

Frontline Central Classified Employee Evaluation Process

August 2023

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The Mission and the Method

The Mission

Preparing All Students to Succeed

The Method

*Qualified and efficient employees in all Schools
and departments*

The Purposes of Employee Performance Evaluations

- To serve as a measurement of performance for individual employees
- To serve as a guide for employees as they reflect upon and improve their effectiveness
- To serve as the basis for professional improvements
- To guide professional development programs for employees
- To focus on the goals and objectives of schools and departments as they support, monitor, and evaluate their employees
- To serve as a tool for developing coaching and mentoring activities
- To contribute to the positive outcomes of district objectives

Responsibilities of Evaluators/Supervisors

- Participate in training to understand and implement the evaluation process.
- Reflect on the best method for carrying out the evaluation process for different categories of employees.
- Stay informed about current evaluation policies, guidelines, and procedures.
- Follow up and ask questions as appropriate.
- Connect and collaborate with others to create ways to assist the employees with completing the tasks.
- Assure that anyone who is responsible for evaluations know and understand the process.
- Assure that all evaluation activities are carried out with equity and fairness.
- Assure a total system of accountability for evaluation procedures at the schools and departments.

Responsibilities of Employees

- Learn how your evaluation system works.
- Reflect on how the standards and indicators apply to your specific job and responsibilities.
- Attend training provided or recommended by your supervisors.
- Ask questions if you do not know the answer.
- Follow the instructions of your managers and supervisors to complete the evaluation process.
- Be prepared for meetings with the supervisor as applicable.
- Set goals that will improve your work.

Step One: Orientation

The supervisor provides an orientation for the goal-setting and evaluation process. The session includes at a minimum:

- Directions on how to access the Frontline Central UCPS Goal-Setting Form and evaluation portal
Note: To access Frontline Central, visit: <https://www.ucps.k12.nc.us/Page/6920>.
- A copy of or access to a copy of the Classified Employee Evaluation Standards and Indicators
- The timelines for the goal-setting and summary evaluation process.



Step Two: Initial Goal-Setting Process

The employee reflects on his or her performance responsibilities and enters one or two goals in the Frontline Central UCPS Goal-Setting Form for the supervisor's approval.

- The goal(s) should be based on his or her performance responsibilities and/or department objectives.
- If the employee has received an overall rating of “developing” on his or her most recent summary evaluation, the supervisor should recommend performance goals as deemed appropriate.

<p>Step Three Mid-Year Review of Goal-Setting Process</p>	<ul style="list-style-type: none"> • The employee enters an update on the progress toward meeting his or her goals. • The supervisor reviews the employee's progress, provides feedback, and signs the goals. • The supervisor also provides feedback on any other standards of the evaluation instrument as deemed appropriate for the work cycle.
<p>Step Four End-of-Year Review of Goal- Setting Process</p>	<ul style="list-style-type: none"> • The employee enters an update on the progress toward meeting his or her goals. • The supervisor reviews the employee's progress, provides feedback, and signs the goals. • The supervisor also provides feedback on any other standards of the evaluation instrument as deemed appropriate for the work cycle.
<p>Step Five End-of-Year Goal Completion Process</p> <p>Summary Evaluation</p>	<ul style="list-style-type: none"> • Upon completion of the goal-setting and completion process, the supervisor considers the quality of the employee's goal accomplishment as a component of his or her summary evaluation conference at the end of the year. • The supervisor completes the <i>Frontline Central Classified Employee Performance Evaluation Instrument</i> and facilitates the process of obtaining input and signatures. He or she also assures that all components of the online system have a "Completed" status.

Performance Standards and Indicators

Rating Scale

- **(5) Distinguished:** Consistently and significantly exceeded basic competence on standard(s) of performance.
- **(4) Accomplished:** Exceeded basic competence on standard(s) of performance most of the time.
- **(3) Proficient:** Demonstrated basic competence on standard(s) of performance.
- **(2) Developing:** Demonstrated adequate growth toward achieving competence during the period of performance, but did not demonstrate competence on standard(s) of performance. (Requires a comment by the evaluator)
- **(1) Not Demonstrated:** Did not demonstrate competence on or adequate growth toward achieving standard(s) of performance. (Requires a comment by the evaluator)

Standards and Indicators

Standard 1: Attendance

- Arrives and leaves at scheduled times.
- Takes reasonable actions to assure that key responsibilities are covered during absences.
- Reports planned absences according to established guidelines.

Standard 2: Communication

- Ensures that important information is shared with the supervisor as appropriate.
- Uses appropriate language to express ideas, thoughts and/or concerns and does so with courtesy and respect.
- Informs supervisor about progress or delays with assigned tasks or projects.

