



MISSION FOCUSED



WARRIOR READY

TPR 430

National Guard Technician Performance Appraisal Program

Five Level Rating Evaluation

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OVERVIEW

- Changes - TPR 430 Performance Appraisal Program
- Performance Appraisal Application
- Critical Elements
 - Requirements / Position Description
 - SMART Method
 - Writing Effective Critical Elements
- Five Level Rating Evaluation Method
- Self-Assessment



Performance Appraisal Program (What Changes)

- TPR 430
 - Revised 5 November 2009
 - Michigan implementation: 1 Nov 2010
- Annual Appraisal Cycle: 1 Nov– 31 Oct
- Automated process (NGB Form 430)
- Mandatory interim review (5-7 month point)
- Five Level Rating Method
- Self-Assessment

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Performance Appraisal Program (What does not change)

- The Trial & Probationary Ratings and Periods
- Postponement of Annual Ratings of Record
- Supervisor Communicating Performance Plans
- Below Fully Successful or Unacceptable Performance
- Performance Improvement Plans (PIP)
- The Appeal Process
- Team Based Approach





Performance Appraisal Program (Transition to the New System)

- Trial Period / Probation Employees
 - Begin rating in new system AFTER trial / probation period completed
- Closeouts under current system
 - Technicians must receive a closeout under current system NLT 31 October 2010
 - Exceptions granted for extenuating circumstances (i.e. deployments)

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END OF PROBATIONARY APPRAISAL

- Due 12 months after completion of the trial period
- Date the period ends determines the next rating period
- See examples on next slides

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END OF PROBATIONARY APPRAISAL

EXAMPLE:

Mr. John Q. Public was hired 26 Jun 2010. His probationary period would end 25 Jun 2011. An off cycle appraisal would be done from 26 Jun 11 to 31 Oct 11 (meets the required 120 days for the rating period. Then he would be due an annual appraisal from 1 Nov 11 to 31 Oct 12.

Ms. Jane Doe was hired 26 Jul 10. Her probationary period would end 25 Jul 11. An off cycle appraisal would be done from 26 Jul 11 to 22 Nov 11 (meets the required 120 days for the rating period. Then she would be due an annual appraisal from 23 Nov 11 to 31 Oct 12.

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CURRENT EMPLOYEES APPRAISAL TIMELINE

EXAMPLE:

Mr. Joe Snuffy's rating period is 27 Jun 09 - 26 Jun 10. An appraisal is done for this time period. The new rating period is 27 Jun 10 to 31 Oct 10 (meets the required 120 days for the rating period). Then he is due an annual appraisal from 1 Nov 11 to 31 Oct 12 (Most current employees will fit into the example).

Ms. Mary Frosty's rating period is 6 Jul 09 – 5 Jul 10. An appraisal is done for this time period. The new rating period is 6 Jul 10 to 2 Nov 11 (meets the required 120 days for the rating period). Her next appraisal period is from 3 Nov 11 to 31 Oct 12.



Performance Appraisal Application

- Accessed thru **My Biz and My Workplace**
- Critical Elements
 - Copy and paste function
 - Character counter
- Standardized automated approval and acknowledgment process
 - Email notification
- Ability to copy plans from year to year
- Track Progress page

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How Do I access My Biz / My Workplace?

Website: <https://compo.dcpds.cpms.osd.mil>

This site is a Reduced Sign on website meaning all you need is your CAC card to log on.

My Biz / My Workplace (GETTING STARTED)

Windows Internet Explorer

https://compo.dcpds.cpms.osd.mil/

File Edit View Favorites Tools Help

Login : DCPDS Portal


DCPDS Portal

Common Access Card (CAC) Access

First time CAC users, Non-CAC users with newly issued CAC and CAC name changes must select the "CAC Registration" button before "Login" button.

Reporting Problems

For personnel data concerns in "MyBiz", contact your Servicing Human Resources Office.

For technical problems with the application, select the [Contact List](#) for your organization's computer support Help Desk.

