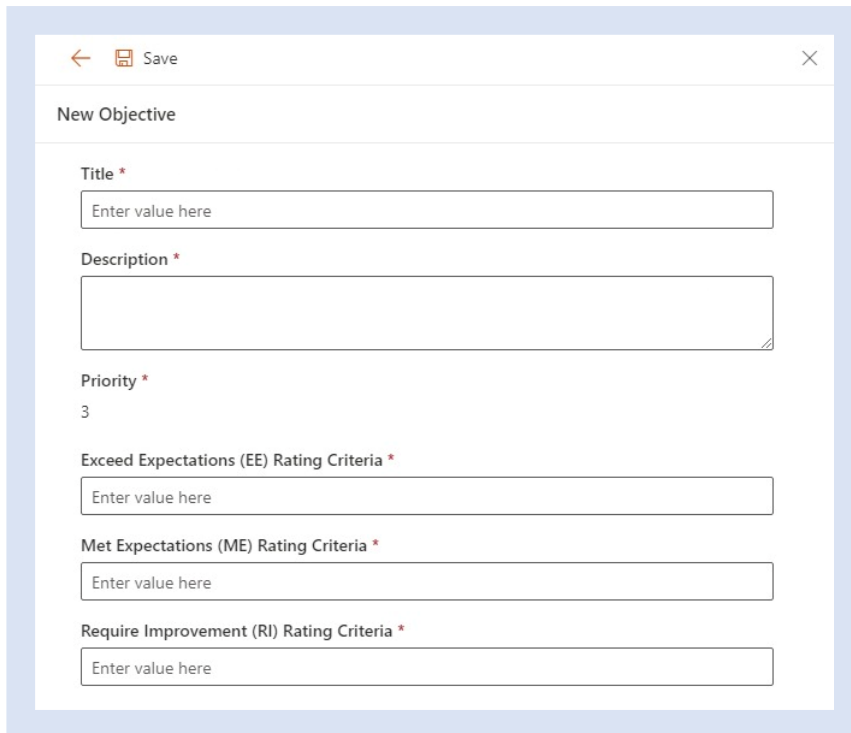
Follow these steps to add core value objectives:

1. In the **Core Objectives** pane, select **New**.

2. In the dialog form that will open, fill in the details.

- o **Title** Fill in the title of the core value objective.
- o **Description** Fill in the description for the of the core value objective.
- o **Exceed Expectations (EE) Rating Criteria** Fill in what constitutes an EE
- o **Met Expectations (ME) Rating Criteria** Fill in what constitutes an ME
- o **Require Improvement (RI) Rating Criteria** Fill in what constitutes an RI

3. Click on **Save** to add the core value object.

Follow the above steps to add more core value objectives

3.5 Promotion/Probation Review

HR initiates the promotion/probation appraisal process by creating a template. Unlike the performance review, the appraisers do not add any key business results objectives. Instead, the appraisers evaluate the appraisee solely based on the objectives that were defined by HR in the template.

In the promotion/probation appraisal process, HR sets the core values and objectives that the appraisee will be assessed on. The appraisers use this information to evaluate the appraisee's performance and provide a score. The focus of the promotion/probation appraisal process is to determine whether the appraisee meets the criteria for promotion or whether probationary employment should be continued.

Follow these steps to start the appraisal process:

1. Navigate to **Admin** > **Templates**, and select **New**.
2. Specify the name of the template
3. Select the appraisal type as Promotion or Probation Review
4. Select the Appraisee and Appraisers
5. Select the appraisal start date.

Click **Save**
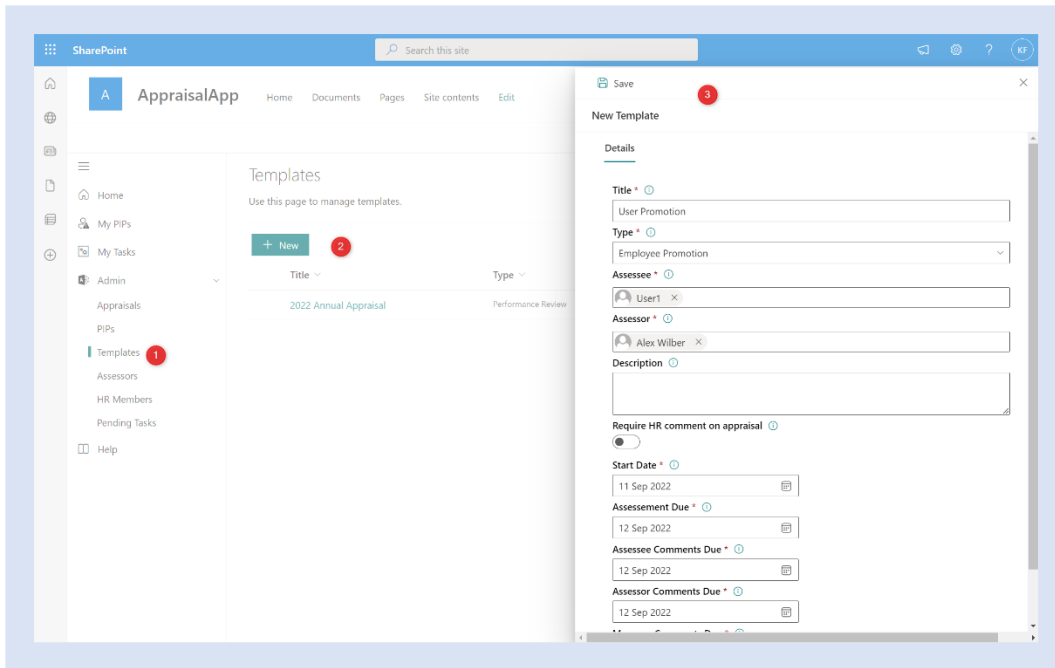
From the Objective tabs, add objectives.
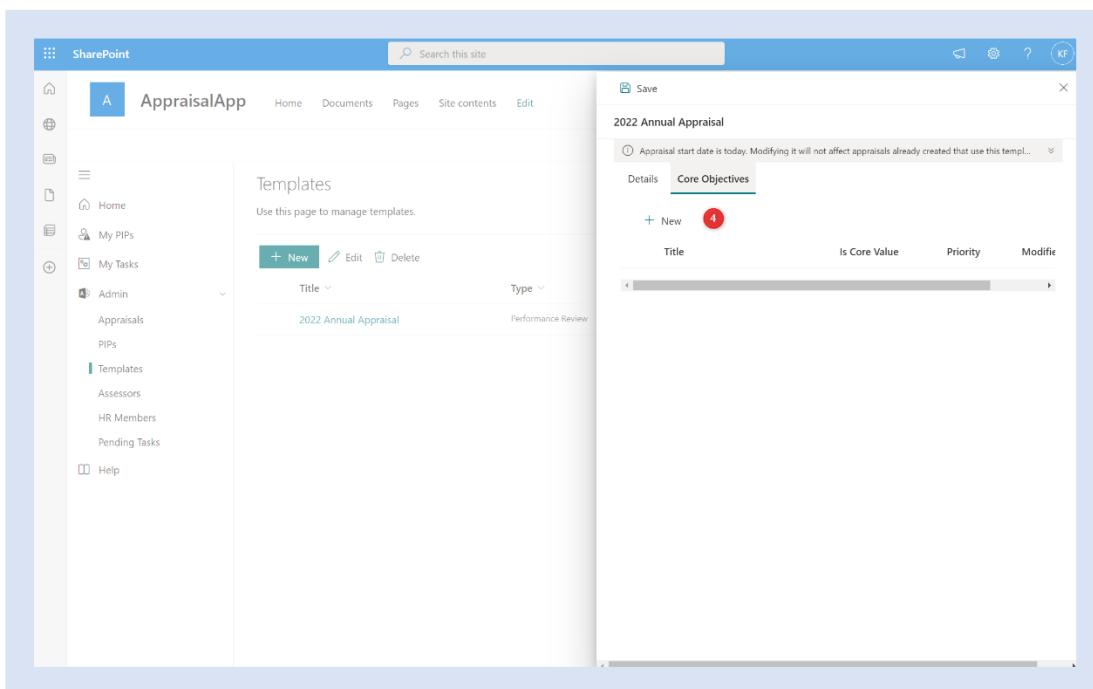
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HR will start the appraisal process. Appraiser and Appraisee will be notified that the process has started.
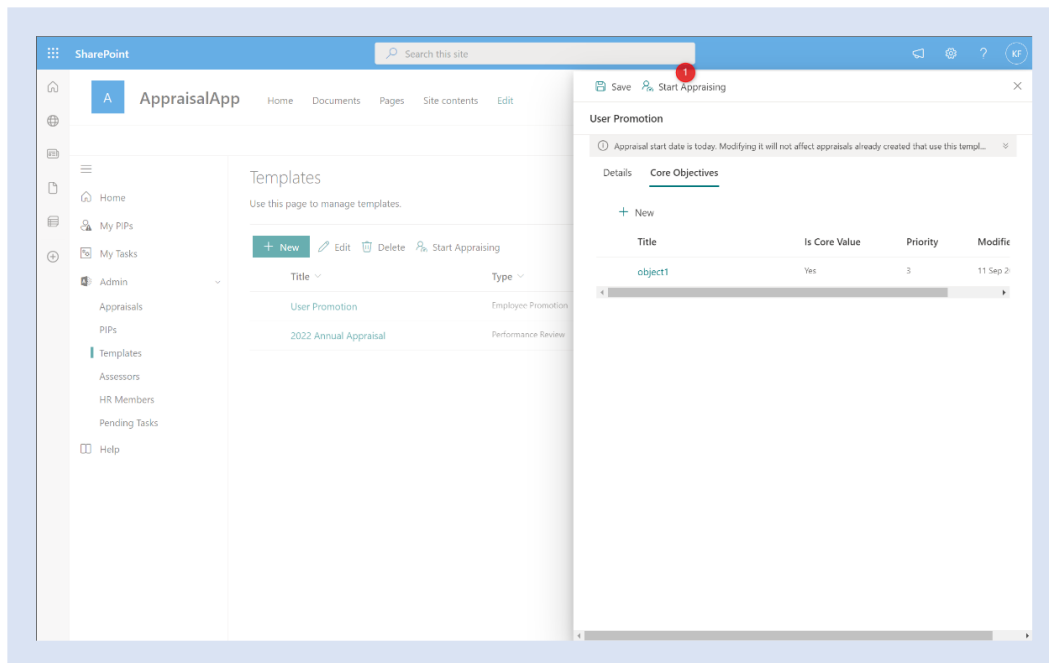
3.6   Appraisals Management

