Vanderbilt University Medical Center

Performance Evaluation System
Supervisor's Guide

Provided by Vanderbilt Human Resources
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Overview

The Vanderbilt Performance Evaluation System (VPES) has been designed exclusively for Vanderbilt University Medical Center’s (VUMC) Supervisors and the Pay for Performance program. VPES allows VUMC Supervisors to evaluate their direct reports in a centralized, easy to use, web-enabled application. This system provides a consistent method for
collecting performance evaluation data, as well as assurance that performance evaluation totals are calculated consistently.

**VPES Evaluation Types**

VPES allows Supervisors to create three types of evaluations: End of Orientation, Pay for Performance, and Annual Evaluation Exemption. Outlined below are the evaluation types and their definitions.

- **End of Orientation Evaluation** – this evaluation is used by Supervisors to evaluate their direct reports that have completed their 3-month or 6-month orientation period.

- **Pay for Performance (Annual/6-Month) Evaluation** – this evaluation is used by Supervisors to rate their direct reports on key functions, unit/area-specific functions, credo, policy and safety compliance, and development goals. A Pay for Performance Evaluation can be created by a Supervisor or Supervisor Assistant. If an evaluation is created by a Supervisor Assistant, it must be reviewed and finalized by the Staff Member’s Supervisor. In addition, a Staff Member can complete his/her own self evaluation, and submit it for review and finalization by the Supervisor. See the section “Pay for Performance Self Evaluations” in this document for more details.

- **Annual Evaluation Exemption** – this evaluation is used by Supervisors to indicate that a direct report is exempt from submitting an annual Pay for Performance Evaluation by the due date for reasons such as in orientation, leave of absence, etc. During the annual evaluation period, Supervisors should create a Pay for Performance Evaluation or Annual Evaluation Exemption for each of their direct reports.

**VPES User Roles**

VPES has three types of users: Supervisors, Supervisor Assistants, and Self Evaluators. Outlined below are the user types and descriptions:

- Supervisors are responsible for evaluating their direct reports in VPES. Supervisors can create and finalize Pay for Performance Evaluations, Annual Evaluation Exemptions, End of Orientation Evaluations, and Conversations. In addition, Supervisors have access to various reports in VPES that help manage the evaluation process.
 Supervisor Assistants complete the initial data entry on Pay for Performance Evaluations for Supervisors. They can complete the data entry on the evaluation however they cannot finalize the evaluation.

Self Evaluators are Staff Members who evaluate themselves and then have their Supervisors review and finalize the evaluation. Self Evaluators can evaluate themselves and complete the data entry on the evaluation. The Supervisor must review and finalize the evaluation. Any VUMC Staff Member can create a self evaluation in VPES.

**Obtaining Access to the VPES System**

**Supervisors**

If you are a new Supervisor and need access to the VPES system, please send your request to compensation@vanderbilt.edu. Include in the email you full name and employee ID#.

**Supervisor Assistant**

In order to use VPES as a Supervisor Assistant, the supervisor must request this access on the supervisor assistant’s behalf. To request Supervisor Assistant access, please send your request to compensation@vanderbilt.edu. Include in the email the supervisor assistant’s full name and employee ID#.

**Self Evaluator**

Any active VUMC staff member can create a self evaluation in VPES. There is no need to request access to VPES for self evaluation purposes.

**Need Help?**

If you have any problems accessing or using VPES after following the guidelines in this document, please send an email to the following address:

compensation@vanderbilt.edu
Getting Started as a Supervisor in VPES – What You Will Need

Before using VPES to complete an evaluation, you will need the following:

- A VUNet ID and ePassword
  - If you do not have an e-Password, there is a web link on the log-in page of the system to begin this process.
- Access to the VPES system. See the section entitled “Obtaining Access to the VPES System” for more information.
- A computer connected to both the Internet and a printer.
  - If you are using a Microsoft Windows based computer, Internet Explorer version 6.0 or higher, Netscape Navigator version 7 or higher, OR Firefox version 2.0 or higher. Note that if Netscape 6.1 is being used, it is recommended that it be upgraded to the latest version. Problems may result if using Netscape 6.1 to access VPES.
  - If you are using a MAC computer, Firefox 2.0 or higher OR Safari 2.0 or higher.
  - JavaScript and Cookies must be enabled on the browser to use VPES. If an error message indicating that these are not enabled is received when using VPES, contact your LAN Manager or technical support person to find out how to enable these options in your browser.
- Adobe version 4.0 or higher
  - If you do not have Adobe Acrobat, it can be downloaded from within VPES. Contact your LAN Manager or technical support person if you need assistance downloading and installing the software.

Evaluation Process Overview

The Supervisor will complete the following steps for each Staff Member that is evaluated. A Supervisor Assistant or Self Evaluator can complete Steps 1 through 5. See Figure 1 below for an overview of the process.

Step 1: Log into VPES via the Performance Development website.
Step 2: Enter the seven-digit Employee ID for the Staff Member being evaluated. Supervisors must select the role in which they are creating the evaluation, the type of evaluation to be completed (Pay for Performance, Annual Evaluation Exemption, or End of Orientation), and the organizational unit that the Staff Member belongs to.

Step 3: Complete the Evaluation (which may include End of Orientation Checklist, Exemption Reason, Key Functions, Unit/Area Specific Functions, Credo, Policy & Safety Compliance, and Development Goals, depending on the evaluation type selected).

Step 4: Check the evaluation for completeness.

Step 5: Print a draft copy of the completed evaluation for review.

Step 6: Review the draft evaluation with the Staff Member.

Step 7: Revise the evaluation in VPES as needed.

Step 8: When all changes are complete, finalize the evaluation.