CPMS Contact Information

Department of Defense
Civilian Personnel Management Service
HR Business Information Technology
Solutions Division - HR-BITS
1400 Key Boulevard, B-200
Arlington, VA 22209-5144
Email: hr-bits@cpms.osd.mil

Authorized Non-CAC Login

Authorized Non-CAC users must select the "Non-CAC Registration" button before "Login" button. Select the "Reset Password" button to reset your password.

Portal Username:

Portal Password:

[Login Help](#)





[Privacy Act](#) | [Accessibility](#) | [Privacy and Security Policy](#)

Trusted sites 100%



My Biz / My Workplace (Accessing)

- For current DCPDS users, Log into My Biz/My Workplace using your CAC
- For new DCPDS users, when you log into My Biz / My Workplace for the *first* time, you will be prompted to provide a user ID and a password
 - Click on CAC register (select non-email cert)
 - Enter user ID = your social security number *with* the dashes (enter in both spaces)
 - Click on register
 - HR/MYBIZ/MYWORKPLACE Username (SSAN) /CONFIRM TYPE (SSAN) AGAIN.
 - Click on Submit
 - Click on MYBIZ
 - Click on Continue



My Biz / My Workplace (Updating your information)

- ***My Biz*** allows employees to update certain personal information that may change from time to time.
 - ✓ Phone Number
 - ✓ **Email Address (WORK)!**
 - ✓ Disability Codes
 - ✓ Race and National Origin (Ethnicity and Race Identification)
 - ✓ Emergency Data
 - ✓ Foreign Language Proficiency
- ***My Workplace*** allows supervisors to view employee information and to update certain supervisory information that may change from time to time.
 - ✓ **Email Address (WORK)!**



My Biz / My Workplace (Contact Information)

System access issues:

CMSgt Carrie Mason

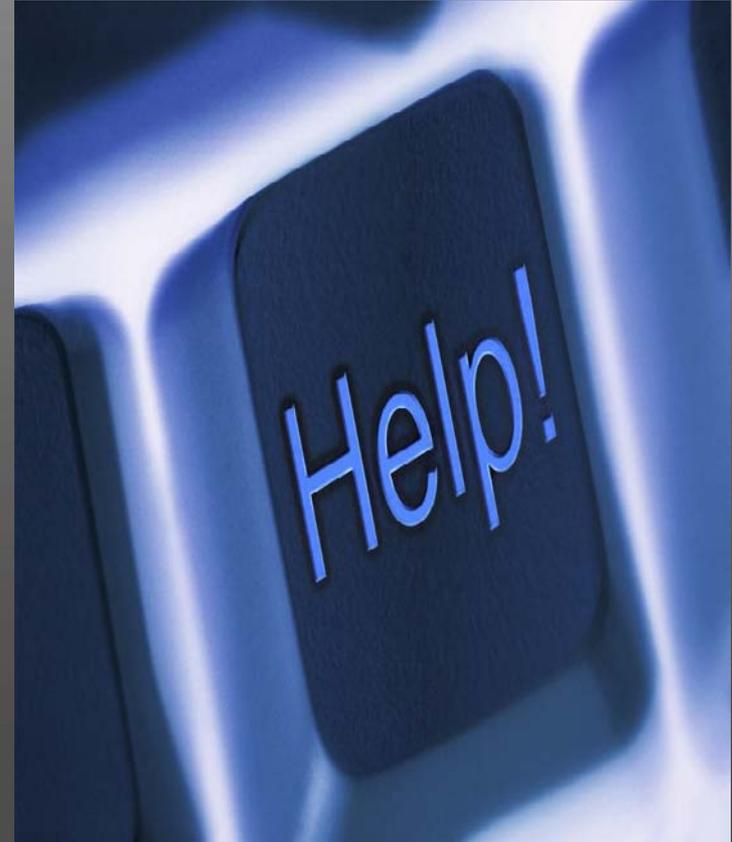
- carrie.mason2@us.army.mil
- DSN 623-9688

FOR SUPERVISORS ONLY

Hierarchy updates/can't see
reporting chain:

