Completing the Annual Evaluation in Performance Central

Performance Central is Vanderbilt’s employee evaluation system that focuses on constructive dialogue between supervisors and those reporting to them in order to improve work performance and to enhance assessment of professional development. This job aid will help you complete the annual evaluation for your employees.

If you have any questions, contact VUMC HR's Employee Service Center.

- 615-343-7000
- human.resources.vumc@vanderbilt.edu

Definitions

**Form:** annual evaluation for each employee. Each form passes through several stages during the mid-year evaluation process, which will result in one complete form per employee, per year of employment.

**Route Map:** section of the evaluation form that displays where you are in the annual evaluation process

**Elements of Performance:** key responsibilities, competencies, and behaviors associated with a particular position

**Developmental Goal:** Goals that contribute to professional growth.
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Process Steps

1. **Log into Performance Central**
   
   Go to [https://hr.mc.vanderbilt.edu/performance-central/](https://hr.mc.vanderbilt.edu/performance-central/) and click Launch Performance Central. Type your VUNet ID and e-Password. Click Login.

2. **Open Annual Comments & Rating for your Employee**
   
   When your employees have completed their self-assessment and clicked the submit button in their self-assessment form, their annual evaluation will be routed to your To Do tile in your Home tab. Click Annual Comments & Rating for your employee in your To Do tile.

   ![Annual Comments & Rating](image)

   The Performance module opens to the current Evaluation Form for the selected employee. The Route Map shows your current position in the evaluation process as Annual Comments and Rating.

   ![Route Map](image)
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3. Review Employee’s Self-Assessment and Add Ratings & Comments

Scroll down to each section, read the employee’s comments and add a comment about the employee’s overall effort and achievements. Examples will be helpful during your conversation with your employee. The Goals section will contain two organizational goals; employee retention and either patient satisfaction or academic performance. This section may also contain any department goals that were established at the start of the fiscal year. Use the Add Goal feature to add an additional department goal if needed. The Credo section requires manager comments. Refer to the Credo Behaviors Example Comments. Continue adding comments in the Elements of Performance which provide an evaluation of knowledge, skills and attitudes of the employee as they complete their assigned tasks. Refer to the Elements of Performance Example Comments.
4. **Verify Training Compliance**

Your employee will have indicated that they have completed all of their compliance training and may have written a comment. Verify in the Compliance Portal that all requirements have been met.
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5. Provide Guidance for the Future

In the **Key Strengths & Development Opportunities** section, provide your employee with their strengths and opportunities to develop in their current role. In the **Career Development Goals** section, comment on the specific actions, training, study or practice that would help them develop in their current role or to advance their career.

6. Review Overall Summary & Submit Annual Evaluation

In the next section, **Overall Summary**, you will have the opportunity to provide the overall rating of the employee’s performance for the year. If you select **Below Expectations** or **Exceeds Expectations**, please provide a comment to explain the rating given.
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The auto-save feature should keep track of changes as you make them. However, if you are working remotely or during a period of peak use, you may wish to use the save button at the top, right of the screen. The Actions pull down menu provides the opportunity to spell check or perform a legal check of the document. The legal check is similar to spell check as it identifies and highlights words that may have a legal definition or implication. You are given the opportunity to replace these words. Selecting legal check does not forward your form to any legal department.

If you would like to send the evaluation back to the employee for corrections or suggestions, you may select Send to Previous Step. This will preserve your saved comments and allow the employee to make changes to their comments.

When you are finished with your comments and have had an annual review discussion with your employee, click Finalize Evaluation on the next two screens. This will route the evaluation to the employee to sign.
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After the employee has electronically signed the evaluation, it will be routed back to you for your sign off.

Open your employee’s annual evaluation. Scroll down to the bottom of the form and click on Sign.
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### Credo Behavior Example Comments

| **I make those I serve my highest priority.** | □ Answers questions, ensures understanding and facilitates learning.  
□ Prioritizes to ensure satisfaction despite time pressures and significant obstacles.  
□ Stays Accessible to provide assistance and support when needed. |
|---|---|
| **I respect privacy and confidentiality.** | □ Maintains the confidentiality of sensitive information.  
□ Discusses confidential matters in a private area and only with the appropriate person(s).  
□ Keeps written/electronic information out of the view of others and disposes of written information appropriately.  
□ Knocks prior to entering an office or patient’s room. Asks permission to enter and identifies self.  
□ Follows organizational systems, policies and procedures. |
| **I communicate effectively.** | □ Introduces self to others.  
□ Wears ID badge above the waist where name and title are easily visible.  
□ Smiles, makes eye contact and greets others. Speaks in a culturally appropriate and understandable manner. Shows concern and interest; actively listens.  
□ Recognizes that body language and tone of voice are important parts of communication and uses them appropriately. Listens and responds professionally to dissatisfied patients, visitors and/or colleagues.  
□ Creates clear, complete written communications. Considers perspective and knowledge-level of recipient. Communicates in a timely manner. |
| **I conduct myself professionally.** | □ Recognizes the increasing diversity of our community and seeks to understand the cultures the individuals we serve.  
□ Continuously learns and improves skills.  
□ Strives to maintain personal well-being and balance of work and personal life.  
□ Holds self and others accountable for achieving performance expectations.  
□ Demonstrates safe working practices and maintains a clean work environment.  
□ Exhibits pleasant and amiable behavior during interactions.  
□ Remains calm when confronted with or responding to pressure situations.  
□ Consistently adheres to department and/or medical center policies.  
□ Refrains from loud talk and excessive noise.  
□ Creates a positive work environment and community perception by demonstrating one’s best professional judgment when representing Vanderbilt. |
| **I have a sense of ownership.** | □ Takes ownership of problems until resolved.  
□ Uses appropriate resources to effectively and efficiently resolve problems.  
□ Willingly participates in discussions on problem resolution.  
□ Works to make progress towards personal and team goals.  
□ Follows departmental policies and procedures. Willingly adapts to new policies and guidelines.  
□ Willingly accepts challenging assignments. Works to support organizational changes.  
□ Is mindful of cost of organizational resources and works efficiently and effectively to minimize waste (time, supplies, etc.) |
| **I am committed to my colleagues.** | □ Treats all individuals fairly and with respect.  
□ Provides constructive feedback privately.  
□ Promotes cooperation within and across departments.  
□ Provides open and honest communication to peers and to all members of the Vanderbilt community. |
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Credo Rating Template

