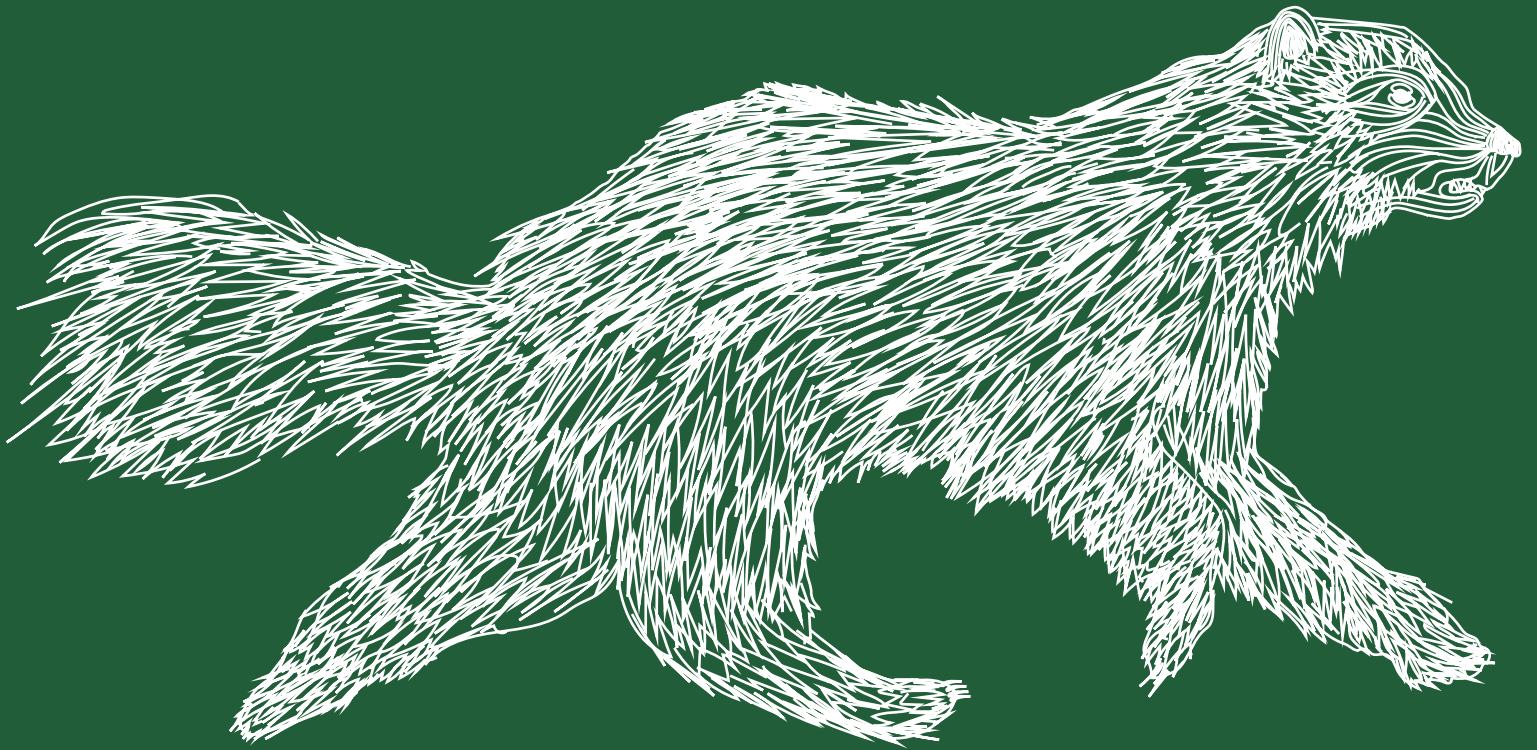


# SUPERVISOR



# GUIDEBOOK





Positive relationships between supervisors and employees are at the foundation of Student Success at UVU. These relationships have been proven to provide higher job satisfaction, less turnover, and an increase in employee engagement. By showing your employees Exceptional Care, demonstrating Exceptional Accountability, and working with them to achieve Exceptional Results, we will continue to meet our university-wide goal of Student Success.

We know that entering into a supervisor role can be intimidating and overwhelming. UVU's Learning and Development team has composed a variety of resources to help you in this process:

**The Supervisor Guidebook:** This material is provided for you in addition to the information presented in the Staff and Faculty Guidebooks. If you have not read through these guidebooks, and are a new employee, please do so prior to reading the Supervisor Guidebook.

**New Supervisor Orientation:** The fourth phase of New Employee Orientation, required for supervisors. Held online on UVU Learn, New Supervisor Orientation will go over supervisor resources, processes, policies, and contact information. For information on the phases, visit [the New2UVU website](#).

**UVULEAD:** A year-round workshop series that offers 16+ different workshop-style courses addressing skills supervisors are expected to have at UVU. Each workshop is based on a Leadership Expectation. Register on [UVU Learn](#).

**New Supervisor Retreat:** Held once every six months, this two-hour meeting introduces new supervisors to critical People and Culture processes, priorities, and employees. Includes lunch, a presentation, a panel, and opportunities for prizes.

# Table of Contents

## Need to Know Now

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- 01** Leadership Competencies
- 03** UVULEAD
- 04** Supervisor Review
- 05** Contact List
- 06** Systems List
- 07** Approval List
- 08** Employment Policies