The Appraisals page in SPPAS displays all of the appraisals that have been created within your tenant. When appraisers create appraisals for their team members, these appraisals will appear on the Appraisals page.

From the Appraisals page, HR members can view and manage appraisals that are currently in progress, as well as completed appraisals. The page provides an overview of each appraisal, including the appraisee's name, appraisal type, due date, and status.

HR members can use the Appraisals page to track the progress of appraisals, assign tasks to appraisers, and monitor the status of appraisals that are in review.

The Appraisals page can be accessed by going to **Admin** > **Appraisals**.
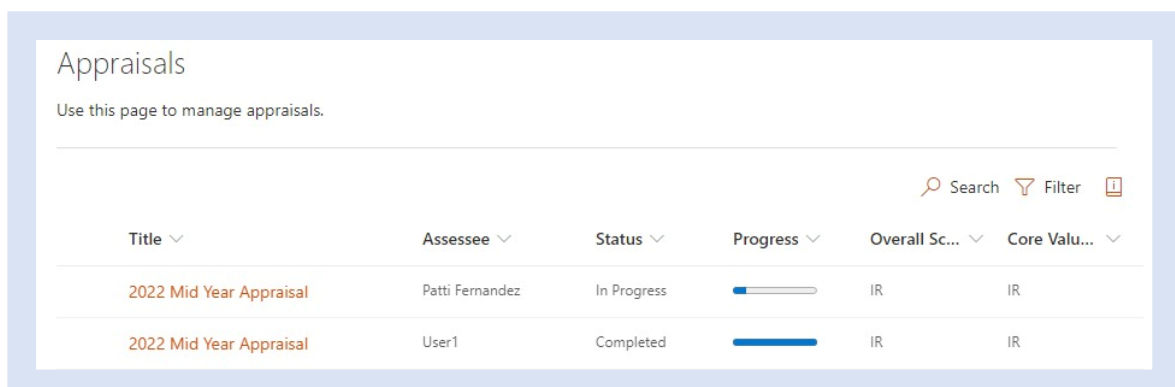
As a HR, you can perform the following actions at the appraisal page:

- Start a PIP process
- Print an appraisal
- Delete an appraisal

- [Change appraisal score](#)

When you navigate to the Appraisals page in SPPAS, you will see the main menu located in the top left corner of the page. This menu provides various options for searching, filtering, and accessing help documentation for the Appraisals page.
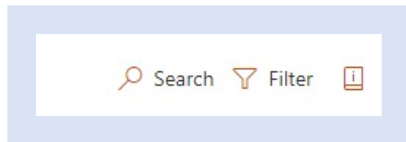
To search for a specific appraisal, simply enter keywords or phrases in the search bar located within the main menu. You can also use the filters in the main menu to narrow down the list of appraisals based on various criteria, such as appraisal type, due date, or status

Once you select an appraisal from the list, the menu at the top left of the page will display a set of actions that can be performed on that specific appraisal. These actions may include editing the appraisal details, adding or removing appraisers, or adding comments to the appraisal.
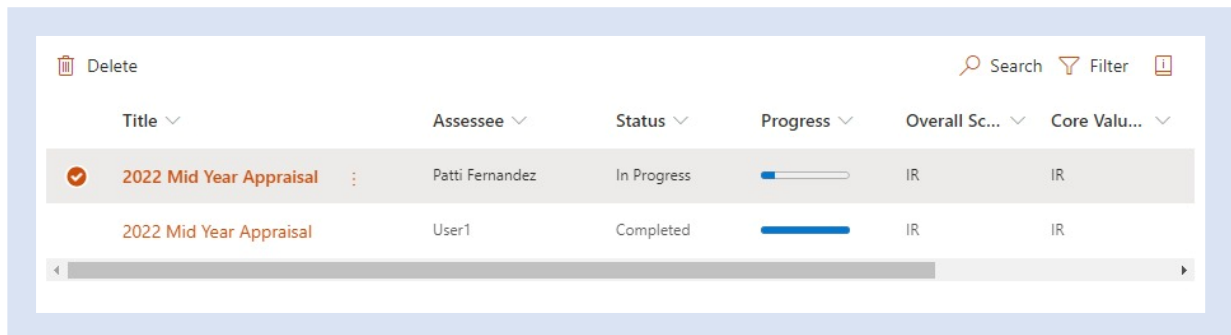
You can see similar actions and additional actions by clicking the ellipses ⋮ next to the file name.
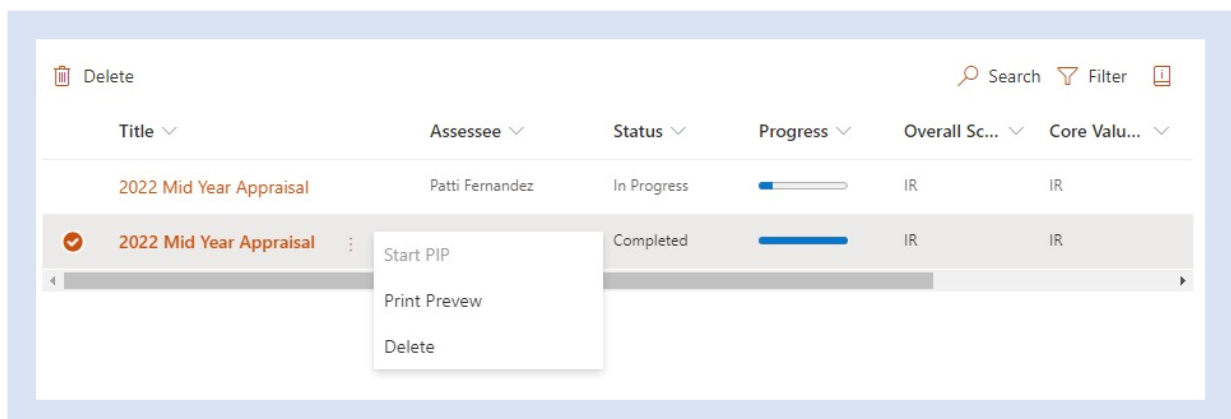
3.6.1   Start a PIP Process

If an employee is not meeting performance expectations, a Performance Improvement Plan (PIP) may be initiated to provide them with an opportunity to improve their performance. To start a PIP rocies, select the ellipsis icon and then select **Start PIP.**

Go [here](#) learn how to manage PIP process.

3.6.2   Print an Appraisal

Follow these steps to print an appraisal:

1. Select the template that you want to print.

2. On the command bar along the top, select **Print**.
    *   **Note:** If you don't see **Print** on your command bar, select the ellipsis
        icon ⋮ (**More**) and then select **Print**
3. A dialog form shows with a preview. Select **Print** to print the appraisal.

3.6.3   Delete Appraisals

Follow these steps to delete an appraisal:

1. Select the appraisal that you want to delete.

2. On the command bar along the top, select **Delete**.
    *   **Note:** If you don't see **Delete** on your command bar, select the ellipsis
        icon ⋮ (**More**) and then select **Delete**
3. Confirm that you want to delete by clicking the **OK** button.

