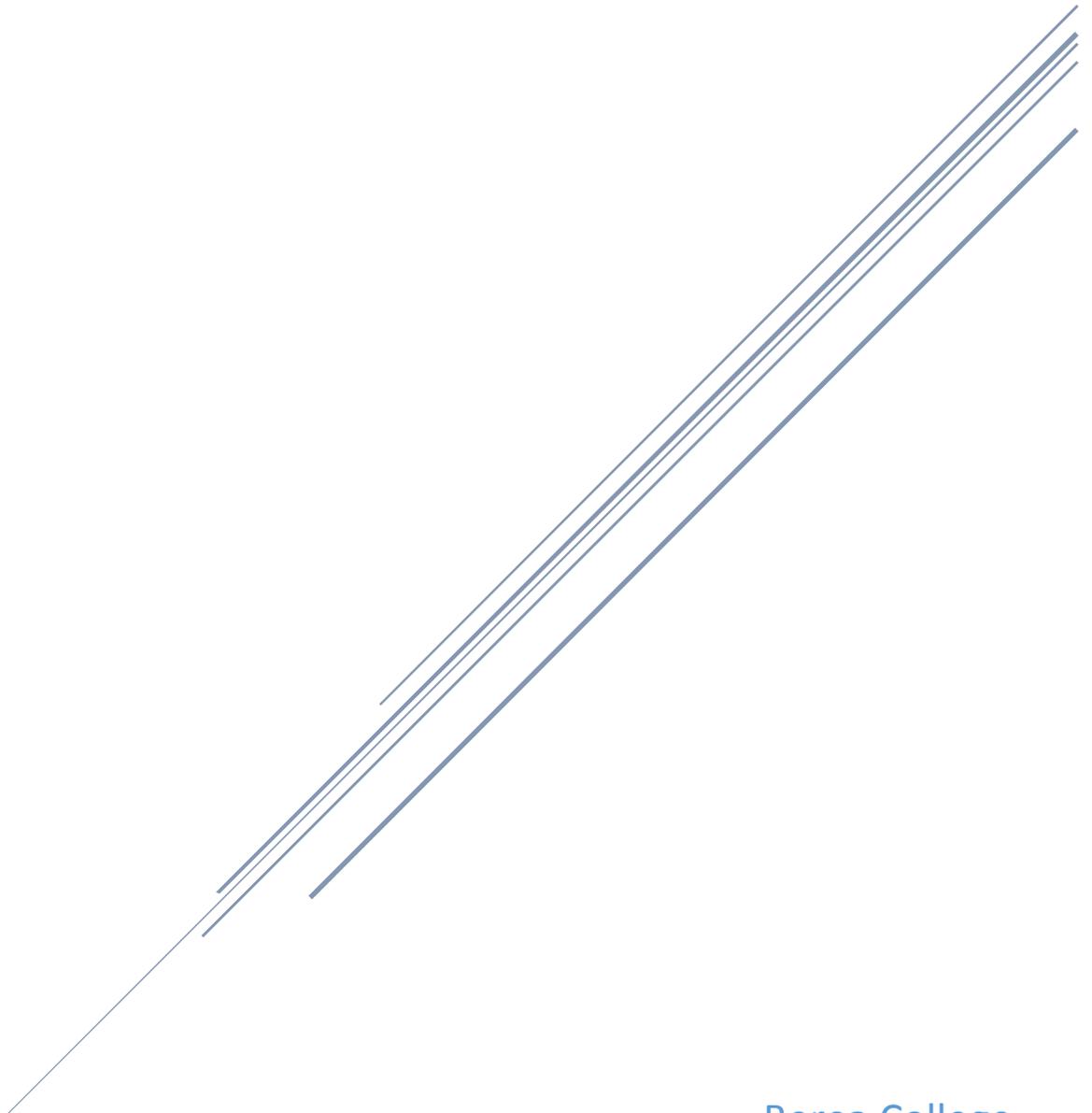# LABOR PROGRAM EVALUATION GUIDELINES AND PROCEDURES

Information describing department evalaution procedures, policies, and commonly asked questions.