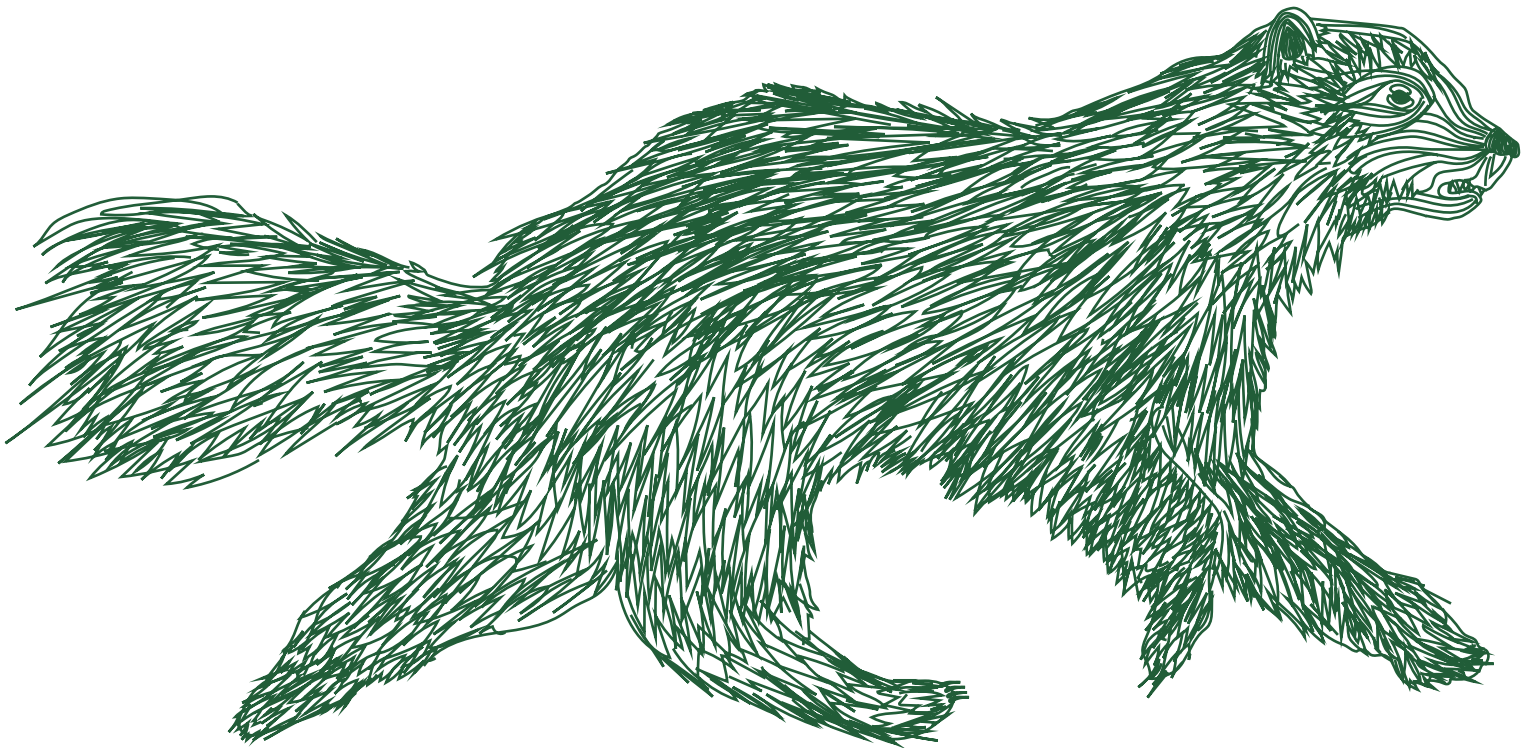
## Need to Know Eventually

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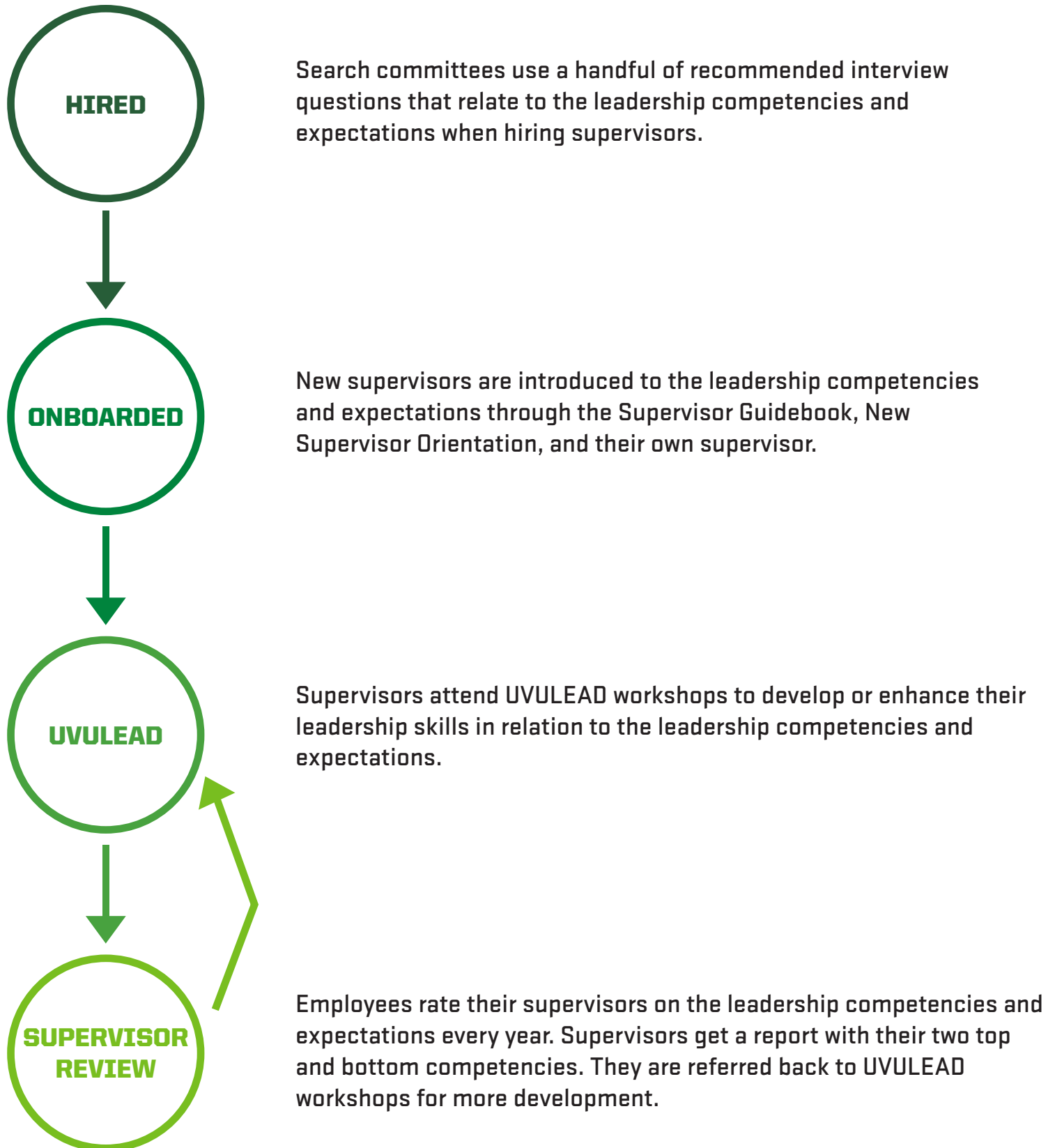
- 10** Planning, Budget, and Assessment
- 11** Compensation
- 12** UVULearn
- 13** Hiring Employees
- 15** Onboarding Employees
- 16** Performance Reviews
- 17** Employee Recognition
- 18** Disciplinary Action

# **Section One**

## **Need to Know Now**



# Leadership Competency Cycle



# Leadership Competencies

## EXCEPTIONAL CARE

### DEVELOPING OTHERS

The supervisor seeks opportunities to motivate, mentor, and coach individuals professionally. They invest in the success of their employees and willingly share skills, knowledge, and expertise. They listen carefully to others in appropriate decision-making moments. They interact with others in a way that promotes confidence in themselves and the organization.