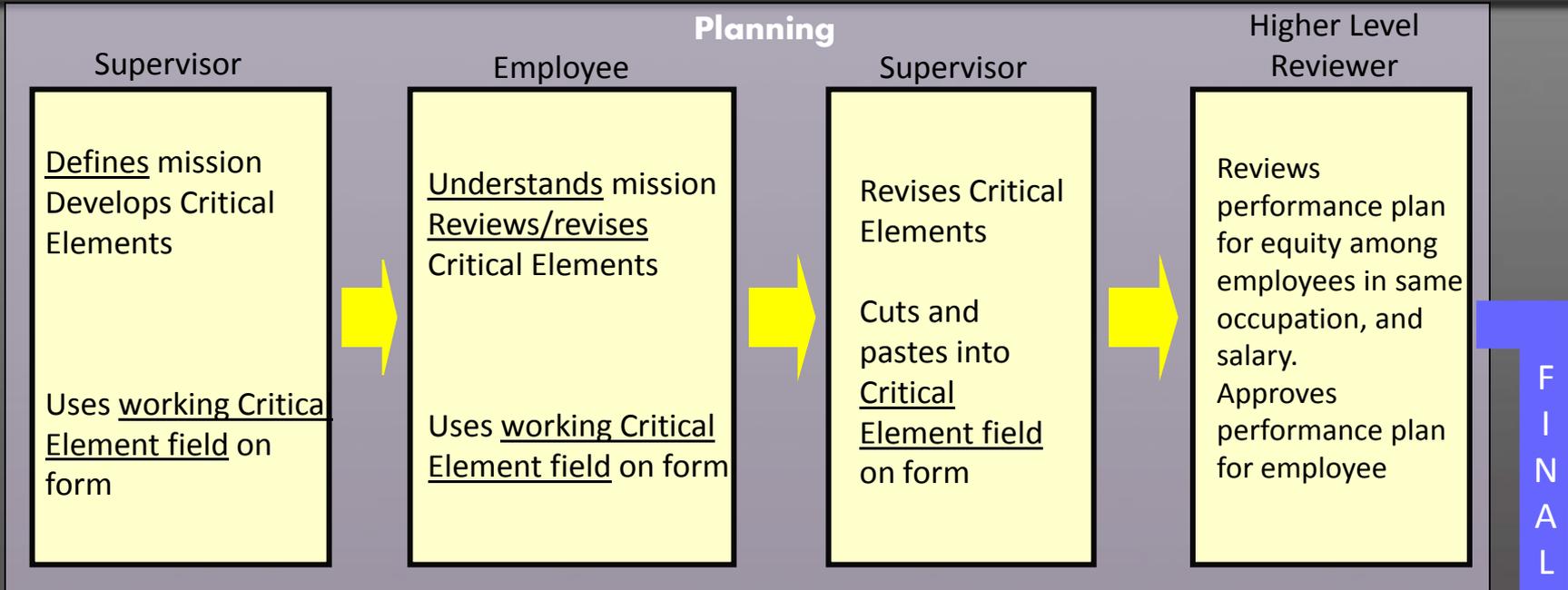
Mrs. Lori Wright

- lori.wright1@us.army.mil
- DSN 623-9727

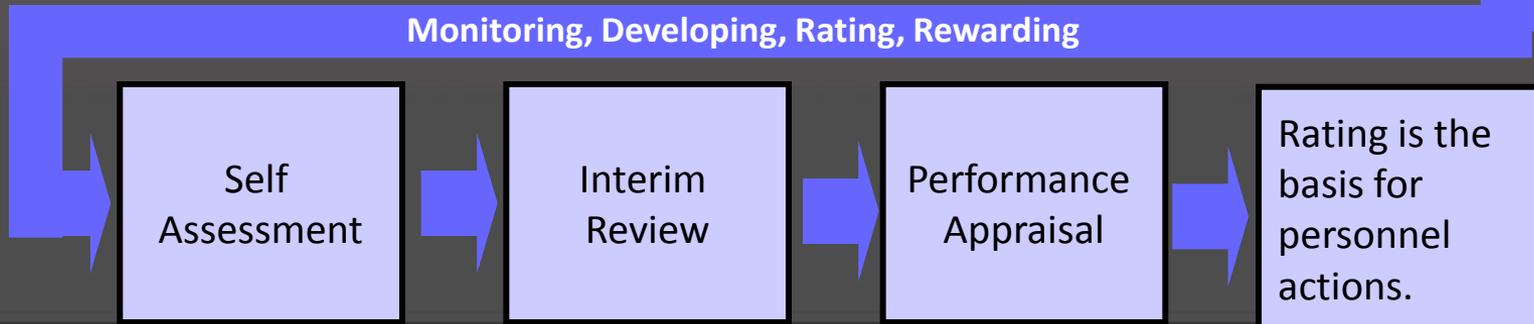


Performance Appraisal Process

Planning



Monitoring, Developing, Rating, Rewarding





Performance Appraisal Process (Employee's Responsibilities)

For success employees should:

- Participate in the development of Critical Elements
- Identify and Record their accomplishments
- Participate in Interim Review and the End of Year Assessments

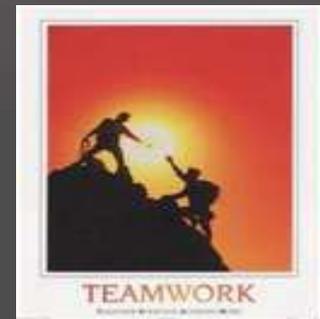


Performance Appraisal Process (Rater's Responsibilities)

- Ensure employees attend training
- Develop critical elements aligned to the mission
 - ARNG: Team Based development (as applicable)
 - Critical Elements based on individual performance
 - Teams develop and communicate standards
- Provide feedback to employees
 - Mandatory Interim Review
 - ARNG : Team Based (as applicable)
- Foster and Reward excellent performance
- Address poor performance

Performance Appraisal Process (Higher Level Responsibility)

- Stay Involved in the performance process
- Communicate goals to subordinate supervisors
- Equitable and consistent application



Critical Elements (Requirements)

- Linked to the organization mission and goals
- Developed at Fully Successful rating (3)
- Key responsibilities captured from position description (“what”)
- Defines performance expectations (“results”)
- Minimum of 2 Critical Elements
 - Maximum of 10
 - Recommended 3 – 5



Critical Elements (Position Description)

- Overview of a position description
- Major duties and responsibilities
- Regular and recurring; mission essential