3.6.4   Change Appraisal Score

HR members have the capability to change the scores for an appraisal.

Follow these steps to change an appraisal score:

1. Select the template that you want to change the score.

2. On the command bar along the top, select **Change Score**.
   - **Note:** If you don't see **Change Score** on your command bar, select the ellipsis icon ⋮ (**More**) and then select **Change Score**
3. Update the score for the objectives
4. Click **Save & Update Score**.

3.7   Performance Improvement Programme (PIP) Management

When an employee's performance is deemed poor at the end of a review period, HR can start a Performance Improvement Plan (PIP) in SPPAS. The PIP is designed to provide an employee with performance deficiencies the opportunity to improve. The plan should be a short-term, corrective measure to ensure employees are performing at their best at all times.

Below is the PIP lifecycle within SPPAS.

1. To initiate a PIP, HR sets the start and end dates of the plan, and adds specific improvement objectives/targets.
2. The appraiser may also add additional improvement objectives/targets.
3. The PIP lifecycle within SPPAS involves the HR, appraiser, and appraisee updating each objective/target by adding commentary on actions being taken.
4. At the end of the PIP process, the appraiser will indicate whether the plan was successful in helping the employee improve their performance deficiencies or not.

3.7.1   Start PIP
Follow these steps to start a PIP process:

1. Navigate to **Admin** > **Appraisals**, and select the appraisal that you want to start the PIP process.

2. Select the ellipsis icon ⋮ (**More**) and then select **Start PIP** and in the dialog form that will open, fill in the details.
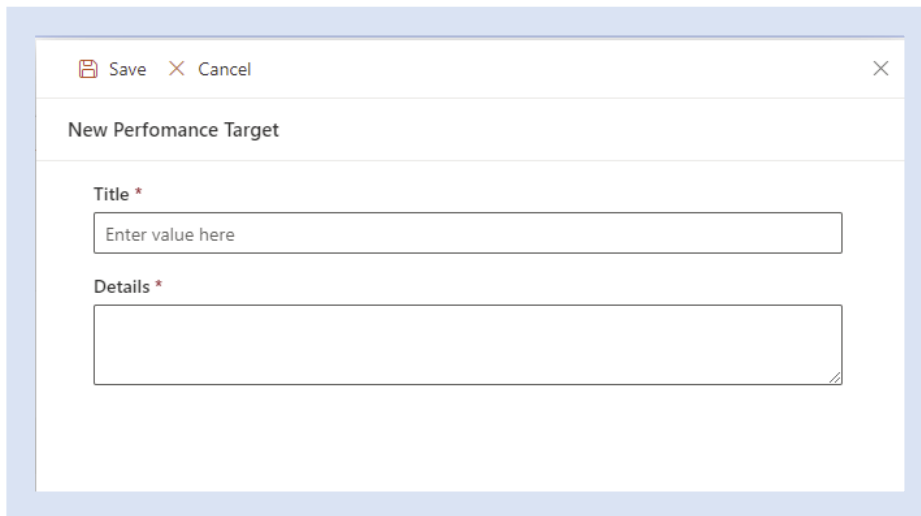
> ℹ️ You can select multiple appraisals to start a PIP process. If you start a PIP on a single appraisal, you will be redirected to the PIPs page for you to add performance targets. If you start for multiple appraisals, go to **Admin > PIPs** and add performance targets to the PIPs you created.

3.7.2   Add Performance Targets – HR
Follow these steps to add performance targets to a PIP process:

1. Navigate to **Admin** > **Appraisals**, and select the particular PIP.

2. Select the ellipsis icon ⋮ (**More**) and then select **Edit** to open the dialog form.

3. In the **Performance Targets** pane, select **New** and in the dialog form that will open, fill in the details.

a. **Title** Fill in the title of the performance target objective.
b. **Details** Give a description of what the performance target is to achieve.

4. Click on Save to add the performance target. Continue to add more performance target.

3.7.3 Add Performance Targets – Appraisers

Appraisers can add performance targets to a PIP by following these steps:

1. Navigate to **Appraisers** > **Team PIPs**, and select the particular PIP.
2. Click on the PIP to open the dialog form.
3. In the **Performance Targets** pane, select **New** and in the dialog form that will open, fill in the details.

a. **Title** Fill in the title of the performance target objective.
b. **Details** Give a description of what the performance target is to achieve.

4. Click on Save to add the performance target. Continue to add more performance target.

3.7.4 Commenting on Target

HR, Appraisers and Appraisees can comment on a performance target to indicate the work they are doing to achieve the target. To comment on a performance target

1. Navigate to **Admin > PIPS** and click to open the particular PIP.
2. Click the **Performance Targets** tab.

3. Click on the particular target you want to comment.
4. Enter your comment using the comment form, or click on **Reply** to reply to a comment.

3.7.5 Closing PIP

Appraisers are the only ones authorized to close PIPs. They are responsible for determining whether the Appraisee has passed or failed the PIP when closing it.

3.8 Tasks Management

Tasks are assigned to individuals as part of the appraisal process, which need to be completed within a specific timeframe.

An email notification will be sent to the assigned person for task completion. The action and information required to complete a workflow task depend on the individual's role in the appraisal process.

3.8.1 Complete a task

1. Locate the appropriate workflow task by going to **My Tasks**
2. Point to the title of the task that you want to complete and then click the title.
3. In the form that appears, type or select the information that is requested to complete the task.
4. Finally, click **OK**.

SPPAS

For Appraisers

This section offers a comprehensive guide to help appraisers use SPPAS effectively.

It will cover topics such as adding Appraisees to the system, creating templates for performance appraisals, scoring appraisals, working with PIPs and managing workflow tasks.

4.1   Overview

Appraisers are managers or supervisors who are responsible for evaluating the performance of other employees. To access the Appraiser functionality in SPPAS, HR must add you to the system as an Appraiser.

As an Appraiser, you will play a vital role in the appraisal process. You will be responsible for initiating the appraisal process and scoring the appraisal. The basic workflow of an Appraiser is summarized below:

1. Add your team members to the system
2. Create an appraisal template that includes the appropriate objectives and goals for your team members
3. Use the appraisal template to create individual appraisals for each team member and score their performance accordingly.

4.2   Team Management

As an Appraiser, you will be responsible for assessing the employees who are part of your team. Therefore, it's essential to add these individuals to the system as team members. You can also categorize them further to make it easier to appraise them based on their respective categories.
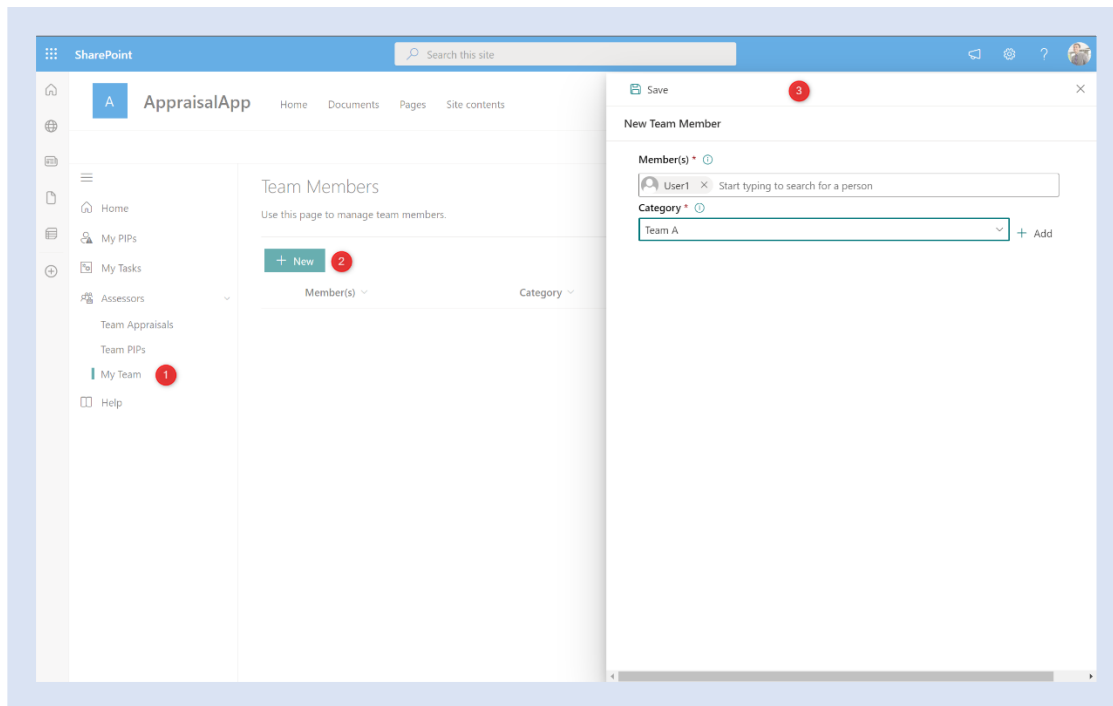
Follow these steps to add an appraisee:

1. On your Appraisal page, navigate to **Appraisers** > **My Team**.
2. Select **New** from the command bar along the top.
3. In the dialog form, fill in the name of the appraiser.
    1. **Member** Fill in the name of your team member
    2. **Category** Fill in the category. The category is a way to group your team members so you can assess them using different appraisal template.
4. Select **Save** to add the team member.

