1. Performance review process survey results
   Alison Miller

2. Manager training updates & request for feedback
   Shana Ryman and Penny McFarline
Goal: Hear staff and manager perspectives on the updates to the 2023 performance review process and collect input on possible future updates to the performance review process.

Survey development
- Work group of 7 Staff Senate members and 3 VCU HR staff collaborated on draft survey
- Staff Senate and HR leadership met to refine and confirm final survey questions

Survey distribution & response
- Survey period was April 19 - May 2 (two weeks); communications sent on April 19 and 30
- 2,466 individuals received the survey (VCU Classified and University and Academic Professionals who participated in both the 2022 and 2023 performance review process, excluding senior leadership)
- Survey response rate: 37.71% (930 individual responses)
Which self review option(s) do you prefer?

- Completing narrative section for Strengths and Opportunities for Growth, to summarize work: 45.57%
- Rating each goal and competency, completing narrative section for Strengths and Opportunities: 23.75%
- I have no preference between the two options above: 25.42%
- Other (please specify): 5.26%
Which manager review option do you prefer?

- Rating each competency as either “Demonstrated” or “Did not demonstrate”: 58.97%
- Rating each competency on a 6 point scale from Below to Exceptional: 27.84%
- I have no preference: 8.42%
- Other (please specify): 4.76%
For Exceptional ratings, an additional form was used to help create more consistency and fairness in the usage of this rating. This form provided further explanation of the rating definition and examples of performance which may merit the Exceptional rating. Which process do you believe best supports accurate assignment of Exceptional ratings?

- Using the Exceptional rating form: 39.11%
- Rating an employee as Exceptional without use of the form: 38.01%
- I have no preference: 18.82%
- Other (please specify): 4.06%
Communications

Received initial notice?
- Yes: 51%
- Not Sure: 39%
- No: 10%

Received notification of changes?
- Yes: 23%
- No: 22%
- Not Sure: 55%
How would you prefer to receive future communications about changes to the performance review process? (select all that apply)

- From my direct supervisor: 17.64%
- From my school/unit/department’s HR Professional: 36.09%
- From the central VCU HR department: 31.95%
- Any/no preference: 12.87%
- Other (please specify): 1.44%
NEXT STEPS

- Maintain changes made to the 2023 performance review process

- Logistical process improvements
  - Address administrative & timing challenges with Exceptional rating form

- Communications improvements:
  - Leverage HR website and TelegRAM announcements to provide timely notifications of any future changes to the performance review process
  - HR Professionals will be directed to share information, with additional layers of support and reinforcement (VCU HR to provide draft message examples, timely communication of information included in Quality Assurance process)