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| NAU_2L |
| **Classified Staff and Service Professional**  **Performance Appraisal**  **SELF-ASSESSMENT** |
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| **EMPLOYEE INFORMATION**   |  |  |  |  | | --- | --- | --- | --- | | Employee Name: Talbert Tso | NAU ID (not SSN): 1824480 | | | | Title: Applications Systems Analyst | Department: ITS EIS BPSM | | | Supervisor: Robert Brubaker | Period Rated From:07/01/2018 | To:06/30/2019 | |
| Annual self-assessment  Probationary self-assessment |
| **I: JOB FUNCTIONS AND STANDARDS** |
| If functions and standards were not established at the beginning of the appraisal period, use most recent job description/posting as a guide for your self-assessment. |
| **FUNCTIONS AND STANDARDS SUMMARY**   |  | | --- | | **Unsatisfactory Performance:** *Did not meet job requirements. Significant improvement needed.*  **Needs Improvement:** *Sometimes met job requirements but improvement needed in certain areas.*  **Good Performance** *Consistently met and occasionally exceeded job requirements.*  **Very Good Performance** *Consistently met and frequently exceeded job requirements.*  **Exceptional Performance:** *Consistently exceeded job requirements.* | |
| Describe any particular areas of the job functions where you feel you’ve excelled, could further develop, and/or need improvement. |
| Beginning of the fiscal year I was struggling to be an effective team member. I was still learning the OnBase system and was finding the work load challenging. During quarter 2 I was still missing deadlines and having difficulty to progress project development to an effective pace. Quarter 3 and 4, I believe I improved but still not at the expectations for my supervisor. However, I believe that the projects I worked on resulted in high quality applications and satisfied clients. Throughout the fiscal year I maintained great communication between clients, project leaders/managers, and co-workers. I was given a commendation for a project communication by my supervisor during a team meeting. Today, I have student workers approaching me with questions about OnBase, and I feel confident in answering their questions. This means that I am at a comfortable knowledge of OnBase and its features. I believe that I need to improve on my speed to progress faster through a project development and meet supervisor expectations. |
| **II: GOALS**  Goals can be projects to make progress on or complete, job functions or behaviors to be improved, and/or skills and practices that could be further developed. |
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| **GOAL DESCRIPTIONS** |
| If goals were not established at the beginning of the appraisal period, leave the goal section blank. |
| **Goal 1:** Improve Northern Arizona University’s operational efficiency by developing and configuring high quality, robust software applications that make up an extensive portfolio of commercial and custom applications.   * Success will be measured by the ability to champion robust, innovative and dynamic technology solutions for Northern Arizona University’s initiatives that help provide expanded options to students, faculty and staff.  All of the NAU Enterprise Information Services support and resources in addition to further resources, if needed, are available to accomplish this task.     **Goal 2:** Development and maintain skills for current software technologies and methodologies.   * Success will be measured by the ability to champion robust, innovative and dynamic technology solutions for Northern Arizona University’s initiatives that help provide expanded options to students, faculty and staff.  All of the NAU Enterprise Information Services support and resources in addition to further resources, if needed, are available to accomplish this task.   **Goal 3:** Maintain and document open communication with Systems Analyst, Business Analyst, peers, and other stakeholders in accordance with Enterprise Information Services practices and procedures.   * Success will be measured by the ability to champion robust, innovative and dynamic technology solutions for Northern Arizona University’s initiatives that help provide expanded options to students, faculty and staff.  All of the NAU Enterprise Information Services support and resources in addition to further resources, if needed, are available to accomplish this task.   **Goal 4:** Reduce cost, downtime, and maintenance cycles by utilizing industry standard hardware, software, and change management solutions.   * Success will be measured by the ability to champion robust, innovative and dynamic technology solutions for Northern Arizona University’s initiatives that help provide expanded options to students, faculty and staff.  All of the NAU Enterprise Information Services support and resources in addition to further resources, if needed, are available to accomplish this task. |
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| **PROGRESS REPORT (Optional)** |
| If helpful, use this section to track progress, updates, and changes as many times as needed throughout the appraisal period. |