Step 9: Provide the finalized evaluation to the staff member and submit it to HR. If the paper submission process is selected, print and sign the finalized evaluation and send it (cover page only for a Pay for Performance evaluation) to HR Processing and keep a copy for department records. If the online submission process is selected, have the Staff Member log into VPES and review the evaluation online. This will submit the evaluation to HR and change the status to Received by HR in VPES. The Supervisor can then print a copy for the staff member and the department records.
Creating and Completing an Evaluation in VPES

Step 1: Logging into VPES

To access VPES:

- Open Internet Explorer or Netscape Navigator and go to the HR website [http://hr.vanderbilt.edu/](http://hr.vanderbilt.edu/). Click on the Performance and Pay tab. Next click the Performance Development link, then the Performance Evaluation (V.P.E.S.) link to access the VPES login page.
- Enter your VUNet ID and ePassword and click Login.
- If you receive a message indicating you are not authorized to use the system, please email compensation@vanderbilt.edu to request access to the system.
Step 2: Creating an Evaluation

- Type in the 7-digit Employee ID for the Staff Member being evaluated in the Employee ID field and click the Add Performance Evaluation button.
  - If you are a Supervisor and have already started a draft evaluation or completed other evaluations for this Staff Member, then you will be taken to a list of his/her evaluations. From this list, you can either click on and edit the draft evaluation, or click the Add Evaluation for Staff Member button to start a new evaluation for the Staff Member (note that if a draft has already been created, you must either edit the existing draft, or delete it and start a new one, as only one draft is allowed to be in process for a given Staff Member at a time).
  - If you have not started an evaluation for the Staff Member, then you will be prompted to choose your Role in creating this evaluation, the Evaluation Type, and the Organizational Unit. If the Medical Center organizational unit is selected, then a Medical Center specific evaluation will be created. If University is selected, then a University specific evaluation will be created. The organizational unit cannot be changed once the evaluation is created. Select your Role, Evaluation Type, and Organizational Unit and click Next. See the next bullet below for directions on entering the Supervisor of the evaluation if you are a Supervisor but acting as a Supervisor Assistant when creating the evaluation.
  - If you are a Supervisor Assistant in VPES and have already started a draft evaluation then you will need to click on the name of the Staff Member to edit the draft evaluation. Note that only one draft is allowed at a time for a Staff Member. If you have not started a draft, then you will be prompted to enter the Employee ID of the Staff Member’s Supervisor. Enter the Employee ID for the Supervisor and click Next. Validate that the name of the Supervisor is correct, and click Yes to continue. If the Supervisor is not correct, then click No and reenter the Supervisor’s Employee ID.

Step 3: Complete the Evaluation.

Follow the steps below to complete the evaluation that has been created.
Review the Staff Member information on the first page of the evaluation. If any information is incorrect, then complete a Position Management Form (PMF) or Personnel Action Form (PAF) and submit it through your normal process. The evaluation will have to be deleted and recreated in order to get the updated information into the evaluation. Follow the steps in the “Deleting an Evaluation” section of this document to delete a draft evaluation.

For an End of Orientation evaluation, be sure to complete the following fields:

- **Evaluation Period From** date. This date must be prior to the **Evaluation Period To** date.
- **Next Review Date**.
- Check that items have been completed (review of Job Description, review of VUMC Credo, discussion of Performance Goals, review of Compliance Requirements).
- Check whether Orientation is complete.
- Select the **Submission Method** that will be used. If Paper Submission to HR is chosen, then a signed copy of the finalized evaluation’s cover page will need to be sent to HR to complete the process. If Online is selected, the Staff Member will need to login to VPES and review the evaluation once it is finalized to complete the process. See the section below labeled “Using the Online Evaluation Submission Process” for more details on this function.
- Check whether HIPAA Compliance has been met. Click on the **Update Health Information Categories** link (information you have entered will be saved). Check the boxes under **Individual Designation** that describes the level of access the Staff Member has to patient information and click **Save/Verify Settings**. Click the **Back** button to return you to the evaluation.
- If there is a Performance Plan, document details as well as the follow-up date.
- Add **General Comments**, as appropriate.
- Spell-check the page and save.

For a Pay for Performance evaluation, complete the following on the **Evaluation/Staff Information** page:

- **Alternate Job Code** for temporary and term Staff Members. If the Staff Member is in a temporary or term job code, then the Staff Member needs to be evaluated on the job that most closely matches the current activities being performed.
is created for a Staff Member that is in a temporary or term job code, then an **Alternate Job Code** box will appear on the Evaluation/Staff Information page. Enter the four-digit job code of the job that the Staff Member is currently performing. Once the evaluation is saved, the key functions of the alternate job code that was entered will be displayed on the Key Functions page.

- **Evaluation Period From** date. This date must be prior to the **Evaluation Period To** date.

- **Verify Credentials.** If the Staff Member being evaluated is a licensed nurse, then a button labeled **Verify Credentials** should be displayed on the page. In this case, the **Verify Credentials** button should be used instead of the **Licensure/Certification Number** and **Licensure/Certification Renewal Date** fields.
  - If the Staff Member is a licensed nurse and you are the Supervisor, click on the **Verify Credentials** button to access the Credentials Application Tracking System (CATS) where nurse licensures, certifications, and degrees are located. Note that Supervisor Assistants and Self Evaluators can view current credentials and that only Supervisors can add, renew, and delete credentials. Figure 2 below provides a quick reference on how to use the CATS screen. The “**Vanderbilt Credentials Verification Process and Policies**” section of this document outlines the steps you should go through to verify credentials. Once you have completed the necessary steps on the CATS screen, click the **Return to VPES** button on the left side of the CATS screen. When prompted, click **OK** to confirm that credentials have been verified and return to VPES. The **Credentials Verified Date** will be set to the current date. Alternately click **Cancel** to indicate that your review is not complete and return to VPES. In this case, the **Credentials Verified Date** will not be updated.
Figure 2 CATS Credentials Verification Overview

- **Renew**: If a licensure or certification has already been entered in the CATS system, the license number, initial license/certification year, expiration date, etc. can be edited by clicking here. Be sure to save changes.

- **Add New**: If a licensure or certification needs to be added to the CATS system, click here. Be sure to save changes.

- **Delete**: Click this button to delete an invalid record. Enter a reason for the deletion and click enter. This record will no longer appear on the page.