- Weighted or Non-Weighted

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Weighted Critical Elements

	Employee 1 rating for each CE		Employee 2 rating for each CE	Weight	Employee 2 Rating after weighted.
Ex1	Rating		Rating	Weight	Adj. Rating
1	3		3	10.00%	0.30
2	3		3	25.00%	0.75
3	3		3	65.00%	1.95
	3.00			100.00%	3.00
Ex2	Rating		Rating	Weight	Adj. Rating
1	4		4	10%	0.40
2	2		2	25%	0.50
3	5		5	65%	3.25
	3.67			100%	4.15
Ex3	Rating		Rating	Weight	Adj. Rating
1	4		4	10%	0.40
2	4		4	25%	1.00
3	2		2	65%	1.30
	3.33			100%	2.70
Ex4	Rating		Rating	Weight	Adj. Rating
1	3		3	10%	0.30
2	3		3	25%	0.75
3	2		2	65%	1.30
	→ 2.67			100%	← 2.35

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SMART Method

Framework for developing Critical Elements

Critical Elements (SMART Method)

Specific

Measurable

Aligned

Realistic/Relevant

Timed



Position Description

EXAMPLE

- PD Duty #1 Aircraft Engine Mechanic (PD 80596 WG-10)
- Troubleshoots malfunctioning engines and interrelated propulsion system components, determines degree of disassembly or certification required, repairs or replaces defective components, diagnostic computers and associated hardware. Analyzes malfunctions using schematic and wiring diagrams, blueprints, manufacturer's specifications, computer diagnostics data, inspection findings, trending data and aircrew debriefs. Performs engine run operation on installed and uninstalled engines to troubleshoot malfunctions or verify findings. Removes and installs engines and auxiliary power units. Operates, Automated Ground Test Systems (AGETS), trouble-shoots and repairs aircraft jet engines.