| **Goal 1:**   * July 2018 – September 2018: Worked with the Office of the Vice Provost for Academic Affairs department to update an online application for calculating course fees. This application is required to follow procedures handed down by ABOR. This application is used by many NAU Faculty members when requesting changes to course fees for their respected subject matters. Additionally, VPAA uses this application to process approvals across many departments from NAU; including College Dean(s), Registrar’s Office, Vice President Financial, and Office of the President. * July 2018 – September 2018: Developed a process using OnBase and associated software applications to efficiently allow a team from Facility Services to process legacy blueprint documents, both physical media and digital documents, and storage them within OnBase * August 2018 – March 2019: Developed a new application and process that completely transitioned a paper process to a virtual process using OnBase. The project was developed for Facility Services and manages request by Non-CAS contractors to have NAU utility leaders to mark physical areas of NAU; determining if the area is no-conflict or conflicted areas. * November 2018 – May 2019: Developed a streamlined application and process for Facility Services to submit a new project request and have the request go through an approval process. The approval process involves members from Dean(s) and Office of the Provost. * December 2018 – March 2019: Worked with Office of Scholarships and Financial Aid to develop a web application to securely have documents uploaded to OnBase. Team members of Financial Aid then processes the documents from OnBase. The intended use of this application will be used by prospective students uploading NAU relevant documents. And the application can handle multiple and various uploaded documents. * February 2019 – June 2019: Work with Facility Services to develop an application to handle the request, approval, and management of grand master keys to NAU buildings. Approval departments involved for this project are Building Access Services and AVP/VP. * February 2019 – June 2019: Work with Facility Services to develop an application to handle the request, approval and management of building keys that get issued to NAU Contractors. This application and process is a hybrid between virtual and physical media. The virtual part handles approval by Project Managers and Building Access Services; as well as, documentation. The physical part is the contract signature between NAU Contractors and BAS. * May 2019 – June 2019: Work with GIS Team to develop an application to process request to add or remove access to the software ArcGIS Online. This application may require multiple involvement from approvers that are specific to data groups. Approvals notify the GIS Team to either add or remove access. This application streamlines a process that is currently handled by email notifications only.   **Goal 2:**   * July 2018 – September 2018: Provided enhancement to existing solution for Office of the Vice Provost for Academic Affairs. The project was developed as a combination of ASP/.NET framework, HTML, CSS, and JavaScript; as well as, integrating data storage with OnBase. This project maintained my current knowledge and skills with web forms and associated technologies. The integration with OnBase was a new skill learned through this enhancement. * July 2018 – September 2018: Worked with Facility Services to develop a process to manage legacy blueprints using OnBase. Through this project, I learned new skills, features, and configurations of OnBase for Sweep/Batch Scanning, Scan Queues, and Auto Folder management. * July 2018 – June 2019: Several OnBase projects required the following features: adding attachments to OnBase forms, configuration of authorization with several User Groups, and configuration of Unity Scheduler timer. In the beginning of the fiscal year many of these OnBase features (and more) were new to my skill set. At the end of the fiscal year these skills are now familiar and easy to implement. * August 2018 – March 2019: A new development Facility Services project required a business day timer, as well as, an NAU holiday check. Working with co-worker, we developed a process to be used in OnBase Workflow to perform system work after a specific number of business days passed and accounted for holidays. * May 2019 – June 2019: Last fiscal year, I worked on an internal project that tested a new skill for creating OnBase child forms. During this year, I have implemented this skill for a project for the GIS Team. Depending on the number of requested approvers for access to ArcGIS Online, a child form is created and sent to that approver for their input. * April 2019 – June 2019: Myself and another co-worker learned the survey software/web services for Qualtrics and became the lead support for NAU accounts with Qualtrics. Since then we supported and resolved ServiceNow incident tickets relating to NAU Qualtrics.   **Goal 3:**   * July 2018 – June 2019: Majority of the projects developed in OnBase required a project leader/manager. It is every member of the BPSM’s responsibility to maintain good communication with project leaders/managers. The communication between developer and project lead/manager is to discuss questions regarding project specifications, work flow process, authorization configuration, testing, and final project acceptance. * July 2018 – September 2018: Most notably, the project with the Office of the Vice Provost for Academic Affair was an example of the best communication I have had with a project manager. We worked together to understand the original process work flow and were able to apply changes effectively. In addition, we were able to maintain effective communication between testing and development changes leading to a better product. * July 2018: I was initially assigned to work on a project for enhancement for the Office of the Vice Provost for Academic Affairs; however, through diligent communication, I was able to clarify miscommunication between with project leaders and supervisors to determine that OnBase development is not needed at the time.   **Goal 4:**   * July 2018 – June 2019: The BPSM Team utilizes a document for development standardization. Each team member is given the ability to request to have a newly developed process to be added to this documentation. Once approved the document is updated and all team members are to use those processes. The standards contained in this document is meant to be the most effective process to implement for OnBase projects. * October 2018 – December 2018: During this time the BPSM Team upgraded the current version of OnBase 17 to OnBase 18. After the implementation of the new version update, the entire team worked to use updated features. Once the team adjusted to the new configurations and features, development of projects became faster. This can be attributed to a standardization for timer configuration and user interface enhancements to OnBase 18. |
| **GOALS SUMMARY** |
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| **Unsatisfactory Performance:** *Did not meet most of the expected outcomes of this appraisal period.*  **Needs Improvement:** *Met some but not all of the expected outcomes for this appraisal period.*  **Good Performance** *Met the expected outcomes for this appraisal period.*  **Very Good Performance** *Frequently exceeded the expected outcomes for this appraisal period.*  **Exceptional Performance:** *Consistently exceeded the expected outcomes for this appraisal period.* |
| Explain reason for rating. |
| I believe I have met expectations for all goals set for this fiscal year. I was given a commendation for my communication skills with the client and project managers for one of the projects I developed. So, I believe, that I slightly exceeded expectation for the third goal. I think, that I could do better to help reducing cost and downtime by presenting my ideas on how to further enhance project development for the BPSM’s OnBase Development Standards document. |
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| **III: BEHAVIORS FOR SUCCESS** |
| **For each of the behavior groups below, use the following guide for rating:**    **Unsatisfactory Performance:** *Failed to meet expectations for most/all behaviors. Significant*  *improvement needed.*  **Needs Improvement:** *Sometimes met expectations for some behaviors but improvement needed in*  *one or more behaviors.*  **Good Performance:** *Consistently met and occasionally exceeded expectations for most/all behaviors.*  **Very Good Performance** *Consistently met and frequently exceeded expectations for most/all behaviors.*  **Exceptional Performance:** *Consistently exceeded expectations for most/all behaviors. Role modeled for*  *others.* |
| **Commitment to service**   * Offers assistance, support and feedback to students, employees, and customers. * Shows initiative, anticipates needs and takes appropriate action to meet needs. * Projects a positive, consistent image that reflects institutional values. * Shows an appropriate sense of urgency in completing work and addressing the needs of others. * Promotes a student-centered approach to all work as it directly or indirectly impacts students. |
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| **Unsatisfactory  Needs Improvement**  **Good  Very Good  Exceptional** |
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| **Commitment to forming and maintaining working relationships**   * Is tactful, honest, and respectful in communications. * Shows respect for individual differences (lifestyle, behavior, abilities, attitudes, values, and views). * Demonstrates behaviors that embrace diversity. * Is approachable and accessible; promotes cooperation. * Deals maturely, discreetly, and directly with conflict. |
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| **Unsatisfactory  Needs Improvement  Good  Very Good  Exceptional** |
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| **Commitment to the mission of the university and work unit**   * Ensures own actions are consistent with the university’s mission and work unit’s mission. * Assists others in solving problems and achieving common goals. * Makes appropriate use of resources in problem solving. * Supports student success and excellence in their educational experience; promotes educational access for all. |