CONTENTS:

1) This is not my student. Why am I being asked to complete the evaluation?
2) I submitted an evaluation incorrectly or before I intended. What do I do?
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16) What happens to the evaluation data?
17) What happens if I don't do an evaluation?
18) How do evaluation scores translate into the Labor Transcript performance designations?

Because of the complexities that exist with student work records and the way they report to the evaluation system, it is necessary to document some important points that everyone should be aware of. By understanding and following a few simple procedures, you are ensuring that you receive the most up-to-date and accurate evaluation information available.

1) Make sure all information on the status form is correct.

Make sure the actual person supervising the student goes here. If incorrect, the evaluation will be sent to the wrong person for completion. When determining the supervisor for this area it is best to ask "who will do the evaluation?" and not "who approves the time?" since virtually anyone on campus can approve time with a properly designated proxy permission. Only one person can do the evaluation – the person overseeing the student's work. That is the name that goes here.

Special Considerations for Supervisor Changes

Whenever a student stays in the same position but changes supervisors you should notify the Student Payments Office and the Training and Assessment Specialist as soon as possible. This is particularly problematic in academic areas where students stay in the same position but will TA for different faculty each term. If in doubt you should notify.

Note: There is a supervisor change form (see below) emailed at the beginning of each term for this specific purpose. You should use it as needed so that proper record changes can be made. Ask yourself if any student who has left your area is still being reported on the update form or do you have someone currently working in your area that is not showing on your list– if so, report!

Labor Supervisor Correction Form

The Labor Supervisor Correction Form, emailed at the beginning of each term, is one way to inform the Labor Office of needed student/supervisor changes

Labor Supervisor Correction Form

From 8/21/2012 To 10/1/2012

Department Name-Org-Acct: Art-2105-6740

IMPORTANT: Use this form for updating and changing Labor Supervisors ONLY. If submitting a change, simply "Reply" to this message and insert the appropriate supervisor name in the SUPERVISOR CORRECTION column and "Send". If there are no corrections needed, DO NOT REPLY to this email. If a supervisor correction is needed and you are unsure who that is, please indicate that in the return email being sure to include the student's name(s).

NOTE: A Correct Supervisor is the person that directly oversees a student's work and is responsible for time approvals AND the Student Labor Evaluation.

Current Supervisor: 400596 Crawford, Larky

Students Attached to Current Supervisor Listed Above	B#	Job Type	Position Title	WLS Level	Hours per wk or day	Start Date	End Date	Use this column for SUPERVISOR CORRECTION ONLY!!!
Alvey, Ashley L	00662770	P	Departmental Aide	1	10.00	8/21/2012		
Bell, Kendra E	00618382	P	Departmental Aide	3	10.00	8/21/2012		
Conyers, Courtney C	00651589	S	Supply Store Attendant	3	5.00	8/21/2012		
Davis, Ronnie S	00661049	P	Custodial Assistant	1	10.00	8/21/2012		

2) Check to make sure you have been assigned correctly as a supervisor to your students.

You will be asked to check your evaluation assignments with each notification once a timeline opens and to respond in the appropriate manner indicated in the evaluation notice if corrections are needed. However, this does not require that you wait for the evaluation notice to be sent to you to check your records. The TRACY time system is a place you can go early in the term to check for accuracy. If students have been correctly assigned to a supervisor in TRACY, they should also be correctly assigned in SmartEvals (provided those assignments have occurred before the evaluation upload is conducted). Follow these procedures:

A. Log into TRACY
B. Select Ultraview
C. Select "Settings" Tab
D. Select Group By: "Supervisor"
E. Select "Save" and then "OK"
F. You now see students in the area arranged beneath the assigned supervisor, as in the example shown below.

C. Select Settings Tab

D. Select Group By: Supervisor

Special Considerations

As a supervisor, you should only see your name above your students. Payroll Coordinators however will see all supervisors and students in the area. Check this early not only for time reporting and approval accuracy but also for communicating any errors that may be discovered. This can be done as early as the first day of the term and long before the evaluation notices are sent out.