4.2.2   Delete an appraisee

Follow these steps to delete an appraisee:

1. On your Appraisal page, go to **Appraisers** > **My Team**.
2. Select the team member that you want to delete.
3. On the command bar along the top, select **Delete**
    - Note: If you don't see **Delete** to on your command bar, select the ellipsis icon ⋮ (More) and then select **Delete**.

4.3   Performance Review Management

As an Appraiser, you can initiate the appraisal process by creating a customized template based on a published appraisal by HR.

The benefit of this approach is that you can use the same template to assess all or some of your team members. Moreover, there is no limit on the number of templates you can create from a

published appraisal. If you have categorized your team members, you can create a separate template for each category.

Additionally, you can delegate a template to a team member to add key business objectives on your behalf.

4.3.1 Create a template

As an Appraiser, you can create your own appraisal template by using the one created by HR as a base and adding your own Key Business Area Objectives to it. This allows you to create multiple templates tailored to the specific needs of your team members.

1. Navigate to **Appraisers** > **Templates**, and select **New**.

   - From the dropdown, select the Appraisal you want to use.
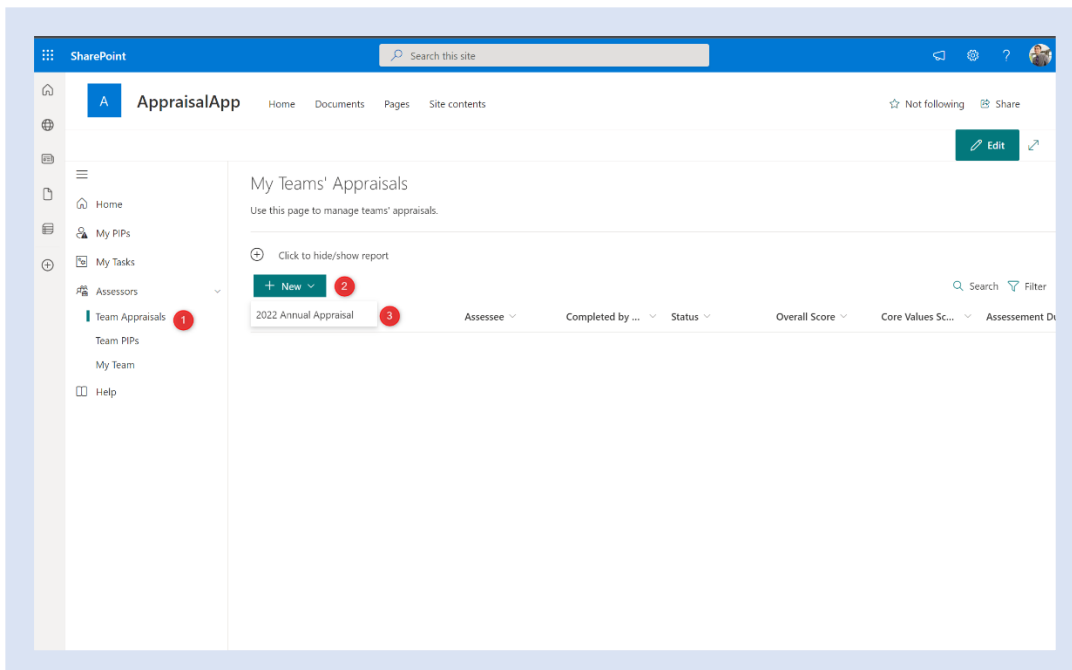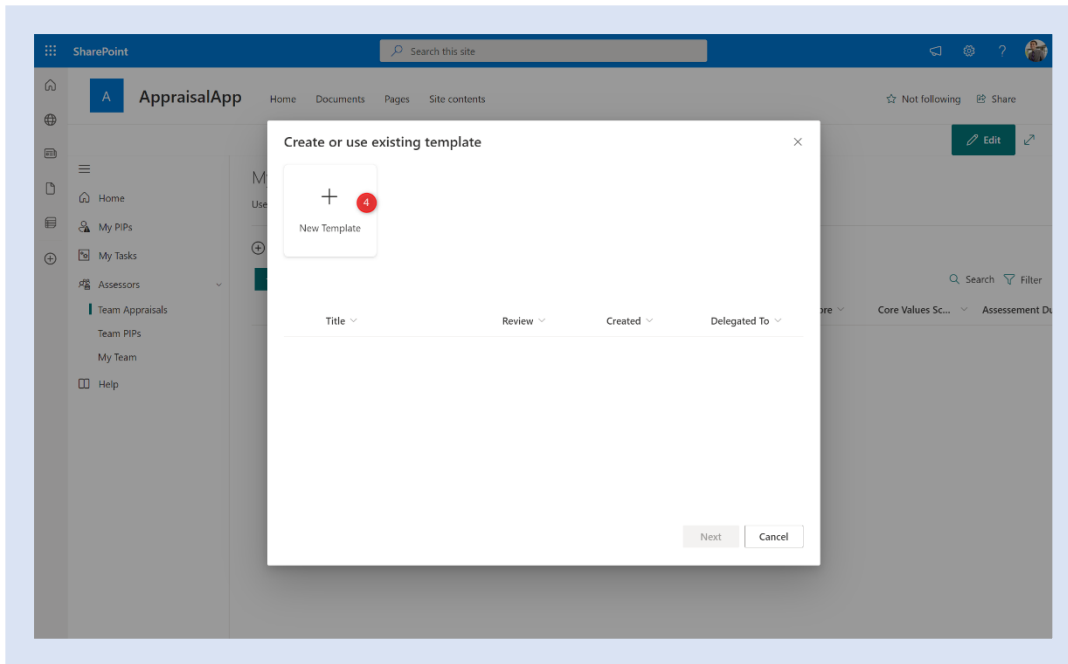
Fill in the **Title** and **Description** for your template
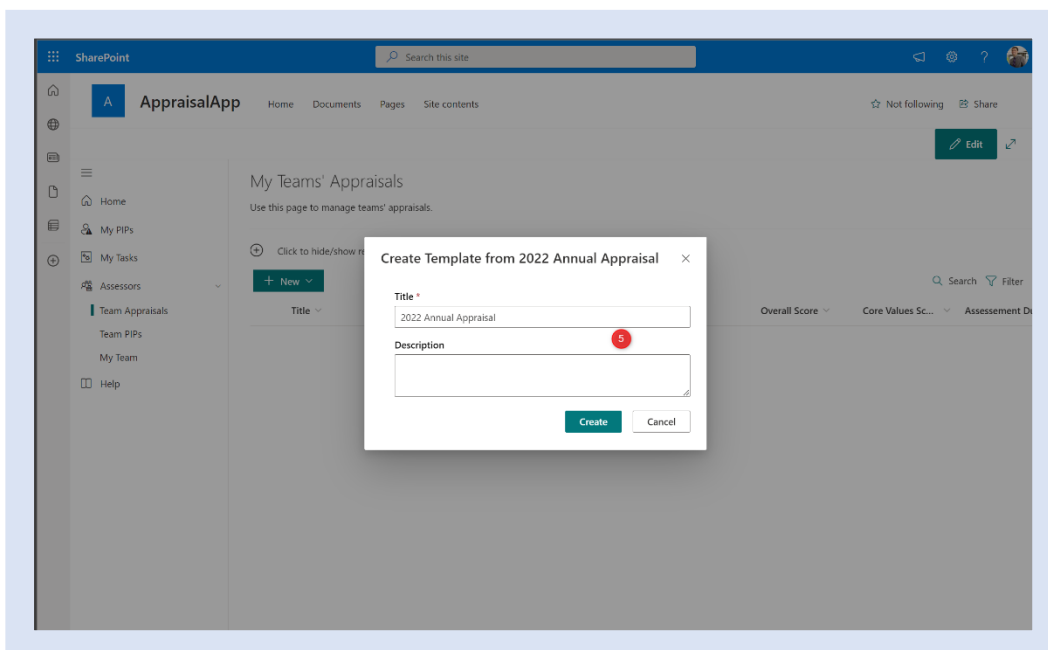
4.3.2   Add Key Business Result Objectives
Select **New Objective**.
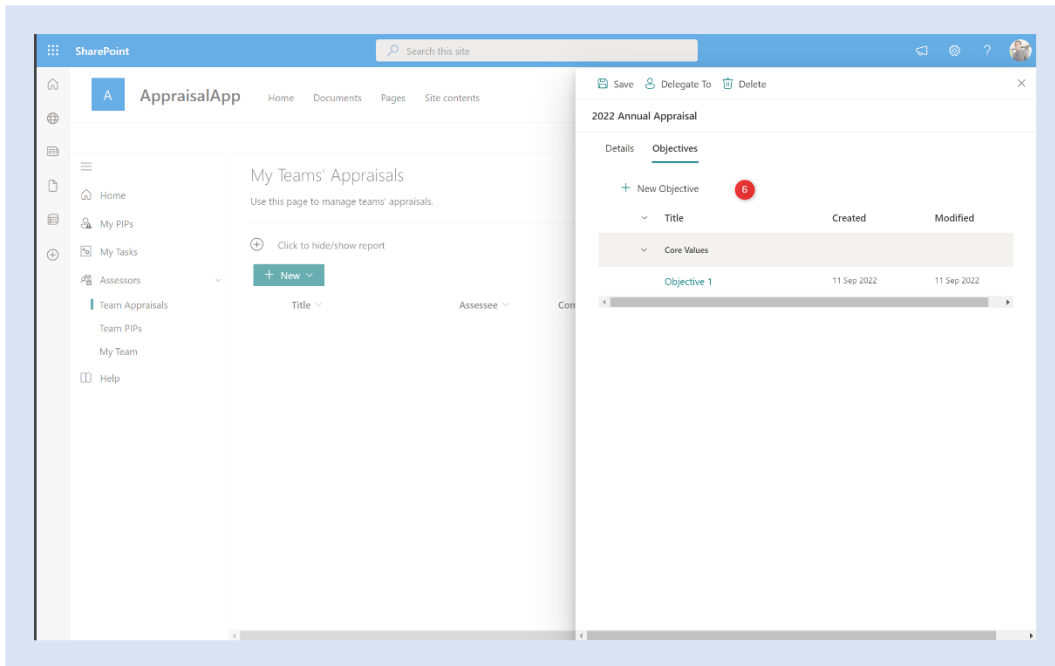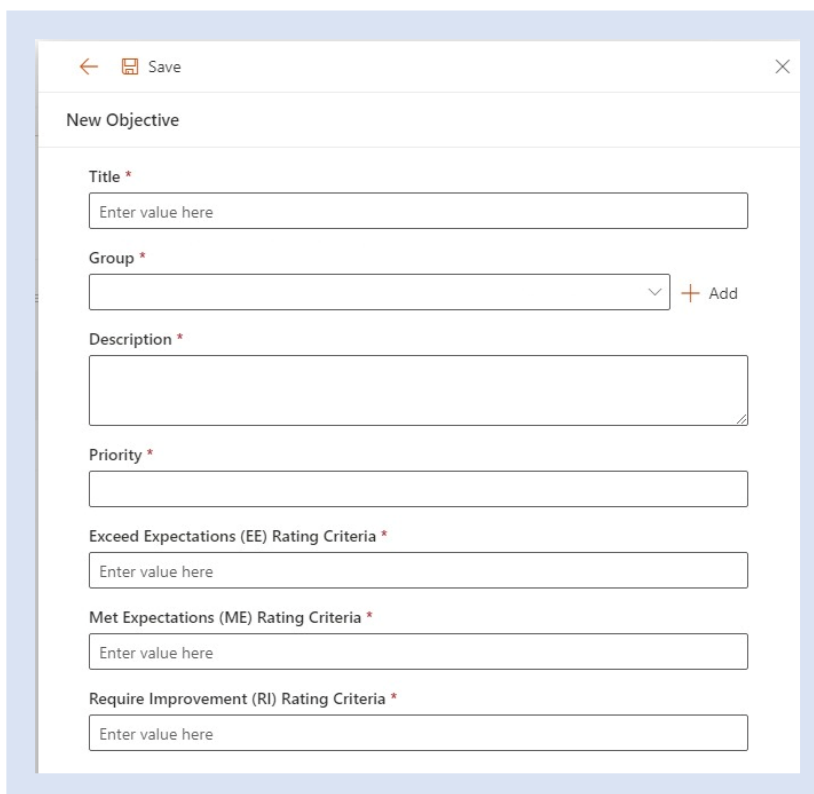
From the object dialog, fill in the details:

