

**Frequently Asked Questions
Endeavor Performance Management System
Steps One and Two**

- 1. How will I know whether my manager has completed their step of the process?**
If they send back a task for you, it will appear in your *To Do List* and you will receive an email notifying you of a task to be done. If they approve what you have submitted, you will not receive a message that it has been completed; however, will be in your “To Do” list if the next step in the process requires action from you. You may also look in *Task History* to see the status of the most current step of the process.
- 2. How will I know if I have a task to complete? Do I have to remember to check the Endeavor web site frequently?**
Each time that you have a task to complete, you will receive an email that day after the task is issued notifying you to log onto Endeavor. Check your spam filter/Junk Mail if you do not receive email notifications that you anticipate.
- 3. Will I receive an email confirming that my manager has received what I sent?**
No. You will know that it was submitted to them in the confirmation message you received after you sent it forward. It will also no longer show as a task for you to work on in your *To Do List* panel. Your manager will receive an email notifying them of a task to complete.
- 4. Can you attach additional documents (i.e., a Word document)?**
You cannot attach a document but you can copy from a Word document and paste into the text box areas of the form.
- 5. Can I view my goals after I’ve sent them to my manager and before s/he completes his/her task?**
Yes. Go to *My Performance Reviews* reportlet on the Home Dashboard and click on the name of the review that you want to see (in blue.) It will take you to *Performance Process Status*. Click on *View Form*. Scroll down to see your document.
- 6. Can my manager view what I enter into my Notebook?**
No. Your manager does not have access to what is written in your notes.
- 7. What happens if I forget to enter all the information and click “Send Forward?” How can I get it back?**
You will need to communicate with your manager and ask for it to be *Sent Back* to you.
- 8. How long do I have to complete each task? How far ahead will I receive notification for developing my goals or doing the reviews?**
You will receive a general notification email before each major phase, i.e., Goal/Expectation Setting, Mid-Year Review, Annual Review. The plan is to provide the following advance notice periods:

Goal/Expectation Setting	45 days	(Manager Review- 15 days)
Mid-Year Review	30 days	
Annual Review	30 days	

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9. Annual Schedule for Key Performance Management System Tasks:

Step	3/1/2010	Due Date
Step 1	Goals/Expectations Setting	4/30/2010
Step 2	Goals/Expectations Approval	5/15/2010
Step 3	Midyear - Employee	9/30/2010
Step 4	Midyear - Manager	10/15/2010
Step 5	Annual - Employee	1/16/2011
Step 6	Annual - Manager	2/10/2011
Step 7	2nd level Mgr Signoff	2/15/2011
Step 8	Manager Signoff	2/20/2011
Step 9	Employee Signoff	2/28/2011

However, for **2009 only**, the schedule is:

Step	5/1/2009	Due Date
Step 1	Goals/Expectations Setting	6/30/2009
Step 2	Goals/Expectations Approval	7/15/2009
Step 3	Midyear - Employee	9/30/2009
Step 4	Midyear - Manager	10/15/2009
Step 5	Annual - Employee	1/16/2010
Step 6	Annual - Manager	2/10/2010
Step 7	2nd level Mgr Signoff	2/15/2010
Step 8	Manager Signoff	2/20/2010
Step 9	Employee Signoff	2/28/2010

10. Is there any “past due” notification if I or my manager goes beyond the deadline/due date?

No, but reports available to the Endeavor Administrator in Human Resources will indicate who is past due. A status report will be provided to each Officer and Dean.

11. Can I print out the feedback from my manager so I can refer to it as I revise my goals?

The manager’s feedback will appear as soon as it is sent back to you. You can copy & paste your manager’s feedback comments into another document or copy directly into the appropriate text boxes in the form as you make your revisions. Or, you can click on *My Performance Reviews* to *View Form* and print out a copy; the *Feedback Comments* appear at the top of the Workflow graphic. You can also copy and paste the *Feedback Comments* in your *Notebook*.