- **Verify**: Validate that all credentials for the person being evaluated have been verified in accordance with Vanderbilt policy by clicking “OK”. (See the section labeled “Vanderbilt Credentials Verification Process and Policies” section for information on the credential verification policies.)
If the Staff Member being evaluated is not a licensed nurse, then the Verify Credentials button should not be displayed. If this is the case and you need to document licensure or certification information, complete the **Professional Licensure/Certification Number** and **Licensure/Certification Renewal Date** fields. If a licensure/certification number was entered on the Staff Member’s previous evaluation, then the number from the previous evaluation will automatically be copied to the new evaluation. If the number is copied, then validate that the number is correct and enter the renewal date for the license/certification.

- Indicate whether or not the Staff Member is currently on PIC. If the Staff Member is on PIC, then enter the **PIC Start** and **PIC End** dates.
- If applicable, select **Age-Specific Competencies.**
- Select the **Submission Method** that will be used. If **Paper Submission to HR** is chosen, then a signed copy of the finalized evaluation’s cover page will need to be sent to HR to complete the process. If **Online** is selected, the Staff Member will need to login to VPES and review the evaluation once it is finalized to complete the process. See the section below labeled “**Using the Online Evaluation Submission Process**” for more details.
- Enter any **General Evaluation Comments** at the bottom of the page. You can take this opportunity to summarize the documented evaluation.
- If needed, you can select to have a Supervisor at a higher level review the evaluation in VPES and provide you feedback prior to meeting with the Staff Member. To do so, click on the **Add Admin Reviewer** link on the left side of the evaluation page. Enter the Employee ID of the Administrator that will review the evaluation and click **Add Reviewer.** Check that the name of the reviewer is correct. If it is correct, then click **Yes** to continue. If not, click **No** and reenter the Employee ID on the previous page. The reviewer’s name will be listed next to the Supervisor’s name on the first page of the evaluation. See the section labeled “**Administrator Review Option in a Pay for Performance Evaluation**” in this document for more information on this feature.
- When you are finished completing the Evaluation/Staff Information page, click the **Spell Check** button, then **Save** or **Next** button. Note that you can also navigate to the key functions using the links on the left side of the page.
For an Annual Exemption Evaluation, complete the following:

- **Evaluation Period From** date.
- Select an **Exemption Reason**.
- Click **Save and Finalize** to save the evaluation and finalize it for HR.
- Note that no other steps are needed to complete this type of evaluation.
- This type of evaluation does not need to be submitted to HR.

**Rating Key Functions and Unit/Area Specific Functions**

Key function and unit/area specific function ratings are required on Pay for Performance evaluations. Supervisors, Supervisor Assistants, and Self Evaluators can edit the key functions and unit/area-specific functions page. Follow the steps below to rate the functions. If you are not already on the key functions section, click the **Key Functions** link on the left side of the evaluation page.

- If the Staff Member is a licensed nurse and you are the Supervisor, click on the **Get VPNPP Scores** button to download Key Function Scores from VPNPP (Vanderbilt Professional Nursing Practice Program). An **Import** box will appear showing the Staff Member’s information from VPNPP as it will be imported into VPES.
- For the import to be successful the Staff member’s information in VPNPP must match the demographics in VPES, the VPNPP package must include a Manager’s evaluation and last modified within a six month period.
- The information to be imported will include: Key Functions, Key Function Scores, and Validation Methods. Key Functions Scores can not be edited through VPES; however Validation Methods, Weightings and Comments can be changed in VPES. To make changes to the Key Function Scores in VPES for a licensed nurse, make the appropriate corrections in VPNPP then re-import in VPES. Supervisor Assistants and Self Evaluators cannot import VPNPP scores into VPES. **Comments**

  **Supporting the Performance Rating** will automatically state “See VPNPP for Comments” if the Key Function Score is 3.0 or greater. If the Key Function Score is 2.9 or less, the **Performance Plan** is still a required field in VPES.
- Once the Staff Member’s information has been imported from VPNPP to VPES, click the **Save** button to lock in the Key Function Scores, Validation Methods and
Comments, Additional instructions are consistently described in the information below.

- The following information applies for all staff members being evaluated in VPES.
- For each key function:
  - If a key function is not applicable to the Staff Member being rated, then check “This key function is not applicable to this position.” Note that all information for the key function will be cleared out and the function will be collapsed if the key function is not applicable.
  - Check all applicable Validation Methods that were used for this Staff Member. More than one validation method can be selected.
  - Enter a rating between 1 and 5 in the Performance Rating field. Tenth of a decimal rating can be entered.
  - Enter a weighting for the key function in the Weighting Factor field. If you want to evenly distribute this key function’s weighting over the remaining weighting, then check the Distribute Evenly box. If any functions are set to be distributed evenly, then the Total Weighting Remaining will be zero.
  - If a rating is 3.8 or higher, enter comments supporting the rating in the Comments Supporting the Performance Rating field. This is a required step.
  - If the rating is 2.9 or less, enter a performance plan in the Performance Plan field and a follow up date in the Follow-Up Date field. This is a required step.
- Add and rate unit/area-specific functions. If a Staff Member had unit/area-specific functions on the last Pay for Performance evaluation and he/she is still in the same job, then the unit/area-specific functions from the previous evaluation will be copied to the new evaluation. For each unit/area-specific function:
  - If you need to delete a unit/area-specific function that was copied, then click Delete this Unit/Area-Specific Function link located next to the function that you would like to delete. Otherwise, add a new function by clicking the Add Unit/Area-Specific Function button at the end of the key functions page. You can also copy unit/area specific functions that you have previously created by using the Copy Unit/Area-Specific Function button at the bottom of the page.
If you are copying Unit/Area-Specific functions, the list to copy from only contains functions that were created by your current position within the last 18 months.

Enter a description for the unit/area-specific function in the box provided.

Complete the unit/area-specific information and ratings as you would the key function information and ratings.

- When you are finished, click the **Spell Check** button, then **Save** or **Next** button. You can also navigate to the credo using the links on the left side of the page.