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| **Unsatisfactory  Needs Improvement  Good  Very Good  Exceptional** |
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| **Positive approach to change and improvements**   * Demonstrates receptiveness to new ideas and approaches. * Is flexible in methods of work completion. * Shows a willingness to try new methods; takes advantage of learning opportunities. * Offers constructive solutions for making effective changes. |
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| **Unsatisfactory  Needs Improvement  Good  Very Good  Exceptional** |
| **Personal accountability for own work, words, and actions**   * Operates with honesty and integrity. * Completes work in a timely manner. * Asks supervisor to clarify expectations when necessary. * Exercises confidentiality in all aspects of work. * Admits mistakes and attempts to learn from them. * Seeks opportunities for professional growth. * Solves problems by identifying issues and initiating solutions. * Follows through on commitments. * Carries out internal control activities. |
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| **Unsatisfactory  Needs Improvement  Good  Very Good  Exceptional** |
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| ***Complete this section only if you supervise other employees (regular, graduate, student or temporary employees):*** |
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| **Fosters a respectful, effective, and trusting work environment**   * Manages employee performance throughout the year and provides frequent feedback. * Empowers others to make decisions and suggest changes. * Addresses conflict and brings to a constructive conclusion. * Accepts responsibility for mistakes and takes corrective action. * Invites and accepts constructive feedback. * Uses resources efficiently. * Leads in a way that promotes a positive work environment. * Ensures internal control activities are established and clearly communicates expectations about compliance. |
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| **Unsatisfactory  Needs Improvement  Good  Very Good  Exceptional** |
| **BEHAVIORS SUMMARY**  Describe any particular areas of the behaviors for success where feel you have excelled, could further develop, and/or need improvement. |
| I believe that I have met all expectation for behaviors for success. Every project I develop for, I have a commitment to produce the best product I can deliver. However, this leads to slower development. This means that I need to improve on completing work in a timely manner. I believe my communication with co-workers is well establish and I am always willing to help others with their projects. |
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| **IV: ADDITIONAL PERFORMANCE INFORMATION** |
| List accomplishments and contributions not already discussed in previous sections. May update throughout appraisal period. |
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| List training and development opportunities participated in during this appraisal period, including the approximate amount of time spent on each item. May update throughout appraisal period. |
| 4 hours – Qualtrics training with Bill Creedon and self-training  1 hour – WebTMA training with Bill Creedon  7 hours – NAU Development Day  80+ hours – Self research into features of OnBase using online references and community support website  20+ hours – Conferencing with co-workers as to best approach or best practices for project development |

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| **OVERALL EMPLOYEE PERFORMANCE** | |
| Considering information from all sections of the appraisal, select the best description of your performance during this appraisal period. **(Note: providing an overall rating is optional on the self-assessment.)** | |
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| **Unsatisfactory:** Performance failed to meet job requirements, goals and/or expectations for behavior. Immediate and continued improvement is necessary.  **Needs Improvement:** Performance is sometimes acceptable but did not consistently meet job requirements, goals and/or expectations for behavior. Performance improvement needed in one or more areas.  **Good performance:** Performance was dependable and met, and occasionally exceeded, job requirements, goals and expectations for behavior. May still be learning portions of the job, but responds to direction and feedback to enhance performance.  **Very good performance:** Performance consistently met, and frequently exceeded, job requirements, goals and expectations for behavior. Regularly contributed above expected levels for position.  **Outstanding performance:** Performance consistently exceeded job requirements, goals and expectations for behavior. Contributed significantly beyond the expected levels for this position. | |
| **FINAL OVERALL COMMENTS**  Any final summary comments not already provided elsewhere. | |
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| Employee Signature: Date: ­­\_\_\_\_\_\_\_\_\_ | |