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12. Are my manager's Feedback Comments saved anywhere so I can refer to them after I've made my changes & sent the form back to my manager?

If you want to save your manager's actual *Feedback Comments*, you can copy and paste into your *Notebook* or in a separate Word document.

13. How many total Goals, Expectations or Development Activities can I have?

You can create up to eight (8) Goals. You can add five (5) additional Expectations which results in a total of eight.

14. What do I put in the Goals (Expectations) section as compared to the Development Activities section?

Goals or Expectations should be those results you want to accomplish as part of your work responsibilities and directly related to your position. Development Activities should be directed at skills, knowledge or types of experience you want to develop in order to do your current job better or a future position; they may require education, training or exposure to certain activities; development activities are not rated.

15. How far up can I go on an Org Chart?

Everyone on the Endeavor performance management system can drill up to the President's position , or drill down into any organization. Nonexempt hourly are not yet included in the Endeavor performance management process so do not have access.

16. Who is included in the Endeavor system? Doesn't everyone have access?

Currently, all Notre Dame faculty, students, staff and administrators are able to access the Learning Management (LMS) module of Endeavor. The Performance Management module currently includes exempt, salaried nonexempt staff, and supervising faculty (only for purposes of creating performance reviews of their staffs.) Hourly nonexempt will continue to use the paper forms until broader computer access is available. Regular faculty will also continue with their current process for evaluation.

17. What if I have two supervisors in the same department who usually do my review?

Supervisors in same dept should verbally collaborate/meet together with the employee to set goals/expectations. The two supervisors should develop the review comments/ratings together but only the manager of record can enter information/send the review forward.

18. What if I work for two different supervisors in two different departments (i.e. I essentially have two distinctly different jobs.)?

If supervisors do not get together to develop goals/expectations with the employee and/or complete the review together for one to enter into Endeavor, the supervisor of the primary job should use Endeavor and the supervisor of the other job functions should use the paper process.

19. Do I have to "Save" each time?

No, you only have to "*Save Draft*" if you haven't finished your part. The information is also automatically saved when you *Send Forward* so you do not have to save a draft again before

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sending forward to your manager. It recommended that you periodically “Save Draft” to ensure that your work is not lost should you get pulled away. If you have not saved the draft and the system times out, your work will not be saved.

20. Will managers or Business Managers be able to track if/who is on-time?

Each manager will be able to tell exactly which step each of his/her direct reports are on in their Team Performance Review panel or by looking at the *Progress Status* for each individual. If Business Managers have been given delegate rights, they will be able to see the same information as the manager.

21. Can I only use Explorer as the browser?

Endeavor currently only supports Internet Explorer (IE 6.0 or IE 7.0) and Firefox 2 on Windows XP or Vista. It requires a one- time installation of Active X and a Security Certificate. If you use Firefox 2, the Org Chart functionality does not allow users to Drill Up or Drill Down easily.

Endeavor also supports Safari on MACs that requires a one-time installation of a Security Certificate. (Be aware that “Current Classes” in the “Learning” module of Endeavor will see an “Active X” error. You will still be able to perform most functions on that screen even though the error message occurs.)

If you use a different default browser than those listed above you may need to choose a different browser.

22. How do I access Endeavor when I am not in the office?

When accessing Endeavor remotely, you will need to connect to the University’s Virtual Private Network (VPN) first. The VPN permits remote systems to access the Notre Dame network as if they were physically located on the ND campus network and adds an additional layer of security. For instructions on how to connect to the VPN, please click on the following link: <http://oit.nd.edu/security/stay-secure/vpn.shtml>

23. Goals. What if they change at mid-year or during the year? And, what if we have more than eight goals?

Goals can be added or deleted at the time of the mid-year review. However, since you may want a record regarding which goals have been added or deleted, it would be best to use the *Comment* section associated with each added/deleted *Goal* to explain the circumstances. Only eight goals can be included on the form; having more than that is likely an indicator that the goals should be broadened in scope or grouped together to stay within that limit.