**Rating the Credo**

Credo ratings are required on Pay for Performance evaluations. Supervisors, Supervisor Assistants, and Self Evaluators can rate the credo page. Follow the steps below to rate the credo. If you are not already on the credo section, click the **Credo** link on the left side of the evaluation page.

- For each credo listed:
  - Enter a rating between 1 and 5 in the **Performance Rating** field. Tenth of a decimal rating can be entered.
  - If a rating is 3.8 or higher, enter comments supporting the rating in the **Comments Supporting the Performance Rating** field. This is a required step.
  - If a rating is 2.9 or less, enter a performance plan in the **Performance Plan** field and a follow up date in the **Follow-Up Date** field. This is a required step.

- When you are finished, click the **Spell Check** button, then **Save** or **Next** button. You can also navigate to the Policy & Safety Compliance section using the links on the left side of the page.

**Completing Policy & Safety Compliance**

Validation that policy and safety compliance has been met is required on Pay for Performance evaluations. Supervisors, Supervisor Assistants, and Self Evaluators can edit the Policy and Safety Compliance page. Follow the steps below to evaluate policy and safety compliance. If you are not already on the Policy & Safety Compliance section, click the **Policy & Safety Compliance** link on the left side of the evaluation page.

On the Policy and Safety Compliance page (dates are written mm/dd/yyyy):
• The Conflict of Interest Status will be automatically updated via the Conflict Disclosure System (CDS system). If you have questions about the status as noted in the evaluation, please contact coi@vanderbilt.edu for assistance.

• The Immunization and Screening Compliance will be automatically updated via the Occupational Health Clinic. If you have questions about the status as noted in the evaluation, please contact the Occupational Health Clinic at 936-0955 or Occupational.health.clinic@vanderbilt.edu for assistance.

• Enter a Status of “N/A”, “Completed”, or “Not Completed” for each policy/compliance item that is listed. If the Status of an item is “Completed”, you must also enter a date that compliance was met. Select “N/A”, “Yes”, or “No” for the Immunization and Screening Compliance.

• Add specific Department Policy Review, Point of Care Testing and Job Specific Training as required. To add these items, click the Add Policy, Add Testing or Add Training button. From these pages, a new policy, testing or training item can be added or, as with the Unit/Area Specific key functions, training or testing items may be copied to any draft that you have started.

• Complete the HIPAA Compliance section.
  - HIPAA Compliance must be completed annually. Click on the Update Health Information Categories link (information you have entered will be saved). Check the boxes under Individual Designation that describes the level of access the Staff Member has to patient information and click Save/Verify Settings. Click the Back button to return you to the evaluation.
  - Privacy and Security (HIPAA) Training must be completed annually. Select as appropriate from the drop down box, and enter the date completed.

• When you are finished, click the Save or Next button. You can also navigate to the Development Goals section using the links on the left side of the page.

**Completing the Development Goals**

Development goals are part of the Pay for Performance evaluation. Supervisors, Supervisor Assistants, and Self Evaluators can edit development goals. Follow the steps below for developments goals. If you are not already on the Development Goals section, click the Development Goals link on the left side of the evaluation page.
Add the previous year development goals to the evaluation. To add a new Development Goal for the previous year, click the Add New Goal button in the previous year section of the Development Goals page. For each previous year goal:

- Select a Goal Type.
- Enter a Goal Description.
- Enter the Development Plan to meet the goal.
- Select whether or not This Goal was Accomplished.
- If applicable, enter the Completed Date.
- Enter Results accomplished toward meeting the goal.
- Departmental goals that you have already entered in a previous evaluation may be copied into the previous year goals in an evaluation. To copy departmental goals into an evaluation:
  - Click the Copy Dept Goals button at the bottom of the previous year’s goals section.
  - On the Copy Departmental Goals to Previous Year Goals page, select the departmental goals to copy and click the Copy Dept Goals button.
  - On the Choose a Dev Plan for Each Dept Goal page, select a development plan for each departmental goal that is being copied. The development plan may be left empty if needed. Click the Copy Dev Plans button to copy the development plans.
  - On the Choose Which Drafts to Paste Into page, select the evaluations that you would like the items copied into and click the Paste Dept Goals and Dev Plans button.
  - The department goals and development plans will be available in the evaluations selected.

Add the current year goals to the evaluation. To add a new Development Goal for the current year, click the Add New Goal button in the current year section of the Development Goals page. For each current year goal:

- Select a Goal Type.
- Enter a Goal Description.
- Enter the Development Plan to meet the goal.
- Enter a Planned Completion Date.
As with previous year goals, departmental goals that you have previously created may be copied into the current year goals. To copy departmental goals into current year goals click the **Copy Dept Goals** button at the bottom of the current year goals section. Follow the steps outlined above for copying departmental goals to previous year goals.

- Your goals for the current year will automatically fill into next year’s evaluation as the previous year’s goals.
- The Development Goals page will remain editable after the evaluation is finalized so that you may update the goals as they evolve throughout the year. Once a new draft is created for a Staff Member, then the goals must be updated in the new evaluation.

**Step 4: Check for Completeness**

The Check for Completeness step is available on Pay for Performance and End of Orientation evaluations. A Supervisor, Supervisor Assistant, and Self Evaluator can use the Check for Completeness function. Follow the steps below to check the evaluation for completeness.

- After the draft Pay for Performance or End of Orientation evaluation has been filled out, then it needs to be validated before being reviewed with the Staff Member. Click the **Check for Completeness** link on the left or click the **Check for Completeness** button at the bottom of the Development Goals page. This will check the evaluation for all required fields to make sure that all is complete.
- If any items still need to be completed, details on what needs to be completed will be listed in red at the top of the page. In addition, a stop sign will appear next to each item that needs to be addressed on the page. These items should be corrected prior to printing the evaluation and reviewing it with the Staff Member.