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- Clearly state “WHAT” the employee is expected to accomplish
- Define an observable action, or achievement

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Example: Specific

- Critical Element
- On an as needed basis, troubleshoots malfunctioning engines and interrelated propulsion system components (SPECIFIC); determines degree of disassembly or certification required; repairs or replaces defective components, diagnostic computers and associated hardware (SPECIFIC) within 5-7 days of identified defect. Analyzes malfunctions (SPECIFIC) using schematic and wiring diagrams; malfunctions are identified with no more than two miscalculations prior to corrective action.

MEASURABLE

- Link to a level of performance
- A measurable critical element validates the quantity and quality of a specific behavior, action, or outcome
- Define expected “results”
 - Quantity (how many)
 - Quality (how good)
 - Time (how often, how long)

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Example: Measurable

- On an as needed basis, troubleshoots malfunctioning engines and interrelated propulsion system components; determines degree of disassembly or certification required using regulations and tech orders; repairs or replaces defective components, diagnostic computers and associated hardware within 5-7 days of identified defect (MEASURABLE). Analyzes malfunctions using schematic and wiring diagrams; malfunctions are identified with no more than two miscalculations (MEASURABLE) prior to corrective action .

- Link between the employee's work and the organization's mission and goals
- (Mission Statement) ... These services are provided to ensure that our forces can meet the needs of their respective mission both in peace and in war.

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REALISTIC / RELEVANT

- Realistic: the expected results can be achieved with available resources and time
- Relevant: the expected accomplishments, must be appropriate to the employee's level of responsibility and pay grade

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Example: Realistic/Relevant

- Is this critical element relevant to the employee's PD?
- Is this critical element realistic? Attainable for pay grade?
- On an as needed basis, troubleshoots the malfunctioning engines and interrelated propulsion system components; determines degree of disassembly or certification required using regulations and tech orders; repairs or replaces defective components, diagnostic computers and associated hardware within 5-7 days of identified defect. Analyzes malfunctions using schematic and wiring diagrams; malfunctions are identified with no more than two miscalculations prior to corrective action.

- Frequency—define start and/or end dates
- Specific dates (e.g., March 15) are preferred over relative descriptions of time (e.g., 6 months)
- Include milestones (projects)

Examples:

- ▶ Specific Time – by December 10
- ▶ Relative to another event – within 2 weeks of receipt ...
- ▶ Recurring – quarterly, bi-weekly

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Example: Timed

- On an as needed basis (TIMED), troubleshoots the malfunctioning engines and interrelated propulsion system components; determines degree of disassembly or certification required using regulations and tech orders; repairs or replaces defective components, diagnostic computers and associated hardware within 7 days of identified defect (TIMED). Analyzes malfunctions using schematic and wiring diagrams; malfunctions are identified with no more than two miscalculations prior to corrective action (TIMED).



Supervisor Critical Element (Mandatory)

- Adhere to laws and regulations concerning merit system principles and prohibited personnel practices. Clearly communicate performance plans to all subordinates and hold them accountable for accomplishing their critical elements and performance standards. Foster and reward excellent performance, and immediately address poor performance and conduct. Monitor the work environment to ensure all pertinent equal employment policies and regulations are adhered to. Support EEO training, ensure the complaints process is known to all, and ensure the work environment is free from hostile, inappropriate, or discriminatory behavior.

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2T's /BREAK /EXERCISE



Writing Critical Elements Exercise

Exercise

- Mail Assistant, GS-0305-06
- Two major categories of Work
 1. Developing standard operating procedures for the new mail sorting tool
 2. Processing incoming and outgoing mail

- Desired Results
 1. The expected result for this critical element is that the Standard Operating Procedures are created for the new mail sorting tool.
 2. Incoming and outgoing mail is properly processed.

Critical Elements (SMART Method)

Specific

Measurable

Aligned

Realistic/Relevant

Timed

Exercise

- Critical Element
 1. Standard Operating Procedures are created for the new mail sorting tool. This helps meet the division's goal of providing effective general administrative services to the organization. This will be accomplished using the following milestones: By July 30, 2008, revise no less than 80% of existing procedures to reflect the impact of the new system. By September 15, 2008, obtain supervisor approval of no less than 98% of procedures.

