

Frequently Asked Questions

If you cannot find the answer to your questions below, please contact HR Connect at 718-935-4001 or email perfmgmt@schools.nyc.gov and someone will be happy to assist you.

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Why is there NO ACTION REQUIRED for the Achievement & Satisfaction goals?

The FY09 Achievement and Satisfaction goals will be summarized and reported at the Cabinet-member level only as part of the year-end evaluation process. Employees are only required to complete a self-assessment for their individual Operational goals.

When am I supposed to create my Operational goals?

The Goal Setting period for FY09 begins November 20th.

How do I create my Operational goals?

1. Review the Chancellor's Strategic Priorities and the goals of your division and those of your manager; think about how those "cascade" to your work.
2. Develop 4-6 individual goals based on desired outcomes as a result of accomplishing the goal; each goal statement should include:
 1. What is to be accomplished
 2. The measurable outcome
 3. When the activity will be completed
3. Apply the SMART method to each goal
4. Select the Chancellor's Strategic Priority that aligns to each goal.
5. Assign a percent weight to each goal based on the relative impact each will have to the organization's success.
6. Review your draft goals with your Manager.

What is the deadline for the employee to input their Operational goals?

Employees should input their Operational goals in NYCAPS no later than December 16th.

What if I need to continue working on one of my FY09 Operational this year?

If you have an Operational goal from FY09 that will carry forward into this year, you should have provided summary comments regarding your accomplishments through September 2009 and rated the goal. When setting your FY10 goals, you may carry forward that same goal and make any necessary updates or changes as to how you will track your progress and results, as needed, for this year.

I am a manager. What if I want to add/remove an employee in the Performance Management program now?

In order to be added or removed from the program, the employee's manager must make the request by contacting HR Connect at 718-935-4001 or perfmgmt@schools.nyc.gov. You will need to supply the employee's full name and employee ID.

I am a manager. What if the employee hasn't sent the document back to me by December 16th (the deadline date)?

Send the employee a reminder email informing them of the deadline when his/her goals must be complete.

I am a manager. How am I supposed to Review my employee's goals?

1. Print the employee's goals;
2. Review the employee's self assessment of his/her Operational goals;
3. If you have any changes to either the employee's comments or ratings based on your final evaluation and assessment, write those changes on the hardcopy document. .
4. Make a copy of your written changes for the employee;
5. Schedule a Performance Year- End Evaluation Review meeting with the Employee to provide him/her with feedback about his/her overall performance against FY09 goals. Discuss with the employee any changes you have to either their comments or ratings based on your final evaluation of the employee's results. If changes are necessary, ask the employee to update their Performance Document in NYCAPS.
6. Send the Performance Document back to the Employee; and
7. Verify that the requested changes are saved in the employee's Performance Document once the employee returns the document back to you in NYCAPS.

I am a manager. What if the employee refuses to make the suggested changes?

Document the employee's refusal to make the changes on your modified hard copy of his/her Operational goals. Advise them that your evaluation of their results is final. Additionally, you may also contact Richard Brescia, Director, Performance Management and Talent Development (DHR) at RBrescia@schools.nyc.gov to discuss the situation in greater detail.

How can I access the Performance Management system?

The Performance Management system can be accessed from Cityshare, the NYC employee intranet, at <http://cityshare.nycnet>. It can only be accessed from a computer that is connected to the DOE network. Instructions on how to access the system are also available on each of the job aids.

Why can't I access the system from my personal computer?

The Performance Management system is only accessible from a computer that is connected to the DOE network because it is part of our intranet, not the Internet.

What do I do if I forgot my password?

If you forget your password, you can click the Forgot Your Password link found on the system's login page. From there, if you can answer your security questions correctly, you will be prompted to reset your password. If you cannot remember your security questions, or you have not already set them up, you will need to contact HR Connect at 718-935-4001 or perfmgmt@schools.nyc.gov for assistance.

I am locked out of the system. How do I reset my password?

If you get locked out of the system you must contact HR Connect at 718-935-4001 or perfmgmt@schools.nyc.gov and request a password reset. You should receive a new temporary password within two hours.

Who has access to my document in the system?

Your document can only be viewed by you, your direct manager, and the Performance Management system administrators. You can edit your document until you send your document to your manager by clicking the "Complete" button. Once you hit "Complete" your manager can view your goals. While the document is in your manager's possession, you are able to view it, but not make any changes.

Why can't I edit my Performance document?

If you cannot edit or change your Performance document, it is because they are in the possession of your manager. If you had previously clicked the "Complete" button and sent your goals to your manager for review, your manager will have to send the document back to you before you can make any further changes. Your manager can send the document back to you by clicking the "Return Document to Employee" button, giving you access to your document again.

I am a manager. How do I send my employee's document back to him/her?

If you need to send your employee's document back to him/her, log into the Performance Management system and click on "Manager Self Service". From there, click "Maintain Documents" and click on the name of the employee that you would like to send the document back to. Click the "Return Document to Employee" button. The employee can now go into his/her document and make any changes to the document.

How do I confirm that my Performance Review document was successfully completed in the system?

You can confirm that your Performance Review document was successfully completed in the system by viewing the list of your documents in the Performance Documents screen. If the column titled Author Status states "Complete" and you can see the ratings and comments that you made then your goals were successfully sent to your manager for review.

I am a manager. My employee has submitted his/her goals, so why can't I see them?

In order for you to view your employee's comments and ratings on his/her goals, the employee must hit the "Complete" button from the Maintain Performance Documents screen. If an employee's name is missing from your Manager's Maintain Documents screen, where you should see all your direct reports, call HR Connect at 718-935-4001 and request to have your missing employee's record transferred over to you in the Performance Management system.

I am a manager. How do I print out a copy of my employee's goals?

While in the employee Performance Document: click *Printable Performance Document*, and then click *Print Preview* from the file menu (choose *Only the selected frame* from the dropdown list).