**Step 5: Print the Evaluation for Review**

Supervisors, Supervisor Assistants, and Self Evaluators can print draft evaluations. Only a Supervisor can print a final evaluation or an evaluation that has been received by HR. If the evaluation is a self evaluation, you may want to revise it before printing for review with the Staff Member. If you want to prevent the self evaluator from seeing any evaluation changes
prior to the review, open the evaluation and go to the Evaluation/Staff Information page. At the bottom of the page is a button labeled Remove Self-Evaluator Viewing & Editing. Click this button to remove the self evaluator’s access to the evaluation. When you are ready to allow access again, click the button again.

To print an evaluation:

- Download and install Adobe Acrobat Reader if it is not already installed on your workstation. Click on the Download Acrobat Reader link on the left side of the evaluation to download the software. Contact your LAN administrator if you need assistance downloading and installing the software.
- Open the evaluation and click the Preview/Print Summary link on the left side of the evaluation.
- The evaluation will be opened in another window. Once the window is opened and the evaluation is displayed, click the printer icon or File – Print in the menu bar to print the evaluation.

**Step 6: Review the Draft Evaluation with the Staff Member**

Once the draft evaluation is filled out, then the Supervisor should print the evaluation and review it with the Staff Member.

**Step 7: Revise the Evaluation in VPES**

Log into VPES. Select the Staff Member whose evaluation you need to revise. If this is a self evaluation and you want to prevent the self evaluator from seeing any evaluation changes prior to you reviewing them with the Staff Member, open the evaluation and go to the Evaluation/Staff Information page. At the bottom of the page is a button labeled Remove Self-Evaluator Viewing & Editing. Click this button to remove the self evaluator’s access to the evaluation. When you are ready to allow access again, click the button again. Make any changes needed to the evaluation, then Spell Check, and Save the changes.

**Step 8: Finalize the Evaluation**

After the Pay for Performance or End of Orientation evaluation has been reviewed with the Staff Member and all updates have been made, then the evaluation status needs to be
changed to Finalized. Once the evaluation status is Finalized, then you cannot edit the evaluation. Only the Supervisor of the evaluation can finalize the evaluation. Once an evaluation is finalized, then the Supervisor Assistant will no longer have access to the evaluation. In addition, Self Evaluators will no longer be able to edit the evaluation. To change the status of an evaluation to Finalized:

- Open the Staff Member's evaluation.
- On the left hand side of the page, click the **Finalize Evaluation** link.
- If any items still need to be completed, details on what needs to be completed will be listed in red at the top of the page. In addition, a stop sign will appear next to each item that needs to be addressed on the page.
- Once you have addressed the issues in each section of the evaluation, click the **Finalize Evaluation** link again.
- When the evaluation is successfully finalized, then it is no longer editable. The evaluation is then ready for submission to HR.

**Step 9: Submit the Evaluation to HR**

If the **Online Submission Method** was selected, have the Staff Member login to VPES and follow the steps below to review the evaluation.

- Login to VPES.
- A link labeled **On-line Submissions to Review** will be listed on the left side in the navigation pane. Click on the link to view the evaluation.
- Review the evaluation.
- Click the **Evaluation Reviewed** button to the right of the evaluation to submit it to HR and change the evaluation status to **Received by HR**.
- The Supervisor can print a copy for department records if needed.

If the **Online Submission Method** was selected and the Staff Member is unavailable to review the evaluation in VPES, the evaluation can still be printed, signed and sent to HR to complete the process (see steps below).

If **Paper Submission to HR** was selected, use the **Preview/Print Summary** link on the left side of the evaluation page to print the final copy. Send the signed evaluation cover page to:
Once the signed evaluation is received by HR, the status of the on-line evaluation will be updated to **Received by HR**. Keep a copy of the evaluation for department records if needed.

You can view the current status of your evaluations at any time by logging into VPES and clicking on the name of the person whose evaluation you would like to check. The status of the evaluation will be indicated on the right side of the list of the evaluations, or at the top of an open evaluation.

**Pay for Performance Evaluation Entry by a Supervisor Assistant**

VPES allows a Supervisor Assistant to data enter a Pay for Performance Evaluation for a Supervisor. A Supervisor or a Staff Member designated as a Supervisor Assistant in VPES can perform this function. Follow the steps below to data enter a draft Pay for Performance evaluation for another Supervisor. Note that more details on how to complete the Pay for Performance evaluation can be found in this document in the “Creating and Completing an Evaluation in VPES” section.

- Login to VPES.
- Enter the Staff Member’s Employee ID in the **Employee ID** field and click **Add Performance Evaluation**.
- If you are a Supervisor in VPES and have already started a draft evaluation then you will need to click on the name of the Staff Member to edit the draft evaluation. Note that only one draft is allowed to be in process for a given Staff Member at a time. If you have not started an evaluation for the Staff Member, then you will be prompted for some basic evaluation setup information. Select your Role, the Evaluation Type (you can only select Pay for Performance), and Organizational Unit and click **Next**. Note that if the University organizational unit is selected, then the evaluation content and layout will be geared toward University evaluation requirements. If the Medical Center organizational unit is selected, then the evaluation content and layout will be specific to the Medical Center evaluation requirements. The organizational unit is defaulted to University or Medical
Center depending on the Department Type for the Staff Member’s Department in PeopleSoft.

- If you are acting as the role of assistant, then you will be prompted to enter the Employee ID of the Staff Member’s Supervisor. Enter the Employee ID for the Supervisor and click Next. Validate that the name of the Supervisor is correct, and click Yes to continue. If the Supervisor name is not correct, then click No and reenter the Supervisor’s Employee ID.

- If you are a Supervisor Assistant in VPES and have already started a draft evaluation then you will need to click on the name of the Staff Member to edit the draft evaluation. Note that only one draft is allowed to be in process for a given Staff Member at a time. If you have not started a draft, then you will be prompted to enter the Employee ID of the Staff Member’s Supervisor. Enter the Employee ID for the Supervisor and click Next. Validate that the name of the Supervisor is correct, and click Yes to continue. If the Supervisor name is not correct, then click No and reenter the Supervisor’s Employee ID.