Remember, you will be asked to log in and check your list of student evaluations when evaluation timelines open. Please do that to confirm your list being sure to communicate needed changes and adjustments immediately.

3) Begin your evaluations as early as possible.

Conducting evaluations at the last moment should be the exception and never the rule. Even though a deadline is set each term, your aim should be to begin and complete them before that date. There are too many unknowns that can occur that could cause you or someone else to miss the deadline. More on this will be discussed in point #4. Doing evaluations late often results in:

A. Supervisors being rushed and unable to give adequate consideration to each evaluation.
B. Supervisors not conducting the student conference resulting in missed opportunities for providing formalized feedback about job performance.
C. Little time to adequately respond with appropriate comments.
D. Missed learning opportunities for student and supervisor.
E. Students often times feeling disconnected with the department and job.
F. Repetitive scoring pattern which is sometimes the case when evaluating large numbers of students in a short period of time and the scoring begins to follow a pattern.
G. No time to make needed corrections. A late correction submission can result in another supervisor not being able to do his/her evaluations before the window closes.

> **Special Considerations**
>
> Your students will feel much more engaged in the process when they know you are giving thoughtful consideration to their evaluations. Students should never go home for the term and simply receive an evaluation in their e-mail.

4) Be aware of time lines and the evaluation plan.

    A. Evaluations are open for approximately 70+ days for supervisors and 15+ days for student responses allowing a broad window to conduct the evaluation and meet with students.

    B. Supervisor windows will close approximately one week after finals to allow for last minute adjustments. (The exception is fall term which is open slightly longer because of Christmas break).

    C. You can only access evaluations during the appropriate timelines for supervisors or students. Evaluations will not be open to supervisors during an open student timeline. A timeline is applied to the entire institution and cannot be modified for a select individual.

> **A Suggested Procedure to Follow for Conducting Evaluations**
>
> 1) Log in to check for accuracy soon after receiving your first notice that evaluations are open.
> 2) Begin at any time inserting relevant documentation about performance that you've observed. Use the "Save for Later" function to enter comments and return to the evaluation as many times as you desire.
> 3) As you get closer to the end of the term, begin to refine and finalize your thoughts about the student.
> 4) Schedule your performance review with the student.
> 5) Have the electronic form open on your PC when the student enters.
> 6) Using the "Print" function, share a copy of the evaluation with the student.
> 7) Discuss the evaluation including your observations along with suggestions for improvements.
> 8) Make any agreed upon adjustments and if all is agreeable at that time, "submit" the form to close it and finalize the evaluation.
> 9) If further adjustments are needed, you can do that while the student is there or at a later time. Be sure to return to the form to make the adjustments and to "submit" at that time. An evaluation that has not been submitted is an incomplete evaluation.

> **Note to those who finalize evaluations late because of late term labor commitments**
> 1) You should make every effort to follow the above described plan. Finalizing the evaluation late does not mean you should <u>begin</u> and complete it late.
> 2) At the student conference, indicate that the score and comments are provisional upon successful completion of the agreed upon work that extends to the end of the term or beyond and that failure to meet those obligations will require a review and reconsideration of the evaluation at that time.
> 3) With these cases, be sure to use the "save for later" function so that the evaluation remains open and accessible to you until you are ready to submit.
> 4) If the student is successful in meeting obligations, you can then submit. If they were not, you can adjust the scores and comments and then submit.

5) Use the SmartEvals system as your main source for completing evaluations.

> Some departments use additional internal methods for evaluating students while others will use the paper form in a handwritten format for the conference. Whatever method you use, they all have to be copied and entered into the SmartEvals system before they are considered complete. There is no other process that the Labor Program recognizes for recording Labor Evaluations. The SmartEvals system is the conduit to BANNER and to the Labor Transcript so it is essential that all evaluation data be retained in this system. There are no exceptions to this process. There are rare instances when a paper form will be requested but that is an exception usually granted whenever an evaluation is needed and there is no timeline open in the system.