### CREATING A CULTURE OF BELONGING

The supervisor treats everyone with respect and fairness. They seek input from diverse individuals and groups while considering the importance of the university's diversity and inclusion goals. They foster interaction among their team and facilitate opportunities for engagement. They genuinely seek to know the interests of their members and create a team culture that respects all members.

## EXCEPTIONAL ACCOUNTABILITY

### COMMUNICATING CLEARLY AND CANDIDLY

The supervisor clearly conveys information, expectations, and ideas to individuals and groups in ways that produce effective collaboration and accountability. They hold crucial conversations when approached with differing opinions, high stakes, and/or high emotions. They actively communicate the facts and encourage other opinions and ideas.

### HOLDING YOURSELF AND OTHERS ACCOUNTABLE

The supervisor receives and delivers feedback with candor and civility and in a timely manner. They seek to improve themselves as leaders through their own professional development. They show strong emotional intelligence by understanding and managing their own emotions. They exercise disciplined stewardship over university resources.

## EXCEPTIONAL RESULTS

### DELIVERING RESULTS

The supervisor sets and accomplishes high-quality goals for themselves and the team. They understand and contribute to the university's mission, vision, and long-term objectives through effective project management. They follow through on commitments and make adjustments as necessary. They establish clear roles of team members and delegate assignments based on skills and availability.

### MANAGING EFFECTIVELY

The supervisor understands how the university operates and the reasoning behind key practices and processes. They apply that knowledge as they make hiring decisions, review employees' performance, and develop their teams. They are aware circumstances will require change and adaptability. They are flexible and understanding of concerns and work with the appropriate resources to provide solutions.



# UVULEAD

UVULEAD is a leadership development workshop series provided year-round for UVU supervisors. Based on the leadership competencies, the workshops focus on specific knowledge, skills, and abilities that are expected of supervisors. These same expectations are what supervisors will be rated on during the annual Supervisor Review.

To register for the workshops go to [UVULearn](#). For more information visit [myUVU](#).

The following workshops are offered one to two times per semester:

- **Coaching and Developing Employees**
- **Building Trust**
- **Encouraging Employee Engagement**
- **Setting Clear Expectations**
- **Practicing Positive Conflict Resolution**
- **Giving and Receiving Clear and Honest Feedback**
- **Leading with Emotional Intelligence**
- **Discovering Your Leadership Style**
- **SrengthsFinder**
- **Exercising Disciplined Stewardship Over Resources**
- **Managing and Completing Projects Professionally**
- **Planning Strategically**
- **Managing Change Effectively**
- **Writing Job Descriptions**
- **Conducting Performance Reviews**
- **Navigating Disciplinary Action**
- **Supervisor Support Group**

## UVULEAD CERTIFICATION

The UVULEAD certification is awarded to supervisors who complete ten UVULEAD workshops and three LinkedIn Learning courses between August and April. Recipients will receive a plaque and invitation to the UVULEAD banquet held that summer.

# Supervisor Review

## What is the purpose of the Supervisor Review?

The purpose of the Supervisor Review is to provide supervisors with anonymous feedback from their employees. This feedback can then be used to guide supervisors in their professional development.

## Who completes the Supervisor Review?

All full-time staff and faculty, as well as part-time staff employees will have the opportunity to complete the Supervisor Review for their first- and second-level supervisor, including executives and those who report to executives.

## What will supervisors be rated on?

The Supervisor Review has 42 statements on which supervisors will be rated. These statements are taken directly from the leadership competencies and expectations. For a list of the leadership competencies and expectations visit the Leadership Competency page of myUVU.

## Will supervisors know who gave them each rating?

The Supervisor Review is anonymous (unless the supervisor only has one report). This ensures honesty and protects employees from retaliation.

## What feedback will supervisors receive?

After at least one review has been completed, the supervisor will receive a report with an aggregate of their ratings for each statement and recommended UVULEAD workshops.

## How do employees access the Supervisor Review?

Employees will receive an email with instructions at the beginning of the review period (September 1). They will be able to access the review through the Performance Management page of myUVU.

## When is the Supervisor Review?

The Supervisor Review takes place every year from September 1st to September 30th.

## Is this where employees should report issues with their supervisor?

This review is not designed as a reporting system. If employees have an issue that needs to be addressed directly, they can contact a Business Partner by calling 801.863.8207.



# Supervisor Contact List



## P&C SERVICE DESK

New hire paperwork, hiring student employees

801.863.8207 | HF-105



## BENEFITS

Enrolling in benefits, Open Enrollment, changes to benefits

801.863.8407 | HF-105



## EMPLOYEE RELATIONS

Performance improvement plans, mediations, disciplinary action, performance reviews, exit interviews

801.863.8207 | HF-105



## EMPLOYEE WELLNESS

Employee leave, FMLA, ADA, COVID-19, worker's comp, LTD, UVU Fit, employee assistance program

801.863.8389 | HF-105



## COMPENSATION

Reclassifications, market evaluations, job descriptions, equity, re-orgs, salary recommendations

801.863.6089 | HF-105



## LEARNING & DEVELOPMENT

UVU Learn, required trainings, onboarding, supervisor training

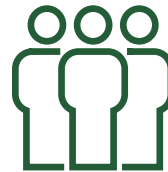
801.863.6745 | HF-105



## TALENT

Hiring, NEOED, UVU Hire training, search committees

801.863.8760 | HF-105



## EQUAL OPPORTUNITY OFFICE

Discrimination, harassment, sexual assault

801.863.7999 | BA-203



## FACILITIES

Key requests, room reservation, custodial, maintenance, fleet services

801.863.8130 | FC-101



## IT SERVICE DESK

myUVU, email, computer repair, reassigning system licenses

801.863.8888



## CAMPUS CONNECTION

UVID cards, UTA pass, lost and found

801.863.8797 | SC-106f



## PRINTING SERVICES

Business cards, name plates

801.863.7003 | FL-209



## PROCUREMENT

Purchasing cards, requisitions, surplus, mail services

801.863.8301 | AX-101



## TRAVEL

Travel cards, travel requests, SAP Concur

801.863.8965 | AX-106, 107



## BUDGET

PBA, budgets

801.863.6887 | HF-105



## WEB DEVELOPMENT

Area websites

801.863.7975

# Systems List

## TIMS

Used to track, add, adjust, and approve hours worked and leave taken.

### TRAINING:

New Employee Orientation Phase Four: Supervisors

### QUESTIONS DIRECTED TO:

Payroll  
801.863.8841

## NEOGOV

Used to hire new employees by tracking advertisements and applications.

### TRAINING:

UVULearn

### QUESTIONS DIRECTED TO:

People and Culture 801.863.8207

## ePAF

A form submitted for any change to an employee's employment agreement.

### QUESTIONS DIRECTED TO:

People and Culture  
801.863.8207

## OUTLOOK

The official email client for UVU employees. All employees are given an email account.