- Complete the Evaluation/Staff Information page, Key Functions, Unit/Area Specific Functions, Credo, Policy & Safety Compliance, and Development Goals section of the evaluation.

- Use Check for Completeness to check the evaluation for any errors or omissions. Correct any errors that were found.

- Notify the Supervisor that the evaluation is ready for review with the Staff Member.

- The Supervisor will then login to VPES and review the evaluation and make updates as needed. The evaluation will be listed the same as the Supervisor’s other evaluations for his or her direct reports.

- After reviewing the evaluation with the Staff Member, the Supervisor will finalize the evaluation and submit the evaluation to HR via the paper or online submission process. Once the evaluation is finalized, the assistant will no longer be able to access the evaluation.

- A user that has a Supervisor role can view draft evaluations that he/she created for another supervisor as a Supervisor Assistant under the Other Evaluations link on the left side of the page.

- A user that has a Supervisor Assistant role can view draft evaluations that were created for another Supervisor on the main page that is displayed upon login.
Pay for Performance Self Evaluations

VPES allows self evaluations to be completed by Staff Members. Any VUMC Staff Member can create a Pay for Performance self evaluation in VPES and submit it for review and finalizing by the Supervisor. The Staff Member/Self Evaluator must create the self evaluation. A Supervisor or Supervisor Assistant cannot create a self evaluation for another Staff Member. Follow the steps below to complete a self evaluation. More details on how to complete the Pay for Performance evaluation can be found in this document in the Creating and Completing an Evaluation in VPES section or in the Self Evaluation Guide found on the HR Performance Development website. An overview of this process is provided in Figure 3 below.

- The Self Evaluator will need to login to VPES.
  - Enter his/her Employee ID in the Employee ID field and click Add Performance Evaluation. If the Staff Member is not a VPES Supervisor or Supervisor Assistant, then he/she will only have to click the add button. If a draft evaluation has already been started by the Supervisor, then the add button will not be displayed. The Supervisor will need to be contacted if this occurs.
  - Select the University or Medical Center organizational unit and the Rating Scale to be used (university only). Note that if the University organizational unit is selected, then the evaluation content and layout will be geared toward University evaluation requirements. If the Medical Center organizational unit is selected, then the evaluation content and layout will be specific to the Medical Center evaluation requirements. The organizational unit is defaulted to University or Medical Center depending on the Department Type for the Staff Member’s Department in PeopleSoft.
  - Enter the Employee ID for the Supervisor in the Employee ID field and click Next.
  - Validate that the name of the Supervisor is correct, and click Yes to continue. If the Supervisor name is not correct, then click No and reenter the Supervisor’s Employee ID.
  - Complete the Evaluation/Staff Information page, Key Functions, Unit/Area Specific Functions, Credo, Policy & Safety Compliance, and Development Goals section of the evaluation.
- Use Check for Completeness to check the evaluation for any errors or omissions. Correct any errors that were found.
- Notify the Supervisor that the evaluation is ready to be reviewed.

The Supervisor will then login into VPES and revise the evaluation as needed. The evaluation will be listed along with the other direct report's evaluations. If the self evaluator's access to the evaluation needs to be removed while editing the evaluation, use the **Remove Self-Evaluator Viewing & Editing** button at the bottom of the evaluation's Evaluation/Staff Information. Click the button again to restore self evaluator access. Once the updates are completed then the evaluation will be reviewed with the Self Evaluator.

After reviewing the evaluation with the Staff Member, the Supervisor will finalize the evaluation and submit the evaluation to HR via the paper or online submission process.

Self evaluations can be viewed in VPES after they are finalized. A Supervisor's own self evaluations are located under the **Other Evaluations** link. A Supervisor Assistant's and Self Evaluator's self evaluations are listed on the main page that is displayed when they login.

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**Figure 3 Self Evaluation Process Overview**

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![VPES and the Performance Evaluation Process - Self Evaluations](image-url)
Creating and Completing a Conversation in VPES

Step 1: Logging into VPES

To access VPES:

- Open Internet Explorer or Netscape Navigator and go to the HR website http://hr.vanderbilt.edu/. Click on the Performance and Pay tab. Next click the Performance Development link, then the Performance Evaluation (V.P.E.S.) link to access the VPES login page.
- Enter your VUNet ID and ePassword and click Login.
- If you receive a message indicating you are not authorized to use the system, please email compensation@vanderbilt.edu to request access to the system.

Step 2: Creating a Conversation

- Click on the link that says Staff Conversations/New Conversation.
- Type in the 7-digit Employee ID for the Staff Member being rated in the Employee ID field and click the Add Conversation button.
  - If you are a Supervisor and have already started a conversation or completed other conversations for this Staff Member, then you will be taken to a list of his/her conversations. From this list, you can either click on and edit the conversation, or click the Add Conversation for Staff Member button to start a new conversation for the Staff Member.

Step 3: Complete the Conversation.

Follow the steps below to complete the conversation that has been created.

- Review the Staff Member’s job information on the conversation page. If any information is incorrect, then complete a Position Management Form (PMF) or Personnel Action Form (PAF) and submit it through your normal process. The conversation will have to be deleted and recreated in order to get the updated job information into the evaluation. Follow the steps in the “Deleting Conversations” section of this document to delete a conversation.
The Conversation Date pre-populates upon starting the draft, but the supervisor can change the date as needed. Enter the date the conversation occurred in the **Conversation Date** box.

- Select the descriptor of the conversation (“exceeds”, “meets”, “does not meet”).
- Provide relevant conversation comments in the **Conversation Comments** box.
  Guidelines for conducting conversations can be found on the HR webpage. Click on “Training”, then “Elevate”, then “Performance Conversations”. The direct link is [http://hr.vanderbilt.edu/training/perfconv.htm](http://hr.vanderbilt.edu/training/perfconv.htm).
- When you are finished, click the **Save** button. A confirmation statement will appear at the top of the screen.