6) "SAVE FOR LATER" VS. "SUBMIT"

Using "Save for Later" allows you to return to the evaluation multiple times while selecting "Submit" will finalize and close the form preventing you from reopening it beyond that point. Be sure that everything is in order before you elect to "Submit".

7) "EMAIL" VS. "PHONE CALLS"

You should always **email** corrections/issues to the Training and Assessment Specialist being sure to include the Students full name and what the issue is along with the correction needed. Email is the preferred method and not a phone call/message. The goal is to eliminate needless email so the more information known about the issue will help accomplish that. For example, if you write and simply say "this is not my student" you will get another email asking if you know who supervises that student. If known, indicate that type of information when writing the initial email.

Frequently asked questions from supervisors.

QUESTION: This is not my student. Why am I being asked to complete the evaluation?
    ANSWER: Generally this is a result of incorrect information on the status form. Corrections should be sent to the Training and Assessment Specialist and Student Payments. Please do not ignore the notice – report it.   Your failure to report the issue may mean that an evaluation does not get reassigned and conducted by the correct supervisor.

QUESTION: I submitted an evaluation incorrectly or before I intended. What do I do?
    ANSWER: It's an easy fix. Notify the Training and Assessment Specialist giving a description of the issue along with the full name of the student. A request will be made to reopen the evaluation and you will be notified when that occurs.

QUESTION: I clicked on print and nothing happened. What do I do?
    ANSWER: Typically this is an issue with pop-up blocker settings.   You may need to turn them off or approve SmartEvals as a trusted site. If you need help doing that, contact the Help Desk. You should also look on your task bar to make sure the print manager opened correctly. The print manager can sometimes open behind the current window and will be initially out of view.

QUESTION: I need to print out an evaluation that I have already submitted.   Can someone do that for me?
    ANSWER: All supervisors can view and print recently completed evaluations after submitting.   An excellent video guiding you through that process can be seen at:
    http://www.youtube.com/watch?v=p_nyeJuCo_c

    Note: Review answer above to determine why nothing happened when you clicked on print.

QUESTION: Do we evaluate secondary positions?
    ANSWER: Yes
QUESTION: Do I evaluate a student if they left the area or withdrew from school?
    ANSWER: Possibly. We look at a student's work history to determine if they held an active job for at least 6 -7 weeks in the term and logged hours during that time. There is not a set number of hours we look for but we do look for any consistency.   This will be researched before an evaluation is deleted. You will be notified when a determination is made along with any actions that need to occur.

QUESTION: How do I go about evaluating a student who only worked a portion of the term?
    ANSWER: Remember, an evaluation will be expected if the student has worked or will work a span of 7 weeks during a term. You can only evaluate on what you actually observed. Students are accountable for the way they perform and conduct themselves during the time in which they worked for you but can't be held accountable for periods in which they did not work in your area. You might give some type of explanation in the first response box that the evaluation only covers 7 weeks during the term. That statement would then be recorded as part of the permanent record.

QUESTION: Why am I seeing my student twice?

ANSWER: This usually occurs whenever a student is promoted in a WLS level or switches positions within a department.   Look at the information in the summary table when you log in. Evaluate the position that the student worked in for the longest period of time.   In the case of a WLS change, complete the evaluation for the most recent WLS level. Notify the labor office concerning either issue or if you are unsure.

QUESTION: I lost the link to log into the evaluation system. Can you resend it?

ANSWER: That can be done by contacting the Training and Assessment Specialist. HOWEVER, a better option would be to create a shortcut/desktop icon or bookmark the site for future reference. You can also gain access to the system through MyBerea in the Labor Program window under Student/Supervisor Links and click on Labor Evaluations.   Students also have a link in Moodle.

QUESTION: I just logged into the system and all my links have vanished. What do I do?

ANSWER: There are 3 reasons that will cause evaluation links to vanish. 1) The evaluation has been submitted; 2) The timeline has switched from the supervisor over to the student; and 3) The evaluation is officially closed such as the end of an academic year. Be sure to conduct the evaluations early to avoid timeline issues.

QUESTION: I'm sorry I had an emergency and couldn't finish the evaluation. Can you reopen the timeline?