- Critical Element
 2. Throughout the fiscal year, incoming and outgoing mail is properly processed in accordance with the Agency-wide load/output matrix. This helps meet the division's goal of providing effective general administrative services to the organization. Successful completion of this objective is measured by customer satisfaction scores for all measures of 4 (or higher) out of 5. Supervisory review of document control records results in no less than 80% compliance with Agency standards.

Self-Assessments

Overview

- What is a Self-Assessment
- Getting Started
- Writing a Self-Assessment

What is a Self-Assessment?

- Communication between Supervisor & Employee
- Achievements/Accomplishments
 - Professional & Personal
- Interim Review/ End of Year Assessment
 - Highly Encouraged

Getting Started

- Track Achievements
 - Special Projects
 - Competing Priorities
 - Short Deadline
- Track All Accomplishments
 - E-mail folder
 - Word Document
 - Excel Spreadsheet
 - Notes on a planner or calendar
 - File folder – maintain copies of documents

Things To Do

- Use action verbs to describe what you did
- Describe results of your accomplishments
- Note challenges you faced and how you met them
- Be concise and specific

Writing the Self-Assessment

- **Situation:** Describe the conditions under which you achieved your critical elements
- **Task:** Describe what you did during the year to create the results you achieved
- **Activity/Action:** Include additional activities you completed, or actions you took that contributed to your results
- **Result:** Describe what you accomplished

Writing Self Assessments Exercise

Exercise: Writing a Self Assessment

Step 1: Write a self assessment for one of your critical elements.

Step 2: Receive feedback on your self assessment.

ACTIVITY



Writing the Self-Assessment

- **Situation:** Describe the conditions under which you achieved your critical elements
- **Task:** Describe what you did during the year to create the results you achieved
- **Activity/Action:** Include additional activities you completed, or actions you took that contributed to your results
- **Result:** Describe what you accomplished

- Mail Assistant, GS-0305-06
 - “I created Standard Operating Procedures for our new mail sorting tool. Because of this tool and the procedures, we have improved our efficiency 15% and customer satisfaction scores have averaged 3. I worked closely with my colleagues, and helped them out when necessary to meet challenges to our schedule. I followed all procedures. Our division had an audit score of 80%.”

Five Level Rating Evaluation Method

Five Level Rating (Definitions)

- 5 – Outstanding
- 4 – Excellent
- 3 – Fully Successful
- 2 – Marginal
- 1 – Unacceptable



Five Level Rating (Evaluation Method)

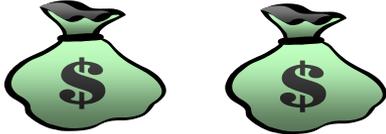
Rating of Record

Average Rating Range	Rating of Record	Rating of Record Descriptor
4.51 to 5.00	5	Outstanding
3.51 to 4.50	4	Excellent
2.51 to 3.50	3	Fully Successful
2.00 to 2.50	2	Marginal
1 on any critical element	1	Unacceptable

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Five Level Rating (Evaluation Method)

What Your Rating of Record Means

Performance Rating	Employees are eligible to receive...
5 - Outstanding 	Quality Step Increase Sustained Superior Performance Time Off Award 
4 - Excellent	Sustained Superior Performance Time Off Award
3 - Fully Successful	Sustained Superior Performance Time Off Award
2 - Marginal	Counseling, Mentoring, Coaching Increased Supervisory Assistance Performance Improvement Plan (PIP)
1 - Unacceptable	Counseling, Mentoring, Coaching Increased Supervisory Assistance Performance Improvement Plan (PIP)

Appeals

May Use

- State Appeals Board – Impartial Review Board with at least 3 members
 - **Must** use for Level 1 Ratings
- Supervisory Chain of Command Review Process
 - Higher Level Official (not previously involved in appraisal process) in supervisory chain performs impartial review and provides recommendations to TAG

REVIEW

SUMMARY

- TPR 430 Changes
- Performance Appraisal Application
- Critical Elements
 - Requirements / Position Description
 - SMART Method
 - Writing Effective Critical Elements
- Self-Assessments
- Five Level Rating Evaluation Method