### TRAINING:

<https://uvu.bridgeapp.com/learner/courses/3a61cb99/enroll>

### QUESTIONS DIRECTED TO:

IT Service Desk  
801.863.8888

## BANNER

UVU's primary system of record, containing data on students, employees, alumni, donors, etc.

### QUESTIONS DIRECTED TO:

IT Service Desk  
801.863.8888

## TEAMS

Your hub for teamwork where all of your team conversations and files live together in a single shared workspace.

### TRAINING:

<https://uvu.bridgeapp.com/learner/courses/31baad04/enroll>

### QUESTIONS DIRECTED TO:

IT Service Desk  
801.863.8888

## UVULEARN

UVU's Learning Management System for employees. LinkedIn Learning courses can also be accessed through UVULearn.

### QUESTIONS DIRECTED TO:

People and Culture  
801.863.8207

## SAP CONCUR

Online travel system where travel plans, requests, reservation, reports, and reconciliations will be made.

### TRAINING:

<https://uvu.bridgeapp.com/learner/courses/b3315c63/enroll>

### QUESTIONS DIRECTED TO:

Travel Office  
801.863.8965

## WOLVERINE MARKETPLACE

Used for all purchasing inside and outside of UVU.

### TRAINING:

<https://uvu.bridgeapp.com/learner/courses/ae13bcc0/enroll>

### QUESTIONS DIRECTED TO:

Purchasing Office  
801.863.8301

# Approval List

## TIME INFORMATION MANAGEMENT SYSTEM (TIMS)

Approval for hours clocked and leave taken. You will receive a weekly email to approve time cards.

### Things to look for:

- Is your employee clocking in and out? (Non-exempt full time, part time, students)
- Is your employee taking at least a 30-minute lunch break? (Non-exempt full time)
- Is your employee staying within their hours? (Non-exempt full time, part time, and students)
- Have arrangements been made for your employee to take the time off that they requested? (Exempt full time, non-exempt full time)

## UVU.JOBS

Approval for hiring new employees and posting job openings.

### Things to look for:

- Has the salary been approved by the People & Culture Compensation team and Budget Office?
- Does the job description fit the work needed by the department?
- Do the job requirements fit the job description?

## ePAF

Approval for any changes to an employee's employment agreement.

### Things to look for:

- Is the index correct?
- Is the salary correct?
- Is the start or end date correct?
- Is the "Employee reports to:" correct?

## TRAVEL

Approval for work-related travel.

### Things to look for:

- Will the trip increase the employee's job-related skills or knowledge?
- Has the employee discussed this trip with you?
- Are the days and location correct?
- Are the projected expenses correct? Do you have the budget for the projected expenses?

## PURCHASING

Approval for all purchases made inside or outside of UVU.

### Things to look for:

- Has the request gone through the correct steps and approvals? (See Procurement Guide)
- Is the purchase being made to further department goals and/or initiatives?

# Employment Policies

## Family and Medical Leave Act (FMLA)

The Family and Medical Leave Act (FMLA) is a federal law that provides eligible employees up to 12 work weeks (480 hours) of unpaid job and benefit-protected leave in a 12-month period for qualified family and medical reasons. During an approved FMLA leave, all health insurance is kept in place, and as long as the employee returns prior to the exhaustion of leave they are returned to the same (or nearly identical) position. For questions concerning FMLA, contact People and Culture at 801.863.8207.

### Eligibility

To be eligible for FMLA, employees must meet the following requirements:

- Worked for the University for at least 12 months (not consecutive) within the last seven years.
- Clocked at least 1,250 work hours in the 12 months preceding the date of leave.

### Timeline

- **Thirty days prior to leave (if leave is foreseen):** Notify People and Culture of need for leave to verify eligibility. Receive paperwork and FMLA Rights and Responsibilities document.
- **Within 15 calendar days:** Return medical certification (if applicable) to People and Culture.
- **Within five business days:** Receive notification from People and Culture regarding FMLA designation approval or denial or if additional information, clarification, or corrections are needed.
- **Within 7 business days:** Any additional information, clarification, or corrections must be submitted back to People and Culture.
- **While on leave:** The employee is not allowed to complete any work for UVU without medical release to ensure FMLA compliance.
- **Three days prior to returning to work:** Submit medical release authorization to People and Culture.

### The role of the supervisor

- If notice of medical leave is needed by an employee, do not breach confidentiality by asking probing questions. Instead, send the employee to People and Culture or notify People and Culture of any potential FMLA needs or requests.
- Ensure all leave is entered into the Time Information Management System (TIMS) either by the employee or proxy for payroll and record keeping.
- Update People and Culture of any changes to the original leave documents, and do not request or accept any medical documents from employees.

# Policies Cont.

## Fair Labor Standards Act (FLSA)

The Fair Labor Standards Act was passed in 1938 to establish minimum wage, overtime pay, record-keeping, and youth employment standards affecting employees. For questions about employee classifications, see page 15 of the Staff Guidebook. The following standards relate to you and your employees at UVU:



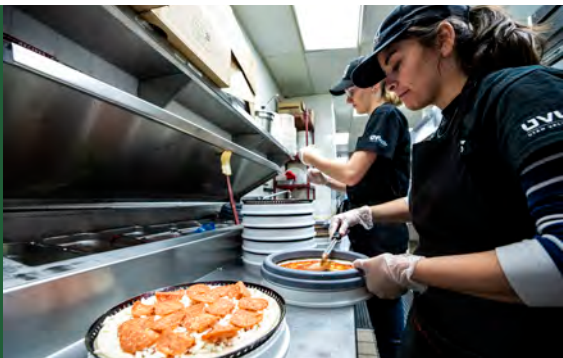
### Minimum wage

The federal minimum wage is \$7.25. UVU's minimum wage is \$12.75 for staff and \$9.00 for student employees.

### Overtime

Non-exempt employees must be given one of the following:

- **Overtime pay** for hours worked over 40 per work week at a rate of at least one and one-half times the regular rate of pay.
- **Compensatory time** at a rate of at least one and one-half hours of paid time off per hour worked over 40.
- \* **Talk with your supervisor about department overtime practices.**