### Additional VPES Features

**Viewing Evaluations**

VPES provides Supervisors the ability to view evaluations that were created while in their current position number. To view a list of your evaluations:

- Login to VPES.
- Click on the name of the person whose evaluation(s) you want to view.
- The list of evaluations you created for the Staff Member will be listed.
- Click on the link to the evaluation to view the evaluation details.

**Deleting Evaluations**

Draft evaluations can be deleted. Evaluations that have been finalized or received by HR cannot be deleted. If you need to delete an evaluation that is finalized or received by HR, please contact HR (contact information is in the “Need Help” section of this document). To delete a draft evaluation:

- Login to VPES.
- Search for and click on the name of the person whose draft evaluation you want to delete.
- The list of evaluations you created for the Staff Member will be listed.
Click the **Delete** button under the draft evaluation that you want to delete.

### Viewing Conversations

VPES provides Supervisors the ability to view conversations that were created while in their current position number. To view a list of your conversations:

- Login to VPES.
- Click on the **Staff Conversations/New Conversations** link. Click on the name of the person whose conversation(s) you want to view.
- The list of conversations you created for the Staff Member will be listed.
- Click on the link to the conversation to view details.

### Deleting Conversations

- Login to VPES.
- Click on the **Staff Conversations/New Conversation** link.
- Search for and click on the name of the person whose conversation you want to delete.
- The list of conversations you created for the Staff Member will be listed.
- Click the **Delete** button next to the conversation you want to delete.

### Archiving Evaluations

Supervisors have the ability to archive evaluations that they created in their current position and are in their **Staff with Evaluations** listing. When evaluations are archived, they are not deleted from the system or excluded from Supervisor reporting, but are removed from the main **Staff with Evaluations** view. The evaluations can be restored by the Supervisor if needed. Follow the steps below to use the archive and restore functions.

- Login to VPES and open the main **Staff with Evaluations** page.
  
  To archive Staff Members’ evaluations, click on the box to the left of each person’s name in the Archive column (see below) and click the **Archive** button at the bottom of the
Once the evaluations are archived, the list of names whose evaluations have been archived can be displayed but the evaluations cannot be viewed unless they are restored. To view the list of people who have archived evaluations, click on the Archived Evaluations link on the left side of the page.

To restore archived evaluations, click on the Archived Evaluations link on the left side of the page. Click on the box to the left of each person’s name that you want to restore evaluations for in the Unarchive column (see below). Click the Unarchive button at the bottom of the page. When prompted, click OK to continue or Cancel to stop the operation.
The evaluations will now be listed in the main **Staff with Evaluations** page. From here you can click on a name and open an evaluation to see the details.

**Changing the Supervisor on a Draft Pay for Performance Evaluation**

VPES allows the Staff Member, Supervisor Assistant, or Supervisor to change the Supervisor listed on a draft evaluation to another Supervisor.

- **Change Supervisor for an evaluation**
  - Open a draft Pay for Performance (Annual/6-Month) Evaluation.
  - Click on the **Change Supervisor** button beside the current Supervisor’s name on the Evaluation/Staff Information page.
  - Enter the Last name of the Supervisor that will now have access to the evaluation and click **Get Supervisors**.
  - Click the **Select** button beside the name of the correct Supervisor.
  - You will see a message at the top of the screen saying “**You do not have access to view this evaluation**”
Note: If you utilize a Supervisor Asst on the evaluation, please be sure to change the Supervisor Asst before you change the Supervisor to remove his/her access to the evaluation.

You will need to notify the new Supervisor that the evaluation can now be viewed in VPES.

Changing or Removing the Supervisor Assistant on a Pay for Performance Evaluation

- Change the Supervisor Assistant for an evaluation
  - Open a draft Pay for Performance (Annual/6-Month) Evaluation.
  - Click on the **Change Supervisor Assistant** button beside the current Supervisor Assistant’s name on the Evaluation/Staff Information page
  - Enter the Last name of the Supervisor Assistant that will now have access to the evaluation and click **Get Supervisors**.
  - Click the **Select** button beside the name of the correct Supervisor Assistant
  - You will see a message at the top of the screen saying “**Supervisor Assistant Changed**”
  - You will need to notify the new Supervisor Assistant that you have given them access to view the evaluation.

- Remove the Supervisor Assistant for an evaluation
  - Open a draft Pay for Performance (Annual/6-Month) Evaluation.
  - Click on the **Change Supervisor Assistant** button beside the current Supervisor Assistant’s name on the Evaluation/Staff Information page
  - Click the **Remove Assistant Access** button.
  - A pop up box will appear that informs you that once access is removed, you will cannot add another supervisor assistant to the evaluation. Click the “Ok” box.

Administrator Review Option in Pay for Performance Evaluations

The Administrator Review option gives a Supervisor the ability for higher level review of a draft Pay for Performance evaluation and feedback prior to meeting with the Staff Member.
The designated Administrator can view an Adobe printout of the evaluation. Follow the steps below to use the Administrator Review function. Note that a reviewer must be listed as a Supervisor in VPES before being designated as a reviewer.

- **Add a reviewer to an evaluation.**
  - Open a draft Pay for Performance (Annual/6-Month) Evaluation.
  - Click on the *Add Admin Reviewer* link on the left side of the evaluation page.
  - Enter the Employee ID of the Administrator that will review the evaluation and click *Add Reviewer*.
  - If the reviewer is not listed as a VPES Supervisor, then you will not be able to add the reviewer. If the reviewer is listed as a VPES Supervisor, then the reviewer’s name will be displayed. Check that the name of the reviewer is correct. If it is correct, then click *Yes* to continue. If not, click *No* and reenter the Employee ID on the previous page.
  - The reviewer’s name will be listed as a reviewer next to the Supervisor’s name on the Evaluation/Staff Information page.
  - You will need to notify the reviewer that evaluation can be viewed in VPES.

- **Review the evaluation**
  - Once the Supervisor has added a reviewer to an evaluation, the reviewer can login to VPES and view the evaluation as long as the evaluation is a draft. The evaluation will be listed under the *Evaluations to Review* link on the left side of the page.
  - Click on the name of the Staff Member whose evaluation needs to be reviewed. The evaluation will be opened in another window. Once the window is opened and the evaluation is displayed, click the printer icon or *File – Print* in the menu bar to print the evaluation.
  - After the evaluation is reviewed, the reviewer will provide feedback as needed to the Supervisor.

