

NEOGOV Perform
FREQUENTLY ASKED QUESTIONS (FAQ)

- I have a performance evaluation that I completed but it's going to the director level for approval before the manager can approve?
This was an error that was caused in the initial setup of Perform but it has since been corrected for performance evaluations going forward. All previous evaluations that were in set up in Perform have been corrected. If you think an evaluation you are working on still has an approval error, contact Lety at lyanez@cityofmesquite.com.
- Why am I getting notifications on an evaluation but I've done my part (such as rating or approving)?
Once a review is past the due date, all approvers in the chain will receive a notification about an overdue review until it's completely signed off. The last person to sign off on the review is the employee. This is why it's important to meet the deadlines included in the notifications from NEOGOV.
- Why am I getting a notification to approve an evaluation but I already completed it?
This happens because in Perform, rating and approving are two separate tasks for the original rater of record (direct supervisor). As shown in the attached document, once you rate and complete the evaluation, it goes on to the next level manager/director. Once it's approved on those levels, the evaluation will come back to you to approve. Once you approve the evaluation, you are also releasing the evaluation to the employee. This means that the employee could then login to their own NEOGOV Perform account and read the evaluation. This is why we are recommending that the direct supervisor (rater of record) discuss the evaluation with the employee first, then approve/release it to the employee.
- I am getting a notification to complete an evaluation for an employee who do not work for me anymore. How can this be fixed?
Please email Lety for this to be corrected at lyanez@cityofmesquite.com.
- My employees don't have computer access, how do they complete an Employee Development Questionnaires (EDQ)?
In this case, an employee should be given a paper EDQ, which has been attached to this email.
- How does an employee sign off on a review if he/she doesn't have computer access or a City email address?
 - All City employees have a profile and account set up in Perform, even those without a City email address. Their username will be their employee ID number @cityofmesquite.com. If an employee's ID number is 12345, their username is 12345@cityofmesquite.com. The default password has been given to the DPAs working in those department that need it. Once the review is ready to be signed by the employee, please allow an employee to access a City computer and login using their own username and the default password. Signing off on a review can be done in 2-3 clicks.
 - **An alternative is that the DPA can let Lety or Pam know that the employee has reviewed their own evaluation and we can skip this task in Perform for you.**
- Does an Employee Development Questionnaire (EDQ) need to be completed for all types of evaluations, including the 6-month probationary evaluation?
No. An EDQ needs to be completed for an annual performance evaluation only. An EDQ does not need to be completed for a probationary review.
- Where can I find the training guide?
Please visit www.cityofmesquite.com/Perform to find the training guide and additional information.

More, short training videos will be created and posted within the month of October. At any time you can visit the City's Perform page at www.cityofmesquite.com/Perform.

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