### Part time staff

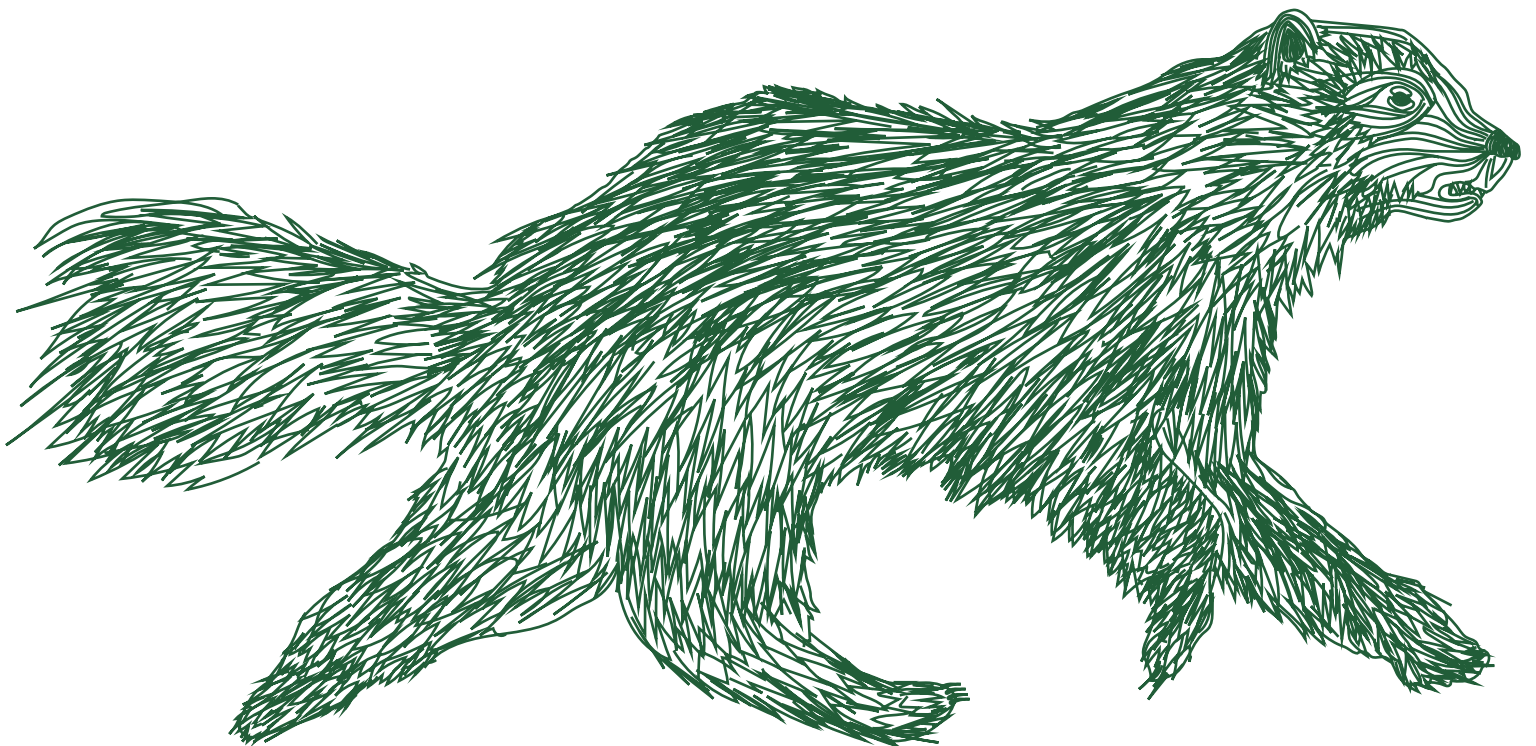
- Do not receive leave or "time off."
- Are always paid overtime for time worked over 40 hours per week.
- Do not have the option of compensatory time.
- May be terminated for working more than an average of 28 hours per week, or 120 hours per month.

## Americans with Disabilities Act (ADA)

Utah Valley University endeavors to provide equal access and opportunity through reasonable accommodations under the Americans with Disabilities Act, to assist employees in performing the essential functions of their job. Supervisors should report all employee requests for accommodations to People and Culture at 801.863.8207.

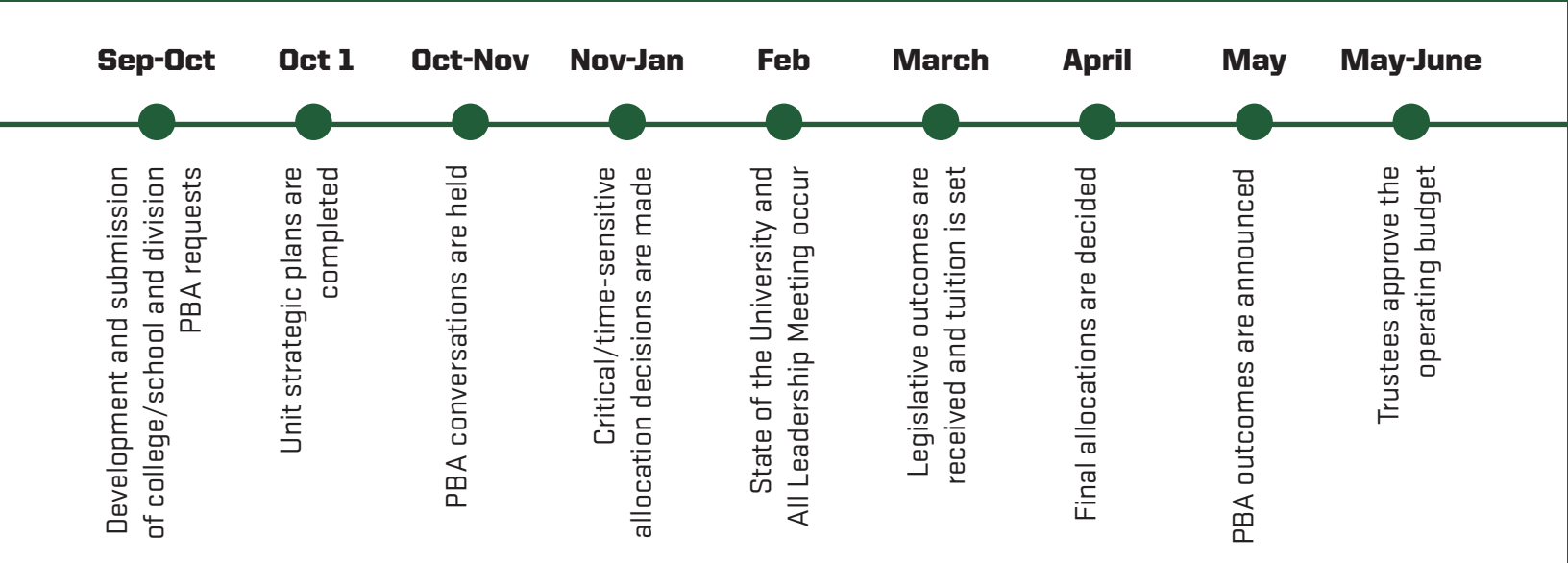
# Section Two

## Need to Know Eventually



# Planning, Budget, and Assessment

Utah Valley University uses an internally developed Planning, Budgeting, and Assessment (PBA) process to determine how the university's resources will be allocated. This annual PBA process makes sure that resource allocation aligns with university and divisional priorities and initiatives. Priority is given to PBA requests aligned with unit and university strategic plan objectives and initiatives at both the division and university levels. PBA conversations provide a public forum to promote collaboration and transparency in discussing initiatives, priorities, and the allocation of resources. Contact the Budget Office at 801.863.6887 with any questions.



