



CLERK OF THE COURT EVALUATION FAQ'S 2018- 2019

What's new for this evaluation?

We are using a revised platform for reviews. In addition the platform changing, the following has been revised:

- Compliance categories (attendance, policies/procedures, and ethics) are no longer separate categories. These have been incorporated into other competencies.
- Upon completing your self-evaluation, you must email your Supervisor that you are complete.
- Instead of signing your evaluation, your Supervisor will be sending an email for you to "acknowledge" the review. This is your signature.

What is the timeline for the evaluation process?

- **March 31** – Evaluation Year Ends
- **April 12** – Self-Evaluations completed and submitted to supervisor
- **April 13 through May 6** – Evaluations are completed by supervisors
- **May 7 through 24** – Evaluations are presented to staff; one-on-one meetings will be conducted
- **May 27 through May 31** – Higher reviews will be conducted and finalized
- **June 3** – All evaluations will be signed and finalized in Reviewsnap

Are we required to complete a self-evaluation?

All employees receiving an annual performance review are required to complete a self-evaluation in Reviewsnap. Please be sure to include SAR statements or comments to support accomplishments throughout the year. Please note "no comment" for any area you choose not to complete. Employees who received a probationary review between January 1, 2019 and March 31, 2019 will not receive an annual evaluation this period.

What is a SAR statement?

SAR stands for **Situation – Action – Result**. SAR statements illustrate what you've accomplished throughout the year and provide specific examples of situations where you believe your job performance was above and beyond the standard expectation for performing your job duties. SAR statements do not have to be lengthy or follow a particular format, but must provide specific answers to the following questions:

- What happened? (Situation)
- What did you do? (Action)
- What was the outcome? (Result)

Is there any training available on how to write SAR statements?

The Office has posted several documents on the [COC Web/HR Forms](#) to assist you in writing your self-evaluation and SAR statements.

Am I required to include a SAR statement?

It is important that you include information in your self-evaluation that you believe your supervisor should consider when evaluating your performance over the past year. SAR statements provide you with an opportunity to document the accomplishments you've made throughout the year.

Where do I find Reviewsnap?

Reviewsnap is a web-based program and available [here](#). For additional assistance logging in, please reference the [Employee Self-evaluation guide](#).

Are there instructions on how to use the Reviewsnap application?

Yes. User Guides are available for employees and supervisors on the [COC Web](#) under HR Forms/Performance Management.

Which template do I use for my self-evaluation?

Your review template is automatically loaded onto your home page.

I've completed my self-evaluation. What happens next?

Please email your supervisor that you have completed your self-evaluation. Your supervisor will review your comments and/or SAR statements and complete his/her portion of the evaluation.

How will my rating be calculated?

You will be rated on competency groups that are based on your job responsibilities. Each competency group will be rated and weighted to achieve your overall rating number.

Employees who received a counseling or discipline in the past year may receive an "Unsatisfactory" or "Needs Improvement" ratings.

Your overall rating number will be rounded to two decimals (e.g., 3.55). The number will be placed in a range to determine the rating you will receive. The ranges are as follows:

| RATING RANGES | |
|-------------------|---------------|
| Unacceptable | 1.99 or lower |
| Needs Improvement | 2.0 - 2.78 |
| Valuable | 2.79 - 3.68 |
| Commendable | 3.69 - 4.52 |
| Exemplary | 4.53 - 5 |

What if I disagree with my overall review rating?

You may request a higher review within two (2) business days of receiving your review. The request should be made in writing and sent to your supervisor and the next level in your chain of command. Higher reviews will be reviewed by the next supervisor/manager in your chain of command.