ANSWER: Most likely no.   Timelines are open approximately 70+ days providing ample time to complete all evaluations. If you do not complete an evaluation because the timeline closed before you could finish it, it is probably a result of poor planning and not a result of the system closing too early.   An exception to that could be if you were out for an extended medical leave for the latter part of the entire term.

QUESTION: Why do these fall due during finals week which is an extremely busy time on campus?

ANSWER: Again, there is a very broad window of opportunity to conduct evaluations and waiting until finals weeks to begin is not a sufficient reason to change or extend the timeline.

QUESTION: Why am I getting an evaluation for this student?   I told the Labor Office of this change several times!

ANSWER: This can occur because of a complex set of reasons. Perhaps the change notification came after the evaluations were uploaded in the system.   Perhaps the proper paperwork to terminate the job came too late. It could simply be a mistake. Every effort is made to reduce these errors by filtering out students who don't require an evaluation but that is not always an exact science. SmartEvals has no direct connection to BANNER so changes made there are not reflected in the evaluations in "real-time". It's usually and easy fix but it does require that you notify the Training and Assessment Specialist of the issue whenever you notify the main Labor Office.

QUESTION: I haven't met with my student. Should I go ahead and submit?
> ANSWER: Ideally, you should make every effort to meet with your students and plan times to do that while they are still on campus. However, in the event of an approaching deadline that will close the evaluation timeline and where you are unable to meet with the students, you should proceed to submit the form. In these cases, always inform each student about what you have done.

QUESTION: Why do I receive so many notifications?
> ANSWER: Notifications continue to go out to any supervisor who has an active evaluations in his/her profile page. That includes evaluations that don't belong there because of incorrect information. An active evaluation is any evaluation that has not been "submitted".   Once all evaluations are complete and <u>submitted</u> (and/or reassigned to another supervisor), the notifications stop.

QUESTION: What happens to the evaluation data?
> ANSWER: Evaluation data is stored in the SmartEvals system and you have access to that through reports and by viewing actual evaluations in that system. The data is also used in several other ways:
> 1) SACS accreditation reviews
> 2) Departmental assessment reports that show scoring trends, completion rates, comments, etc.
> 3) Retained as permanent record for potential Department of Education Review
> 4) Copies are shared with students for personal use such as job interviews, resume creation, and to fulfill our contractual obligation to the students, etc.
> 5) Support various background checks for certain government jobs
> 6) The basis for creating the Labor Transcript
> 7) For Labor Department use when reviewing a student performance issue or for a probation review. Note: students receiving 59-below are placed on labor probation for lack of performance.

QUESTION: What happens if I don't do an evaluation?
> ANSWER: Several things occur when this happens:
> 1) The Student Labor Transcript is incomplete
> 2) The departmental assessment reports will show and identify the number of incomplete evaluations.
> 3) Your divisional leaders are notified
> 4) All affected students are notified that we have been unable to secure an evaluation and that will be reflected on their transcript as "No Evaluation Available".
> 5) If it occurs with consistency, it could affect the allocation you have for student workers.

QUESTION: How do evaluation scores translate into the Labor Transcript performance designations?

ANSWER: First, remember that this is NOT an academic grading system.   Meeting expectations is doing a good job and should not be compared to a letter grade. Ratings are assigned at the end of each term and are based on the Student Labor Evaluation scores that are submitted by the labor supervisor. Designations appearing on the Labor Transcript are as follows:

1) **Exceptional Performance (90-100) -** exceeds all position expectations, models the highest work standards and performance obtainable.
2) **Exceeds Expectations (80-89) -** consistently exceeds several of the position expectations.
3) **Meets Expectations (70-79) -** consistently meets all of the position expectations for doing a good job.
4) **Needs Improvement (60-69)** - performance is inadequate in one or more work areas.
5) **Unsatisfactory Performance (59-below)** - serious failure to meet the minimum performance requirements.

NOTE: Students who receive an evaluation score of 59-below will be placed on Labor Probation for not meeting the minimum performance requirements as determined by the department.

This document was prepared for informational
purposes by:

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