## The role of supervisors

In most cases, each team will maintain their own PBA plan. Where coordination of teams is necessary, executives may plan for multiple teams in a single strategic plan. Supervisors should determine team objectives with their direct reports. These objectives should describe what the team will accomplish with the allocated funds and resources.

PBA also allows teams to identify needs for quality improvement initiatives. Initiatives may involve expanding, restructuring, reallocating, reducing, or eliminating resources, programs, or services. Where new resources are needed, teams should develop a PBA Resource Request. Supervisors should review, revise, and extend their four-year strategic plan by October. Strategic plans are completed using Microsoft Word document templates and are managed through Box folders assigned to supervisors/team leaders.

Supporting documents for this process are available on the [PBA website](#). Institutional Effectiveness and Planning will conduct workshops throughout the year on the planning process.



# Staff Compensation

Compensation at UVU is managed by People and Culture (staff) and Academic Affairs (faculty). The following page addresses staff compensation.

## Staff Compensation Structure



The supervisor evaluates the current job description, or writes a new job description to ensure it accurately portrays the job responsibilities and needed knowledge, skills, abilities, and qualifications.

The compensation team conducts an evaluation on the position description by using market data and internal equity reviews to identify the appropriate salary grade for the position.

A salary grade is determined, which includes the minimum, midpoint, and maximum. Employee salaries are placed within the salary grade range based on qualifications and internal equity.

## Compensation Processes

All of the following can be completed by going to the Employee Resources tab on myUVU, clicking on “People and Culture”, and then clicking on the “Compensation and Classification” tile.

### COMPENSATION ACTION REQUESTS

- Reclassifications
- Market evaluations
- New position (outside of PBA)
- Title change
- New ongoing stipend

### ORGANIZATION CHANGE REQUESTS

- Changes to supervisor or reporting line
- New department name
- Index changes

### JOB DESCRIPTION LIBRARY

- Update existing descriptions
- Write new descriptions
- Review or print current descriptions

# UVULearn

UVULearn is UVU's Learning Management System (LMS) for all employees. LinkedIn Learning courses can also be accessed and assigned through UVULearn. Supervisors can contact People and Culture to receive permission and training to create their own courses in UVULearn for their reports or others at the university.



## UVULearn notifications

Supervisors will receive two types of weekly notifications from UVULearn:

- 1 Learner progress notification:** This notification will go out on Wednesdays to learners when they have a course due in less than seven days, as well as after the course is overdue.

You have 1 item overdue, and 1 item due within the next 7 days. Please complete any overdue items as soon as you can.

[VIEW ALL ITEMS](#)

- 2 Manager notification:** This notification will go out on Wednesdays to supervisors who have at least one overdue learner.

here is your weekly manager summary.

8 items have overdue learners. 2 items due within a week.

[VIEW ALL ITEMS](#)



## Incomplete Learners Report

- 1** Go to: <https://uvu.bridgeapp.com/analytics>
- 2** Fill out the filters for the information you need. Putting "[Your name] Learners" for the "Manager Group Name" filter.
- 3** Select the refresh button in the top corner to update.
- 4** Scroll to the right of the report and select the three dots and then "Download Report" if you would like a CSV copy.

# Hiring Employees

Our goal is to create a work environment and organizational culture that reflects a diverse society and a climate for the success of every employee by appreciating the uniqueness that each one brings to the workplace. We want employees who are committed to serving our students and contributing to a productive and positive work environment. UVU is committed to diversity and employment decisions are made on the basis of an applicant's qualifications and ability to perform the job without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, gender expression, age (40 and over), disability, veteran status, pregnancy, childbirth, or pregnancy-related conditions, or other bases protected by applicable federal, state, or local law.

The hiring process is time- and cost-intensive and we want to maximize how long our new employees work for UVU. Make sure to track everything throughout the process, as you will be required to provide a record of committee members, application ratings, interview notes, and other search documents to HR.

UVU's People and Culture has created hiring checklists for full-time staff, part-time staff, student employees, and faculty that can be found in the ["Filling a Vacancy and Exits"](#) tab on myUVU.

## UVU.JOBS

NEOED is the software used to track employee advertisements and applications at UVU. To log in:

- 1 Log into myUVU
- 2 Go to the "Employee Resources" tab
- 3 Click on "Hiring & Employment Changes"
- 4 Click on "Filling a Vacancy"
- 5 Click on "UVU.JOBS"

The following resources are provided to assist you in hiring. For any additional questions or support, reach out to People and Culture at 801.863.8207.

### UVUHire: Search Committee

All members of a search committee must complete this training prior to being on the committee. This hour-long course covers each members' role in the hiring process as well as best hiring practices.

### UVUHire: Search Chair

Any employee chairing a search committee must also complete this training. This hour-long course provides everything a chair would need to lead an effective and equitable search.

### Hiring Toolkit

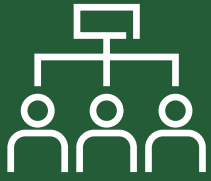
Found on the Filling a Vacancy page, these resources include step-by-step guides, recruitment wording, interview questions, and hiring policies.

### Recruiter

UVU employs a full-time recruiter to assist in finding applicants for hard-to-fill positions. If you are a first time search chair or are having difficulty finding applicants, reach out to Tom Gleason at [tom.gleason@uvu.edu](mailto:tom.gleason@uvu.edu).

# Hiring Employees Cont.

## Selecting the search committee



The UVU hiring process is committee-based to reduce bias, provide for diversity, and ensure a fair process. A search committee should consist of a search chair and **at least two** other committee members for staff positions and a Search Chair and **at least three** other committee members for a faculty search. **All committee members are required to take the UVUHire training in UVULearn.** If you have a community member on your committee, contact People and Culture to get them access to the training as well as guest user login credentials for access in UVU.JOBS.

## Reviewing applications



Access applications through UVU.JOBS (see page 13). Each committee member must score each application based on the minimum qualifications of the job description. After the scores have been totaled and veteran's preference applied, determine who to interview and move the applicants through the workflow in UVU.JOBS. The Search Chair or Admin will move individuals in the workflow:

## Interviewing



Depending on the number of applicants, multiple interviews may be necessary, but very rarely should there be more than two interviews per applicant. Virtual interviews are an option for those who are out of state or unable to visit campus in person.

The interview(s) may be the candidate's first experience with UVU. Therefore, make sure to behave professionally; ask prepared, legal, and appropriate questions; give the applicant time to ask questions at the end; and give the applicant a timeframe of when they can expect to hear back.