1.

- o **Title** Fill in the title of the core value objective.
- o **Group** Select the group this objective belongs to. If you have not created a group yet, click on **Add** to create a new group.
- o **Description** Fill in the description for the of the core value objective.
- o **Priority** Fill in the priority.
- o **Exceed Expectations (EE) Rating Criteria** Fill in what constitutes an EE

o **Met Expectations (ME) Rating Criteria** Fill in what constitutes an ME
o **Require Improvement (RI) Rating Criteria** Fill in what constitutes an RI

2. Click on **Save** to add the core value objective.

4.3.3   Create appraisals from a template

To create appraisals for your team using an already created template, navigate to the Team Appraisals. Select **New**, and from the dropdown, select the appraisal.
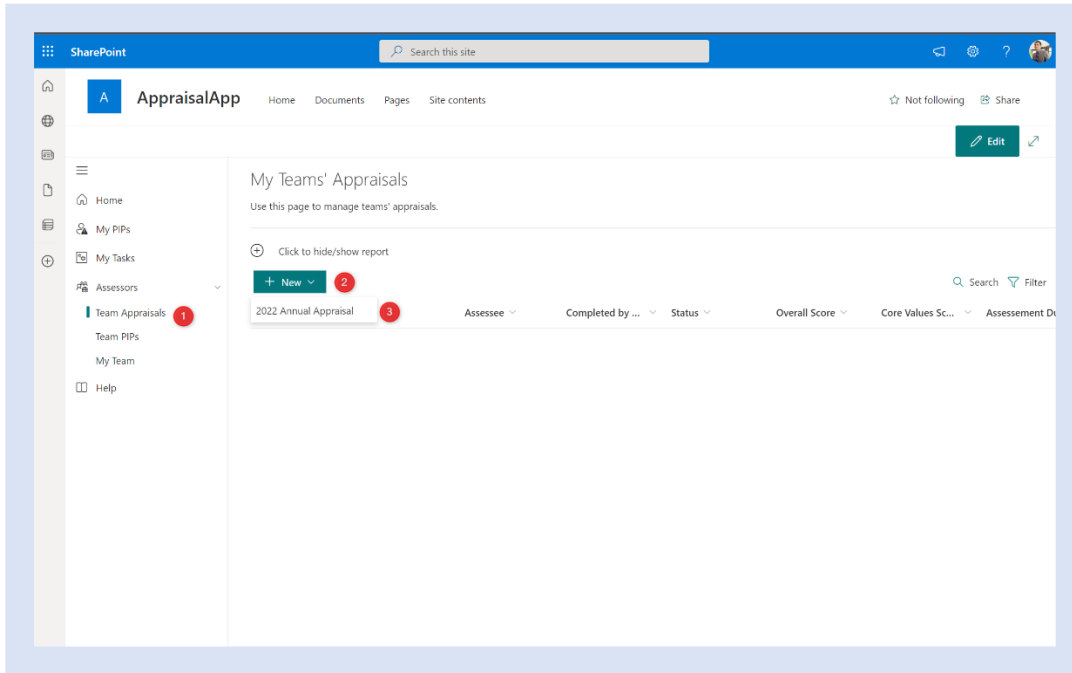
Click on the **Next** button.
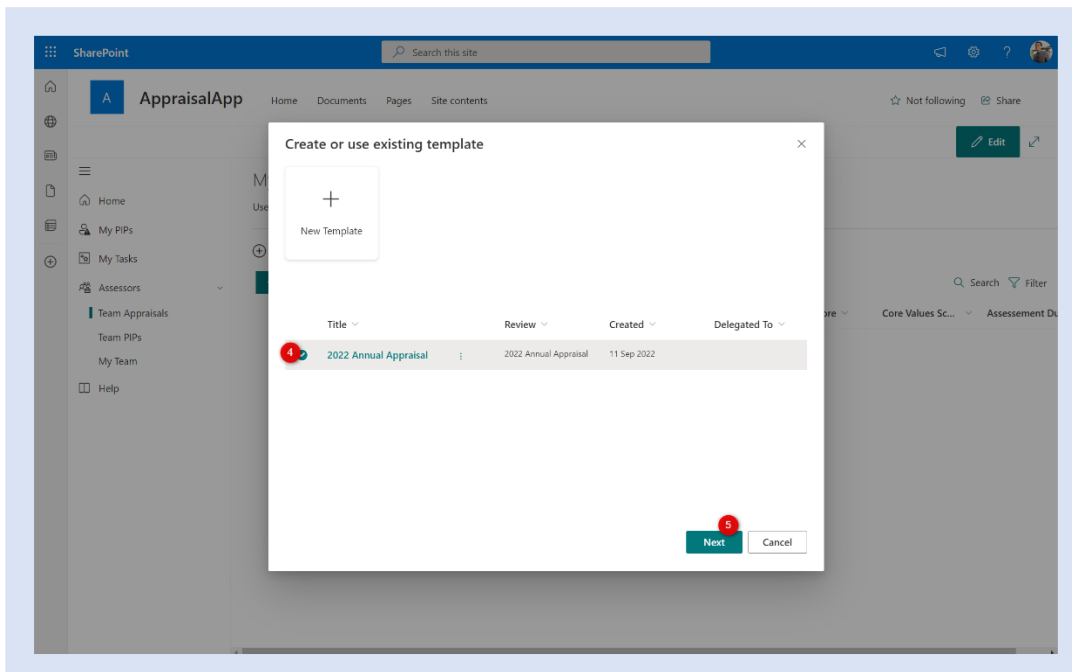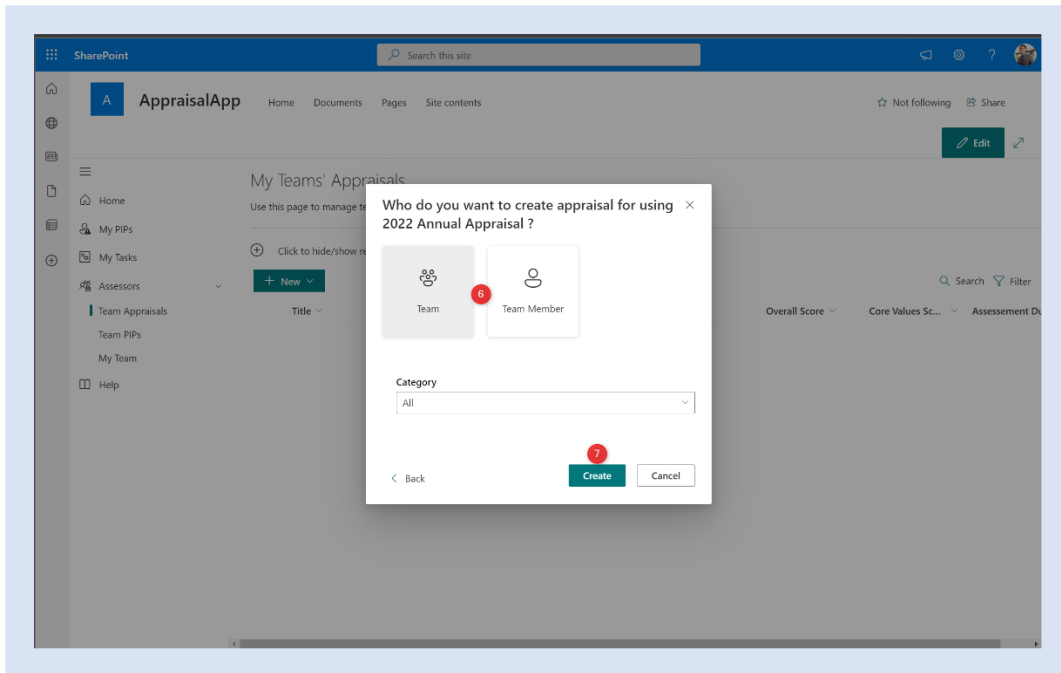
This will create the actual appraisals for your team members.

