

# DOA Performance Evaluation Pilot FAQ

(Last updated: 2/04/20)

## General Pilot Questions

### 1. What is the purpose of this Pilot Program and why is there a new performance evaluation form?

The DOA Performance Evaluation Pilot purpose is to help improve the performance evaluation process. It has been recognized for a few years that the current Performance Evaluation form and process has not been effective. The goal of this new process is to improve the quality and timeliness of feedback given to employees to help with employee retention and talent cultivation.

The new performance evaluation form is designed so that a supervisor and employee can look at the employee's position to determine the expectations for that employee in that position. This allows for a more focused evaluation and facilitate feedback between employee and supervisor.

This DOA Performance Evaluation Pilot form will NOT go into an employee's personnel record and is only being collected to hold supervisors accountable during this testing phase.

### 2. Who is Cara Griffith?

Cara is a Principle with Tandem Motion, a workforce strategy consulting firm. She is a sub-contractor of Collins Alliance who is assisting with the implementation of the pilot program and assisted with the initial HR Enterprise Model review.

### 3. What is the timeline of the Pilot Program?

Timeframe	Action Items
December 20, 2019	Initial performance metrics, measures, and SMART goals for 2020 are due filled out on the PILOT Performance Evaluation form to <a href="mailto:doaevaluations@alaska.gov">doaevaluations@alaska.gov</a>
February 17, 2020	Catch up performance evaluations are due for all DOA employees who did not receive a performance evaluation from October 1 to December 31, 2019. This will be filled out on the Existing Performance Evaluation form.
2020	Throughout 2020 it is expected that any Performance Evaluations needed for merit increase or pay increment will still be submitted

	based on the merit anniversary dates. This will be filled out on the Existing Performance Evaluation form.
2020	As part of the pilot program the idea will be that throughout the year the supervisor and employee revisit the performance metrics, measures, and SMART goals submitted on 12/20/2019 to make sure that they are still attainable.
January 2021	PILOT Performance Evaluation forms are due based on the performance metrics, measures, and SMART goals initially defined on 12/20/2019 and worked on throughout 2020.

**4. Has the Pilot Performance Evaluation form been reviewed or approved by any of the unions?**

No, the Pilot Performance Evaluation form is not meant as a replacement for the union approved process for evaluation. As a pilot we are testing out the new process and working with the unions simultaneously to see how this can be implemented statewide.

Prior to this effort the Division of Personnel and Labor Relations has been working with SU and CEA unions to discuss improving the Performance Evaluation process as we all recognized that the current process could be better. So conversations have been ongoing about changing the performance evaluation process.

**5. Who should I go to for questions about the DOA Performance Evaluation Pilot?**

If you are a DOA employee please reach out to [DOAEvaluations@alaska.gov](mailto:DOAEvaluations@alaska.gov) and for employees in other Departments please contact your [HR Manager](#), but the Pilot Performance Evaluation is DOA only at this time.

For questions about collective bargaining agreements and decisions about the pilot please contact [kate.sheehan@alaska.gov](mailto:kate.sheehan@alaska.gov).

**Employee Questions**

**6. Why should employees expect this performance evaluation to be accomplished by supervisors more successfully than previous performance evaluation systems? Is this somehow easier for supervisors to do, or are there more significant consequences for supervisors if they don't do them?**

As a Pilot Program we are attempting to improve the performance evaluation process so that it is easier for supervisors and employees to complete the process. As part of this effort we will be looking at tweaking the process and form as we receive feedback.

**7. How does this pilot performance evaluation form affect my employment for 2020? 2021?**

The only performance evaluation being held in your personnel file will be the Existing Performance Evaluation form when submitted as part of the currently required evaluation process.

**8. Will the new scoring metrics be framed in a way that discourages arbitrary differences between rater styles? For example, a supervisor may rate one section as high acceptable, but the next supervisor may rate them as low acceptable for the same habit.**

In the new Performance Evaluation the metrics are based off of the expectations of the employee in the position that they are in. The point of the survey is not to judge employees against each other, but to look at the employee in that position and what is expected of them in that position. Since the Performance Evaluation metrics and SMART goals are tailored specifically to the employee for that year it should help reduce the potential for arbitrary rating.

## **Supervisor Questions**

**9. Where should I submit a completed Pilot Performance Evaluation form?**

Please submit the completed form to [DOAEvaluations@alaska.gov](mailto:DOAEvaluations@alaska.gov) with the document named as [Employee Last Name] [Employee First Initial] [Employee Number] [Division].pdf (Example: HotchkissE 322549 DAS.pdf)

**10. Should there be a standard place in this form for supervisors of managers to put a goal for evaluation of their employees?**

At this time, we have focused this form on the employee and supervisor to define what are the primary metrics that are measured and for the employee to set SMART goals with supervisor direction.

If an employee who is a manager feels that their position should be evaluated based on completing performance evaluations then making that a SMART goal would probably be most appropriate.

We do not want employees to feel like they have been assigned a SMART goal.

**11. What do I need to fill out on the pilot performance evaluation form?**

For the 12/20/2019 due date the following sections are expected to be filled out:

- I. Employee Information
- II. Performance Metrics including Rating Measures (do not change ratings)

- IV. SMART Goals

**12. Is it required to include a SMART Goal on the Pilot Performance Evaluation?**

It is expected that one SMART Goal will be included on each Pilot Performance Evaluation turned in on 12/20/2019.

**13. Why does a performance evaluation need to be completed by February 17, 2020?**

The purpose of this evaluation is to facilitate communication and to get supervisors and employees in the habit of doing yearly evaluation reviews and to provide real-time performance feedback throughout the year to employees. If an employee received an evaluation between October 1 to December 31, 2019 this February evaluation is not required.

**14. What needs to happen if the performance evaluation to be submitted by February 17, 2020 needs to be used for a merit increase or pay increment?**

If the performance evaluation to be submitted on February 17, 2020 needs to be used for a merit increase or pay increment based on the merit anniversary date then it will need to go through the normal process and be signed and reviewed by the necessary parties (Division Director and DOA HR). Please submit any evaluations for merit increase or pay increment to [DOA.Recruitment@alaska.gov](mailto:DOA.Recruitment@alaska.gov) so that it will get processed in a timely manner.

**15. Is this required for new hires starting after the 12/20/2019 date?**

Yes, the Pilot Performance Evaluation form will be due within 90 days of the new employees start date.