## SkillSurvey Reference Checks

SkillSurvey is UVU's new reference checking system. Created by a team of HR experts and behavioral scientists,, it is scientifically validated to be predictive of on-the-job performance. SkillSurvey obtains behavioral insight from managers, coworkers, and direct reports as opposed to the typical recruitment practice of collecting observations that only favor the candidate. To use:



- 1** Contact People and Culture to set up an account for SkillSurvey
- 2** You, as the recruiter, will select a job position-specific survey to utilize for each candidate
- 3** The candidates will then input the contact information for their references (85% response rate)
- 4** SkillSurvey will generate consolidated reports that compare your candidates

## Making the offer - Staff



After receiving a salary recommendation from People and Culture, make a job offer as soon as possible to the job candidate. Make sure to inform the potential employee of UVU's benefits, lag payroll, new hire paperwork, and onboarding materials. If the candidate accepts the offer, notify People and Culture of the acceptance and start date, move all applicants in UVU.JOBS and turn in all search documents to People and Culture's Talent team. They will close the job advertisement. After your new employee accepts their offer, make sure to start and submit the ePAF.

# Onboarding Employees

Onboarding is defined as “The process of helping new employees adjust to social and performance aspects of their new jobs quickly and smoothly, and learn the attitudes, vision, knowledge, skills, and behaviors required to function effectively within an organization.” To assist supervisors in onboarding new employees, People and Culture has provided the following materials:

## Staff



### **Staff Guidebook + Supervisor Guidebook + Faculty Guidebook**

An interactive PDF document that will be your new employee’s guide to all things UVU that can be found on the "After Acceptance" tab on the [New2UVU website](#).

## New Staff Checklist



### **New Staff Checklist + New Faculty Checklist**

A one-page interactive PDF document that walks the new employee through all the steps they need to complete before starting at UVU that can be found on the "After Acceptance" tab on the [New2UVU website](#).



### **New Employee Orientation**

Employees are able to select from four phases of New Employee Orientation:

- 1) Campus Tour, 2) Logistics, 3) Benefits (required for full time) and 4) Supervisors (required for employees who will be supervising at least one other employee).

## Department Staff Checklist



### **Department Staff Checklist + Department Faculty Checklist**

A two-page interactive PDF document that walks the department through the onboarding process for new staff and faculty hires that can be found on the “Filling a Vacancy and Exits” tab on [myUVU](#).



### **New2UVU Website**

An onboarding website laid out chronologically, with additional tabs for “Out-of-State” and “New to Higher Education”, can be found on the [New2UVU website](#).

## **Probationary Period**

All full-time staff employees will serve a probationary period to provide the employee and the University the opportunity to assess the employee’s ability to perform the duties and fulfill the responsibilities of the position. The probationary period lasts six months, and may be extended up to 12 months if the situation requires an extension. Employment during the probationary period is considered at will.

At the three- and five-month marks, supervisors will meet with their new employee to discuss progress. Supervisors are required to fill out the Probationary Period Evaluation Form at each meeting. This form can be received by reaching out to People and Culture.

# Staff Performance Reviews

You will find access to the UVUPM system, descriptions of core competencies and ratings, as well as detailed walkthroughs of the UVUPM system for supervisors and employees in myUVU by going to the Employee tab, the People and Culture page, the Performance Development tab, and then the Performance Process page.

## Why do we do performance reviews?

The main purpose of performance reviews is to help employees grow and develop their personal and professional skills, knowledge, and goals. A disservice is done to employees when they are not provided with honest and constructive feedback. This feedback will help the employee in their current job sphere and prepare them for future opportunities that come with more responsibilities and added compensation. One of UVU's goals is to use performance reviews to encourage honest, constructive, and ongoing conversations between employees and supervisors.

## Who participates in performance reviews?

All full-time staff employees who are no longer in probation as of January 1 are required to complete the Annual Review. Each employee's first and second level supervisor will be involved in the review process. While a review is not required for part time and student employees, it is encouraged due to the growth that comes with honest and constructive conversations.

## What are you rated on?

The core competencies and values are the skills, attitudes, and behaviors on which employees will be rating themselves and their supervisor will be rating them. Each competency and value will have its own rating.

## When do performance reviews happen?

Performance reviews for all full-time staff employees are held between April and June of each year. Goal setting is completed during the month of July.

## What is the Midyear Check-In?

All full-time staff are required to complete a Midyear Check-In with their supervisor in November. This meeting is a check-in to confirm they are on-track to meet their goals and discuss how the supervisor can better help them to reach their goals.

## What is the Supervisor Review?

The Supervisor Review gives employees the opportunity to rate their supervisors on supervisor competencies. These reviews will be completely anonymous and results will be used to direct supervisors to additional professional development and training.

## Who do I contact with questions about performance reviews?

Performance review questions are directed to our Business Partners, who handle all employee relations issues. You can contact them by calling 801.863.8207.



# Employee Recognition

UVU knows that Student Success would never happen without its employees. Because of this, we strive to provide opportunities for UVU and its supervisors to recognize the amazing things their employees accomplish. Employee recognition can be both monetary and non-monetary.



## Non-monetary recognition

UVU People and Culture holds employee appreciation and recognition events throughout the year to thank our employees for their service to the university:

**Athletic/Arts events:** Three times a year, Athletics provides employees with tickets to a sporting or arts event for them and their families.

**Food Truck Fridays:** A food truck event that is held one Friday during each of the summer months (June-Aug). Full- and part-time staff and faculty can get a voucher for a discount off their purchase to use at the food trucks or our campus dining locations.

**Years of service:** Annually we recognize full-time staff and faculty for their continuous years of service with a reception (5-15 years) and dinner (20+ years).

**Retirement dinner:** A dinner is held each year to recognize employees who have retired in the last year, or plan on retiring before July 1.



## Monetary recognition

An employee's supervisor or coworkers can nominate them for a number of monetary rewards by going to [myUVU](#).

**Wolverine Sightings:** An \$10 food voucher for full- and part-time staff that is sponsored by PACE. Anyone can nominate anyone for a Wolverine Sighting year-round by going to the [PACE website](#).

**SPOT awards:** A cash award that may range from \$100 to \$1,000. SPOT awards can be given to employees who go beyond what is normally expected.

**Presidential/Board of Trustees awards:** The university's most prestigious awards, designed to recognize UVU employees who have made outstanding long-term contributions to the university.

**Department/Division awards:** Departments have the opportunity to create their own awards using their own funds and criteria using [myUVU](#).



# Disciplinary Action: Performance Improvement Plans



There may be occasions during your time as a supervisor when one of your employees is consistently not meeting the expectations established by their job description, the Code of Conduct, and UVU's core values. The first step when addressing these issues is to create a Performance Improvement Plan with the employee. You are only required to complete a Performance Improvement Plan with full-time staff employees, but it is highly recommended for all types of employees. These plans will not go into the employee's official record or have any influence on qualifying for compensation increases.