Standards and Indicators

Standard 3: Customer Service

- Responds to requests in a timely manner with a positive and respectful attitude.
- Uses knowledge and skills to assist with problem solving with the goal of improving customer service and satisfaction.

Standard 4: Ethics and Compliance

- Demonstrates a commitment to departmental goals and objectives.
- Accepts responsibility for errors made and takes appropriate actions to make corrections.
- Demonstrates respect for individuals from diverse groups and contributes to an environment in which coworkers and others feel valued and respected.
- Adheres to workplace regulations, standards and procedures.
- Complies with applicable confidentiality and privacy guidelines.

Standards and Indicators

Standard 5: Knowledge of the Job

- Exhibits the ability and willingness to learn and apply new skills.
- Produces work that is consistently accurate and without errors.
- Participates in learning opportunities for continual development.
- Demonstrates technical skills and knowledge required for the job.

Standard 6: Organizing and Planning

- Remains on task to complete routine responsibilities within established work hours.
- Prioritizes tasks to meet work goals.
- Manages the workload to meet established timelines.

Generating the Online Goal-Setting Form



Union County Public Schools Select an Application

Absence Management *formerly Aesop*

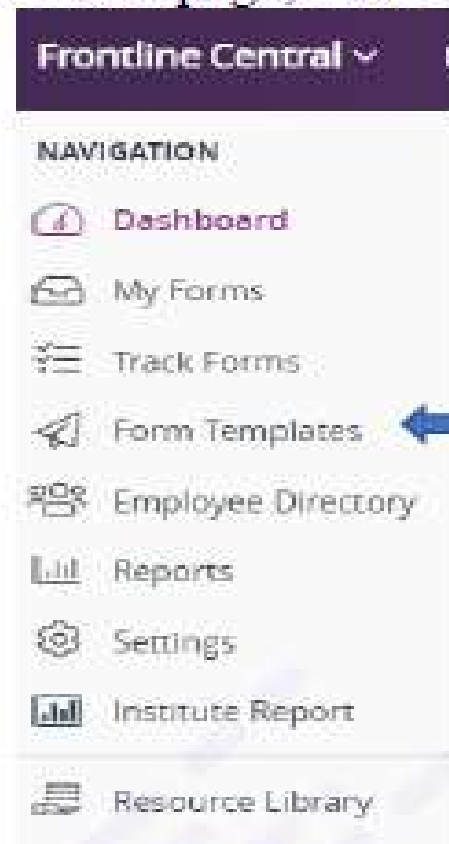
Frontline Central



Recruiting & Hiring *formerly AppliTrack Recruit & Fit*



2. On the next page, click on the “Form Templates” link on the left side of the screen.





3. Scroll on the page to the *2023-2024 UCPS Employee Goal Setting Form template*. Click the “Send” button at the right of the template link.



2023-2024 UCPS Employee Goal Setting Form

4. On the next page, scroll to the “DISTRIBUTION” window. Type the names of the employees to whom you want to send the form. The window should recognize the employee’s name in a drop-down list for the sender to select.



5. Once you have selected all employees who should receive the form, click the “Send Form” button at the top right of the screen.

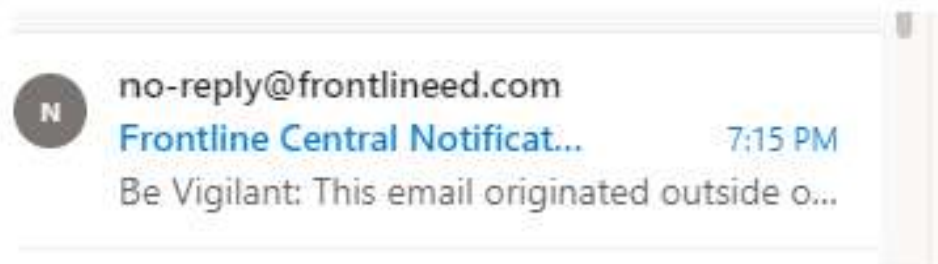
DISTRIBUTION

☒ Staff member(s) or group of staff members ☐ Contract group

"Who" the form is about; information from their staff record will auto-populate certain form fields.

[Need to send to a group of staff members?](#)

Note: A green “successful send” message will appear at the top right of the screen if the send was successful. The sender will also receive a notification of the successful send in his or her email.