The appraisals can be found under **Appraisers > Team Appraisals.**

Alternatively, you can create appraisals using the **Create Appraisal** button from the template dialog.
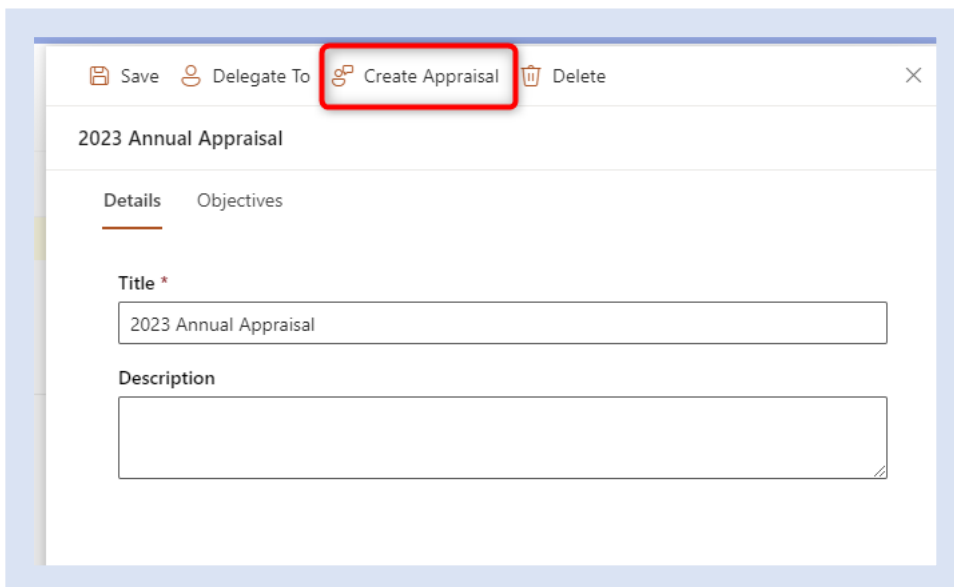
4.3.4   Score an Appraisal

Each objective in a template needs to be scored, then a final score will be calculated.

To score objectives:

1. Select the appraisal you want to add scores for each objective
2. On the command bar along the top, select **Edit**.

- **Note:** If you don't see **Edit** on your command bar, select the ellipsis icon ⋮ (**More**) and then select **Edit**.

3. Select the **Objectives** tab.
4. Click on each objective, and edit the objective information by selecting a score and adding comment where necessary.

When you finish scoring each objective, you can now score the appraisal. Click **Score** to calculate score.
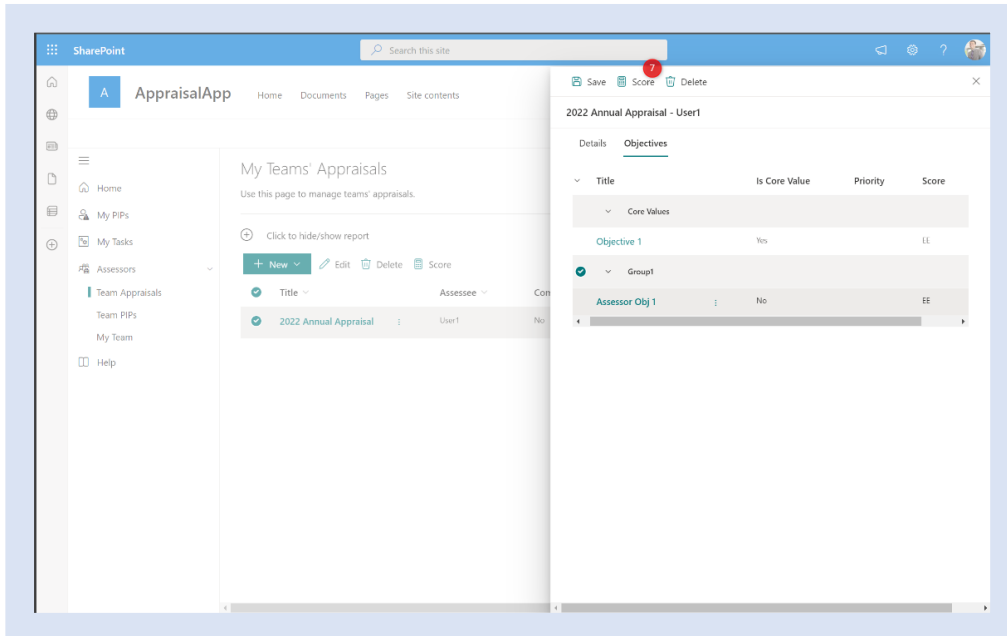
Alternatively, to score an appraisal:

1. Select the appraisal you want to score.
2. On the command bar along the top, select **Score**.

- **Note:** If you don't see **Score** on your command bar, select the ellipsis icon ⋮ (**More**) and then select **Score**.

The final score will be calculated and the appraisal will be updated with the score for core values and key business result.