<table>
<thead>
<tr>
<th>DOES NOT MEET EXPECTATIONS</th>
<th>PARTIALLY OR INCONSISTENTLY MEETS EXPECTATIONS</th>
<th>MEETS EXPECTATIONS</th>
<th>EXCEEDS EXPECTATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Does not model the Credo behaviors</td>
<td>• Inconsistently models these behaviors on the team</td>
<td>• Consistently models these behaviors on the team</td>
<td>• Is a role model for Credo behaviors; encourages others to also exhibit these behaviors through formal/informal coaching and mentoring</td>
</tr>
<tr>
<td>• Does not make efforts to improve behavior, even after being coached</td>
<td>• Needs reminders when behaviors need to be corrected; not always aware of how the behavior impacts others</td>
<td>• Proactively makes corrections to their behavior as needed</td>
<td>• Finds new and creative ways to communicate more effectively with others</td>
</tr>
<tr>
<td>• Behaviors not exhibited in a timely manner; minimal contributions beyond what is required</td>
<td>• Technically proficient, but rough-around-the-edges when working with others</td>
<td>• Independently exhibits the behavior without reminders</td>
<td>• Contributes significantly to department’s morale by positively exhibiting all behaviors</td>
</tr>
<tr>
<td>• Requires add’l supervision to ensure behaviors are at a minimum; add’l oversight and guidance is required</td>
<td>• Shows potential, but needs coaching in some behaviors</td>
<td>• Communicates effectively (including face-to-face and in writing)</td>
<td>• Seeks out opportunities to solve customer and team problems; includes others in this process</td>
</tr>
<tr>
<td>• Requires add’l resources to improve behaviors</td>
<td>• Communication is sometimes effective, but not always; needs occasional coaching</td>
<td>• Takes ownership of problems until resolved</td>
<td>• Expert communicator who relates well with all levels of colleagues and customers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Treats everyone fairly and with respect</td>
<td>• Anticipates and works to prevent unique problems</td>
</tr>
</tbody>
</table>
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Elements of Performance Example Comments

| Regularly demonstrates appropriate principles of customer service (AIDET, HEARD, active listening, etc.) | □ Demonstrates a positive work ethic, including diligence and commitment, to the success of the department and the medical center.  
□ Demonstrates the ability and willingness to work in a collaborative environment where ideas are exchanged and evaluated in a healthy and productive manner.  
□ Exhibits personal responsibility for one’s own actions and their impact on the successful completion of personal and organizational goals while avoiding making excuses. |
| --- | --- |
| Consistently demonstrates the knowledge, skill and ability to perform all required functions of the position with an emphasis on productivity, safety and high quality results. | □ Demonstrates command of technical/procedural aspects of the job and ensures that this knowledge is up to date over time.  
□ Exhibits knowledge of and a commitment to compliance with applicable healthcare, local, state and federal regulations.  
□ Demonstrates ability to appropriately prioritize work assignments and to complete duties in the assigned timeframe.  
□ Establishes priorities, resources and organizes work to meet required deadlines.  
□ Demonstrates the ability to recognize potential problems and take proactive steps to avoid them.  
□ Facilitates the proper flow of information through the department and organization to ensure awareness.  
□ Exhibits commitment through attendance and punctuality.  
□ Maintains personal organization of responsibilities and/or work area in order to efficiently perform assigned tasks.  
□ Demonstrates a commitment to producing quality results associated with their position’s responsibilities.  
□ Exhibits a focus on end results throughout the performance of one’s duties and responsibilities.  
□ Exhibits personal responsibility for one’s own actions and their impact on the successful completion of personal and organizational goals while avoiding making excuses.  
□ Exhibits the ability to prioritize activities so that those most critical functions of one’s job are engaged at a time in which they can most positively impact results.  
□ Acts promptly on requests or assignments. Takes steps to insure that request has been properly understood, including required time frame and delivery or response.  
□ Demonstrates attention to detail and commitment to accurate results.  
□ Demonstrates the ability to function at an appropriate level while engaged in multiple high priority projects or activities at one time. |
| Exhibits the ability to learn, accepts change and feedback in the spirit of continual improvement. | □ Demonstrates ability to seek new information in order to solve problems and a willingness to ask for help when necessary.  
□ Exhibits the self-awareness to be able to identify and strengthen areas of knowledge or skill that require further development.  
□ Shows openness to trying new methods in order to meet new or existing requirements associated with the job.  
□ Demonstrates commitment to continuous improvement and learning to enhance the quality of their work, the department, and the organization.  
□ Demonstrates ability to commit to a course of action from several alternatives after gathering information on a day-to-day basis from multiple sources. |