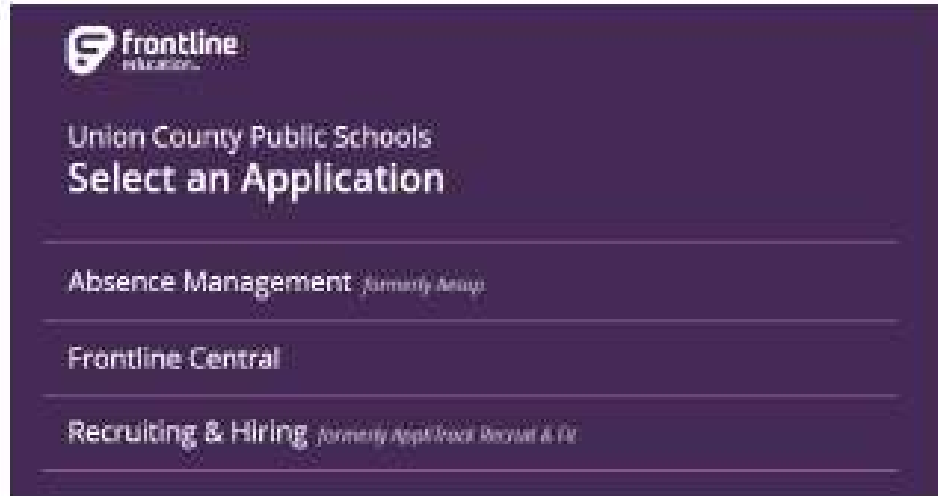




Generating the Online Summary Evaluation Form

Frontline **Employee** Link: <https://login.frontlineeducation.com/sso/ucps>

1. Click on the Frontline Employee link. The link should navigate to the screen below. Click on the Frontline Central portal.





2. Click on “Form Templates” from the menu options at the left of the screen.





3. On the next page, click the “Send” button on the right side of the *2023-2024 Classified Employee Evaluation Form*.



2023-2024 Classified Employee Evaluation Form



4. On the next page, enter the names in the “DISTRIBUTION” window of all employees for whom you will be completing the *2023-2024 Classified Evaluation Form*.

A screenshot of a web form titled "DISTRIBUTION". It features two radio buttons: "Staff member(s) or group of staff members" (selected) and "Contract group". Below the radio buttons is a note: "Who the form is about; information from their staff record will auto-populate certain form fields." There is a search input field with a magnifying glass icon and the placeholder text "Add a staff member by name". At the bottom, there is a link with a group of people icon and the text "Need to send to a group of staff members?".

DISTRIBUTION

☒ Staff member(s) or group of staff members ☐ Contract group

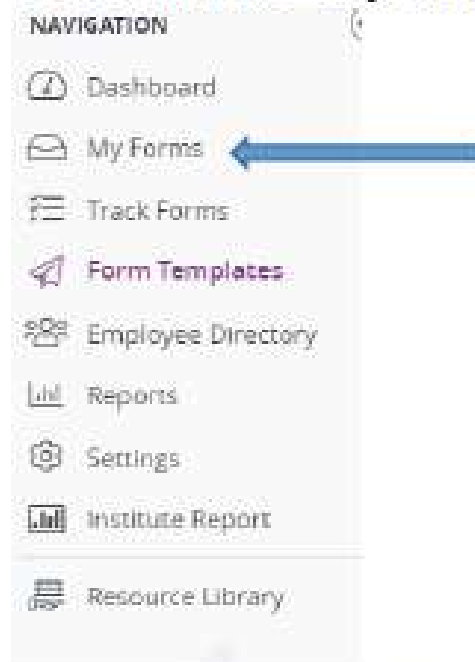
Who the form is about; information from their staff record will auto-populate certain form fields.

[Need to send to a group of staff members?](#)

5. After entering the names of employees in the “DISTRIBUTION” window, click the “Send Form” button at the top right of the screen.



6. Now, click the “My Forms” link to the left of the next screen.



7. If you have successfully completed the process, a *2022-2023 Classified Employee Evaluation Form* template will be visible for each employee.

Quick Tips for Supervisors and Managers

- Only the person assigned as the supervisor in Frontline Central can send the Goal-Setting Form or generate the Summary Evaluation for an employee.
- Analyze the number of employees that are assigned to supervisors, managers, or specialists to determine if the evaluation process can be reasonably carried out successfully.
- Determine the resources and support structures that different categories of employees will need to fully participate in the evaluation process.
(e.g. office support, bus driver, teacher assistant, custodian, etc.)
- Make deliberate efforts to address evaluation procedures, the status on completions, and the need for support throughout the year.

Resources

Human Resources Website:

<https://www.ucps.k12.nc.us/site/Default.aspx?PageID=7893>

Frontline Central Timelines and Procedures:

<https://www.ucps.k12.nc.us/cms/lib/NC01910453/Centricity/Domain/2794/Frontline%20Central%20Timelines%20for%20Evaluation%20Procedures%202023-2024.pdf>

Frontline Central Access Website: <https://www.ucps.k12.nc.us/Page/6920>





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