4.3.4.1 Mark appraisal as complete

After scoring the appraisal, you will need to mark it as completed. Here are the steps to follow:

From the appraisee appraisal dialog, click "**Mark as Completed**"
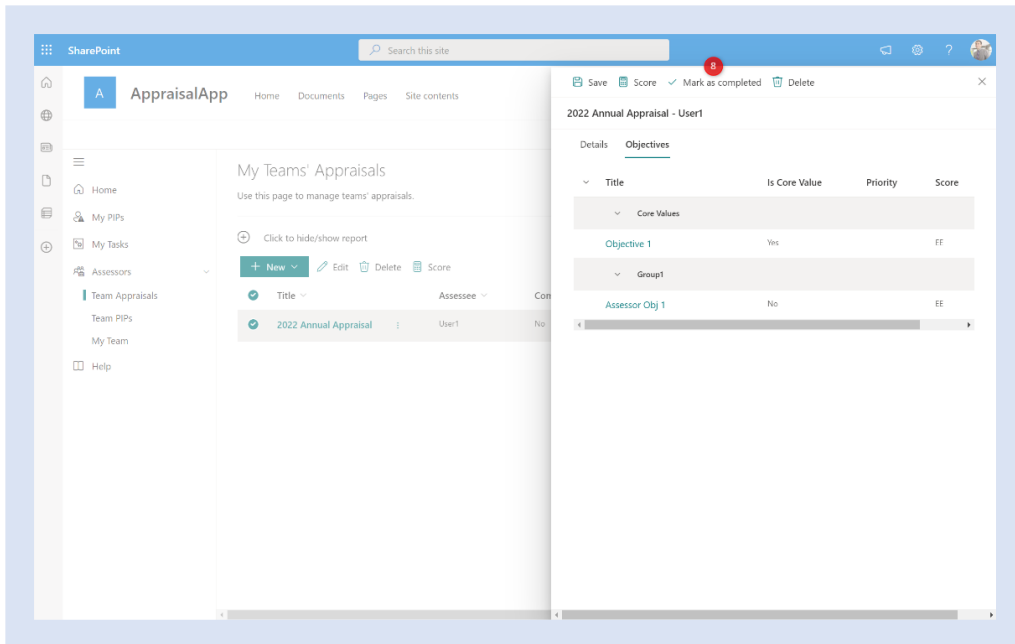
Alternatively,

1. Access the appraisal you just scored.
2. Review the scores you have given.
   - Ensure all comments and performance targets have been added.
3. Click on the "**Mark as Completed**" button.

Once marked as completed, the appraisal will be locked, and no further changes can be made.

4.3.5   Delegate a template

To delegate a template:

1. Open the template you want to delegate
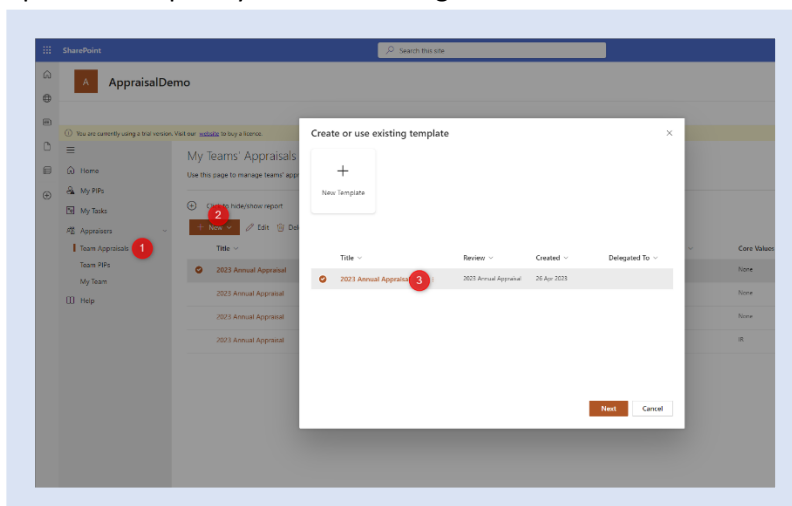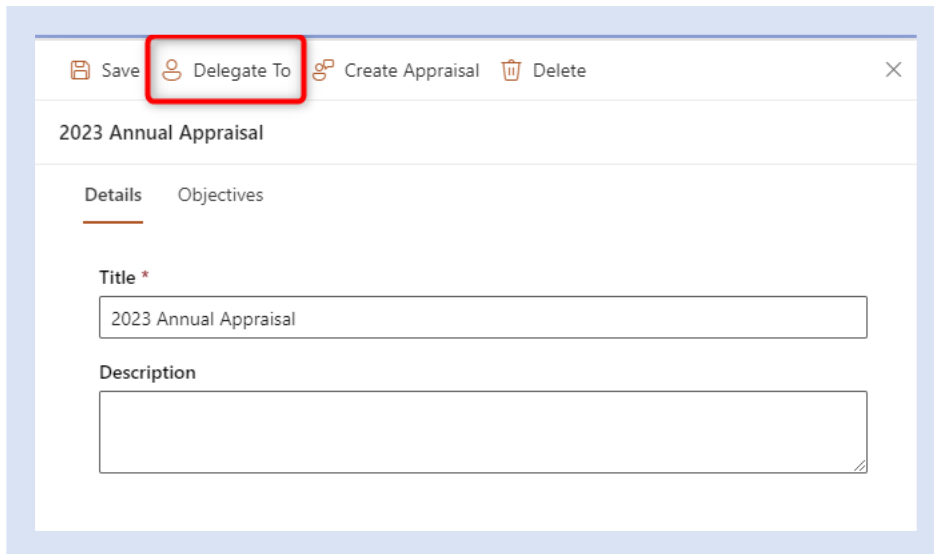
Go to Team Appraisal
Click New, Select Appraisal
From your template list, click on the template you want to delegate

2. Select **Delegate to**.

3. Choose a team member, then select **Delegate**.

4.4 Promotion/Probation Appraisal

HR initiates the promotion/probation appraisal process by creating a template. Unlike the performance review, the appraisers do not add any key business results objectives. Instead, the appraisers evaluate the appraisee solely based on the objectives that were defined by HR in the template.

To evaluate an appraisal,

1. Assess the appraisal from **Appraisers > Team Appraisals**
2. Select the appraisal you want to score.
3. On the command bar along the top, select **Edit**
4. Under the Objectives tab, Click on each objective, and edit the objective information by selecting a score and adding comment where necessary.

When you finish scoring each objective, you can now score the appraisal. To score an appraisal:

1. Select the appraisal you want to score.
2. On the command bar along the top, select **Score**.
    - **Note:** If you don't see **Score** on your command bar, select the ellipsis icon ⋮ (**More**) and then select **Score**.
3. The final score will be calculated and the appraisal will be updated with the score for core values and key business result.

4.4.1 Mark appraisal as complete
After scoring the appraisal, you will need to mark it as completed. Here are the steps to follow:

4. Access the appraisal you just scored.
5. Review the scores you have given.
    - Ensure all comments and performance targets have been added.
6. Click on the "**Mark as Completed**" button.

7. Once marked as completed, the appraisal will be locked, and no further changes can be made.

4.5   Performance Improvement Plan (PIP) Management

When an employee's performance is deemed poor at the end of a review period, HR can start a Performance Improvement Plan (PIP) in SPPAS. The PIP is designed to provide an employee with performance deficiencies the opportunity to improve.

4.5.1   Add Performance Targets – Appraisers

Appraisers can add performance targets to a PIP started by HR member by following these steps:

1. Navigate to **Appraisers** > **Team PIPs**, and select the particular PIP.
2. Click on the PIP to open the dialog form.
3. In the **Performance Targets** pane, select **New** and in the dialog form that will open, fill in the details.

    a. **Title** Fill in the title of the performance target objective.
    b. **Details** Give a description of what the performance target is to achieve.

4. Click on Save to add the performance target. Continue to add more performance target.

4.5.2   Commenting on Target

HR, Appraisers and Appraisees can comment on a performance target to indicate the work they are doing to achieve the target. To comment on a performance target

1. Navigate to **Admin > PIPS** and click to open the particular PIP.
2. Click the **Performance Targets** tab.
3. Click on the particular target you want to comment.
4. Enter your comment using the comment form, or click on **Reply** to reply to a comment.

4.5.3   Closing PIP

Appraisers are the only ones authorized to close PIPs. They are responsible for determining whether the Appraisee has passed or failed the PIP when closing it. To close a PIP

1. Go to **Appraisers** > **Team PIPs** and select the PIP you want to close.
2. Select the ellipsis icon ⋮ (**More**) and then select **Close PIP**.

3. In the dialog form that opens, select whether the Appraisee passed or not. Add your comments.
4. Click Ok to close the dialog form.

4.6 Tasks Management

Tasks are assigned to individuals that need to be completed as part of the appraisal process. An email will be sent to anyone responsible for completing the task.

The action that you perform or the information that you provide to complete a workflow task varies depending on the role you play as part of the appraisal process.