A Performance Improvement Plan outlines what behavior(s) needs improvement regarding performance, and how you as the supervisor will help them improve. This process should include an initial one-on-one meeting to discuss the behavior and fill out the Performance Improvement Plan template. The Performance Improvement Plan template can be accessed by contacting an Business Partner at (801)-863-8207. There should also be multiple follow-up meetings to discuss the employee's progress in meeting the outlined expectations.

# Disciplinary Action: Terminations

While Utah is an “employment-at-will” state, meaning an employer may generally terminate an employee at any time and for any reason, UVU provides certain protections to full-time staff regarding the steps that must be taken in order to legally terminate an employee. Because of these protections, there are different processes for terminating student employees/part-time staff, full-time staff on probation, and full-time staff not currently on probation. **Terminations are very sensitive and drastically impact the lives of our employees. Because of this, no matter what type of employee you are terminating, you must involve an HR Business Partner.**

## Voluntary terminations

There will be times when you have employees who choose to leave employment at the university of their own accord. They should let you know using a letter or email of resignation for documentation purposes. After the employee makes you aware of their resignation, contact a Business Partner so they can schedule an exit interview with the employee. In the case of a voluntary termination, it will be the department’s responsibility to initiate the termination ePAF.

## Terminating student employees/part-time staff

While student and part-time employees do not have the legal protections that full-time staff have, it is still important to have conversations about performance and provide opportunities for improved performance before letting the employee go. People and Culture will still need to be involved in the termination process for student and part-time employees.

The following steps should be taken when considering termination:

- 1** Hold performance improvement discussions and provide resources and assistance for improvement. Document all conversations by sending a follow-up email summarizing what you and the employee discussed.
- 2** Contact an Business Partner (BP) and provide documentation that you have tried to help the employee improve.
- 3** Your BP will send you a “Release from Part-Time Employment” document, which you need to fill out and send back to the BP.
- 4** Both your BP and a representative from general counsel will review the document and return it to you.
- 5** You as the supervisor will sit down with the employee and let them know they are being terminated. You may request to have your BP present during this conversation.
- 6** You or your department admin will start the termination ePAF.

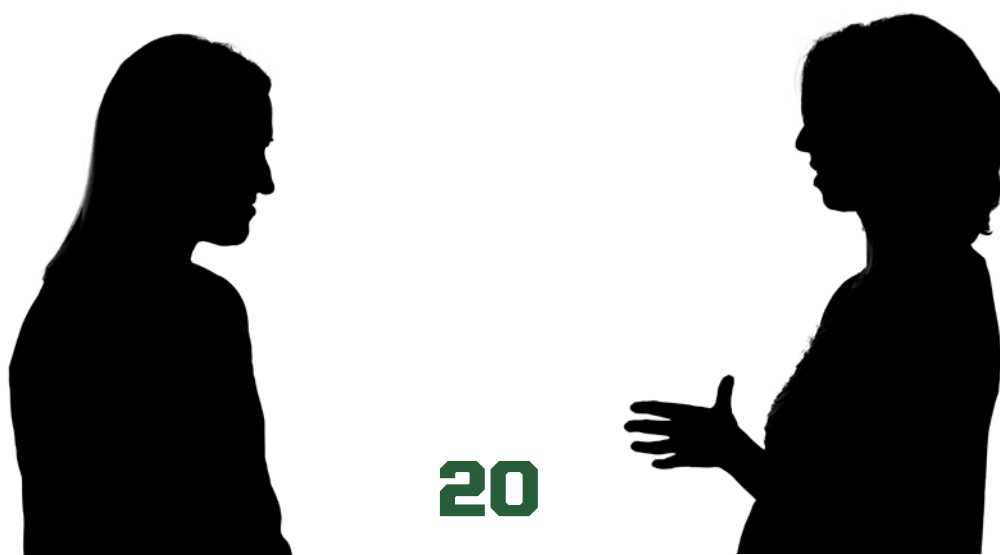
# Terminations Cont.

## Terminating full-time staff on probation

If you need to terminate an employee who has worked at the university for less than six months, and is therefore still on probation, you will do so using the Probationary Period Evaluation Form. Due to the short timeframe of probation periods, make sure to meet with the employee to address the issue(s) as soon as they arise to provide time for them to improve.

The following steps should be taken when considering termination:

- 1** Meet with the employee as soon as the problem arises. Do not wait until the six-month evaluation to address the problem.
- 2** Create a Performance Improvement Plan with the employee (contact an Business Partner at 801.863.8207).
- 3** If performance doesn't improve, probation can be extended for up to six additional months. In order to extend an employee's probation, you must submit the form requesting an extension prior to two weeks before the six-month anniversary.
- 4** If you wish to terminate the employee, select "Unsatisfactory Completion of the Probationary Period" on the Probationary Period Evaluation Form.
- 5** Submit the Probationary Period Evaluation Form DocuSign.
- 6** Your BP will send you a Release from Employment document, which you need to fill out and send back to the BP.
- 7** Both your BP and a representative from the Office of General Counsel will review the document and return it to you.
- 8** You, as the supervisor, will sit down with the employee and let them know they are being terminated. You may request to have your HRBP present during this conversation.
- 9** An BP will initiate the terminating ePAF.



# Terminations Cont.

## Terminating full-time staff

UVU provides certain protections to full-time staff regarding the steps that must be taken to legally terminate an employee. **Due to these protections, the termination process may become extremely complicated, and therefore, an BP must be involved from the beginning of the termination process.** There must also be documentation for every part of the process, including conversations. Document all conversations by sending a follow-up email to the employee summarizing what you and the employee discussed. Every step starting with the official Written Warning will require approval from both People and Culture and the Office of General Counsel. An employee can appeal the Written Warning, Final Written Warning, and Intent to Terminate Letter.

The following steps should be taken when considering termination:

- 1** Create a Performance Improvement Plan with the employee (contact an Business Partner at 801-863-8207) as soon as a problem arises.
- 2** Give the employee an official verbal warning. Make sure to document this conversation by sending a follow-up email summarizing what you and the employee discussed. The verbal warning does not go into the employee's file.
- 3** Give the employee an official Written Warning. The template for this can be accessed by contacting your BP. A Written Warning will last for one year and will disqualify the employee from any merit pay increase.
- 4** Give the employee an official Final Written Warning. The template for this can be accessed by contacting your BP. A Final Written Warning will last for two years and will disqualify the employee from any merit pay increase. An BP must be present when an employee is given a Final Written Warning.
- 5** Give the employee an official Intent to Terminate Letter. The template for this can be accessed by contacting your BP. The employee will have five business days to appeal and can no longer appeal after five business days. An BP must be present when an employee is given an official Intent to Terminate Letter.
- 6** If the employee does not file an appeal within five business days, then an official Termination Letter is sent via email and certified mail to the employee confirming terminations. The template for this can be accessed by contacting your BP.
- 7** People and Culture will initiate the termination ePAF.