4.6.1 Complete a task

Follow these steps to complete a task:

1. Locate the appropriate workflow task by going to **My Tasks**
2. Point to the title of the task that you want to complete and then click the title.
3. In the form that appears, type or select the information that is requested to complete the task.
4. Finally, click **OK**.

Section 5

For Appraisees

This section offers a comprehensive guide to help appraisers use SPPAS effectively.

It will cover topics such as commenting on appraisals, working on your goals, managing delegated templates.

5.1   Overview

The Appraisee refers to the employee who is being evaluated. Each Appraisee has access to their own appraisals, PIP process, and any goals that are automatically generated when an Appraiser adds a key objective result area.

On the home page, there are three tabs available: **My Appraisals**, **My Goals**, and **Delegated To Me**.

The My Appraisals tab displays a list of your appraisals. From here, you can view the details of each appraisal and print it once the process is complete.

The My Goals tab lists the goals that are currently pending and require your attention and updates. Please refer to this section to learn more about working on your goals.

Finally, the Delegated to Me tab displays the templates that have been assigned to you by your supervisor. Here, you can learn how to update the template.

5.2   My Appraisals

On the My Appraisals page, you can easily access all of your current appraisals. This page allows you to view the details of each appraisal and print it whenever necessary.

5.2.1   Print an Appraisal

To print an appraisal, follow these steps:

1. Select the template that you want to print.

2. On the command bar along the top, select **Print**.
   - **Note:** If you don't see **Print** on your command bar, select the ellipsis
     icon ⋮ (**More**) and then select **Print**
3. A dialog form shows with a preview. Select **Print** to print the appraisal.

5.3   My Goals

When an Appraiser adds a Key Business Result to an appraisal, a corresponding goal will be created for the Appraisee. The purpose of this goal is to track the progress of the Appraisee towards achieving the specific Key Business Result. The Appraisee can access their pending goals from the home page and select a goal to update its status. This ensures that the Appraisee and Appraiser are both aware of the progress towards achieving the Key Business Result.

Follow these steps to update a goal:
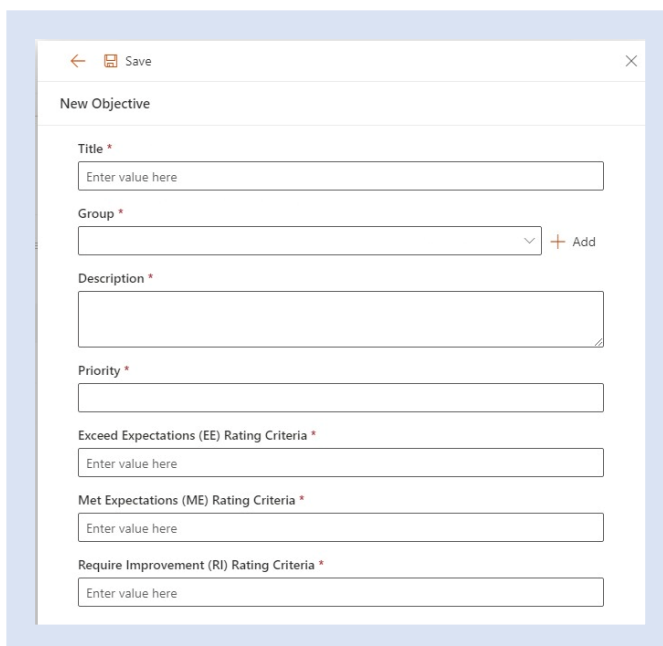
1. Select the **Home** icon, and then select the **My Goals (Pending)** tab

2. Click on the goal you want to update

3. From the goal dialog form, update the details.

    - When updating a goal, you can choose "**Completed**" as the status if you have achieved the goal. If the goal is still in progress, you should select "**In Progress**" and continue to add comments to update the progress of the goal.

4. Click **Save** to submit the changes.

5.4   Templates Delegated to Me

Templates are a useful tool for Appraisers to initiate appraisals for a group of team members with similar objectives. They can delegate this task to one of their team members. Once a template has been assigned to you, you can add key business result areas to it.

Follow the steps below to update a template.

1. Navigate to the **Home** page and select **Delegated To Me (Appraisal template)** tab
2. Select the template and on the command bar along the top, select **Edit**.
3. Select **New Objective** and in the dialog form that will open, fill in the details.

- o **Title** Fill in the title of the core value objective.

- o **Group** Select the group this objective belongs to. If you have not created a group yet, click on **Add** to create a new group.
- o **Description** Fill in the description for the of the core value objective.
- o **Priority** Fill in the priority.
- o **Exceed Expectations (EE) Rating Criteria** Fill in what constitutes an EE
- o **Met Expectations (ME) Rating Criteria** Fill in what constitutes an ME
- o **Require Improvement (RI) Rating Criteria** Fill in what constitutes an RI
4. Click on **Save** to add the core value object.

5.5   Performance Improvement Program (PIP) Management

When an employee's performance is deemed poor at the end of a review period, HR can start a Performance Improvement Plan (PIP) in SPPAS. The PIP is designed to provide an employee with performance deficiencies the opportunity to improve.

5.5.1   Commenting on Target

HR, Appraisers and Appraisees can comment on a performance target to indicate the work they are doing to achieve the target. To comment on a performance target

5. Navigate to **My PIPs** and click to open the particular PIP.
6. Click the **Performance Targets** tab.
7. Click on the particular target you want to comment.
8. Enter your comment using the comment form, or click on **Reply** to reply to a comment.

5.6   Tasks Management

Tasks are assigned to individuals that need to be completed as part of the appraisal process. An email will be sent to anyone responsible for completing the task.

The action that you perform or the information that you provide to complete a workflow task varies depending on the role you play as part of the appraisal process.

5.6.1   Complete a task

Follow the steps below to complete a task:

1. Locate the appropriate task by going to **My Tasks**
2. Point to the title of the task that you want to complete and then click the title.
3. In the form that appears, type or select the information that is requested to complete the task.
4. Finally, click **OK**.

SPPAS

Section 6

How appraisals are scored

This section covers how SPPAS scores an appraisal.

6.1   How scores are calculated

At the end of each appraisal period, Appraisers must rate each performance objective as

1. **Improvement Required (IR)**
2. **Met Expectation (ME)**
3. **Exceeded Expectation (EE)**

The parameters for core values are defined by HR, while Appraisers are responsible for defining key business areas. When scoring an objective, Appraisers must provide comments if the rating is anything other than "Met Expectation."

6.1.1   Core Values Scoring
All core values objectives are assigned a Priority Rating of "3". At the end of each review period, SPPAS will generate an overall rating for the Core Values section titled "**Core Values Score**".

We recommend that you have a minimum of 5 Core Values to be assessed

The rating for the Core Values section is as follows:

- When a review has **5 or more** Core Values objectives:

Core Values Score	Criteria
Exceeded Expectation (EE)	3 or more EEs and Zero (0) IRs
Met Expectation (ME)	A combination of MEs, EE and one (1) IR
Improvement Required (IR)	2 or more RIs, and a combination of ME and EE

- When a review has **4 or less** Core Values objectives:

Core Values Score	Criteria
Exceeded Expectation (EE)	All ratings are EE
Met Expectation (ME)	A combination of EEs and MEs
Improvement Required (IR)	One (1) or more RIs

6.1.2   Overall Scoring

At the end of each review period, SPPAS will calculate an overall rating called the "**Overall Score**." This rating takes into account all Key Business Areas and the Core Values Score (which is given a priority of 3).

An overall rating of contribution is calculated as follows:

Overall Score	Criteria
Exceptional Contribution (EC)	• Achieve EE ratings in **all** priority 3 objectives. • Achieve ME ratings in **all** priority 1 and 2 objectives. • **No IRs in any performance objective area (priorities 1, 2 or 3).**
Outstanding Contribution (OC)	• Achieve EE ratings in 50% or more of priority 3 objectives. • No RIs in priority 3 objectives. • **At most one (1) IR in priority 1 and or 2 objectives.**
Met Expectation (ME)	• Achieve a combination of EEs, MEs and IR in priorities 1, 2 and 3 objectives. • **At most one (1) IR in the overall performance.**
Improvement Required (IR)	• Achieve a combination of EEs, MEs and IRs in priorities 1, 2 and 3 objectives. • **Two (2) or more IRs ratings achieved in the overall performance.**

Section 7

FAQs

This section covers frequently asked questions.

7.1 Can a particular appraisal timeline be changed?

Yes. HR can change the timelines for a particular appraisal. Follow these steps to change the timelines for an appraisee:

1. Navigate to **Admin > Appraisals**

2. Select the particular appraisal. select the ellipsis icon ⁝ (**More**) and then select **Edit Properties**.

3. Edit the timelines and click **Save**