- **Remove the reviewer from the evaluation.**
  - After providing feedback, the reviewer may be removed from the evaluation. To do this, open the evaluation.
  - Click on the *Add Admin Reviewer* link on the left side of the evaluation page.
  - Click the *Remove Admin Reviewer* button.
The reviewer’s name will no longer be listed as a reviewer next to the Supervisor’s name on the Evaluation/Staff Information page.

Using the Online Evaluation Submission Process

If you are submitting an End of Orientation or Pay for Performance evaluation, you have the option of submitting the final evaluation via online or paper. A Submission Method option is included at the bottom of the first page on both End of Orientation and Pay for Performance evaluations. If Paper Submission to HR is chosen, then a signed copy of the finalized evaluation’s cover page will need to be sent to HR to complete the process. If Online is selected, the Staff Member will need to login to VPES and review the evaluation once it is finalized to complete the process. No paper has to be sent to HR if Online is selected. The Submission Method can be changed as long as the evaluation is in a draft status. The Submission Method cannot be changed once the evaluation is finalized. However, if Online is selected on the final evaluation and the Staff Member is unavailable to review the evaluation in VPES, the evaluation cover page can still be printed, signed, and sent to HR to complete the process.

Controlling Self Evaluator Access to an Evaluation

If you are working with a self evaluation and need to prevent the self evaluator from seeing any evaluation changes prior to review with the Staff Member, open the evaluation and go to the Evaluation/Staff Information page. At the bottom of the page is a button labeled Remove Self-Evaluator Viewing & Editing. Click this button to remove the self evaluator’s access to the evaluation. When you are ready to allow access again, click the button again. If the self evaluator does not have access, the button will be labeled Allow Self-Evaluator Viewing & Editing.

Spell Check

A Spell Check button is available on the bottom of each evaluation page, allowing you to check spelling of text entered on the page. Please note: the Spell Check does not work unless it has been clicked. If you click Save or Continue to Next Page, the page will not go through the Spell Check process.
Viewing Reports To Information

VPES has a function that allows Supervisors to view a list of Staff Members that directly report to them. This information is pulled from the most current PeopleSoft Position-to-Position reporting information. If the Position-to-Position reporting information needs to be updated, please submit a Position Management Form (PMF) with the ‘Reports to Staff Position Number’ and ‘Reports to Faculty Position Number’ fields completed. If you would like to view a list of Staff Members that directly report to you:

- Login to VPES.
- Click the **Staff Reporting to Your Name** link on the left side of the page.
- A list of staff directly reporting to you will be displayed.
- Note that if you want to create an evaluation for a Staff Member listed on the report, click on the person’s name. You will be taken to the page where you can add another performance evaluation. The Employee ID of the Staff Member that you clicked on will be copied into the Employee ID field. From there you can click **Add Performance Evaluation**.

**References**

Various references are available while completing an evaluation in VPES. The left side of the evaluation page has references to the following:

- **Job Description Summary**
  - Provides the job description summary for the Staff Member being evaluated.
- **Purpose**
  - Describes the purpose of the performance appraisal.
- **Performance Rating Scale**
  - Lists the performance rating scale definitions.
- **Generic Scoring Template**
  - Provides characteristics that define the performance ratings.

**Supervisor Reporting Capabilities**

Four types of reports are available for Supervisors: Evaluation Compliance, Evaluation Distribution, Evaluation Status, and Conversation. The details of each are below.
Compliance Reports

Compliance reports summarize evaluation information about staff's compliance with Vanderbilt policy and safety compliance during an evaluation period. The report includes all 6-month and annual pay for performance evaluations created in your current position number where the evaluation’s Finalized Date is within the reporting period, and the Evaluation Status is not Draft. You may choose to include draft evaluations in this report by selecting Include Draft Evaluations in Reports. In addition, the report includes those evaluations where the Staff Member is active or on leave. The report is available for all evaluations, or can be generated and sorted by department or job code.

Distribution Reports (Detailed & Summary)

Distribution reports summarize the overall average ratings for performance evaluations submitted during a review period. This includes all 6-month and annual pay for performance evaluations where the Finalized Date is within the reporting period, and the Evaluation Status is not Draft. Drafts can be included in the report by selecting Include Draft Evaluations in Reports. In addition, the report includes those evaluations where the Staff Member is active or on leave. The report is available for all evaluations, or can be generated and sorted by department or job code. Both detailed and summary versions of each report are available. The detailed reports list Staff Members for each category, while the summary reports only summarize each category. Note that the following roll-up is used to summarize ratings of 1, 2, 3, 4, and 5:

- 5 = Overall average ratings of 4.5 – 5.0
- 4 = Overall average ratings of 3.8 – 4.4
- 3 = Overall average ratings of 3.0 – 3.7
- 2 = Overall average ratings of 2.0 – 2.9
- 1 = Overall average ratings of 1.0 – 1.9

Evaluation Status Reports

Evaluation Status – All Evaluations Report

The “Evaluation Status – All Evaluations Report” provides a list of all evaluations, regardless of evaluation type, that were created by your current position number and submitted during
a review period. This includes all evaluations where the Finalized Date is within the reporting period, and the Evaluation Status is not Draft. Drafts can be included by selecting the Include Draft Evaluations in Reports option. Note that the report lists evaluations for Staff Members who are active or on leave.

Evaluation Status – Exemption Evaluation Report

The Evaluation Status – Exemption Evaluations report provides a list of all Annual Evaluation Exemptions that were created by your current position number and submitted during a review period. This includes all Annual Exemption Evaluations where the Finalized Date is within the reporting period. Note that the report lists evaluations for Staff Members who are active or on leave.

Conversations Report

The Conversations – All Conversations report lists all conversations that were created by your current position number and submitted during a review period. It includes all conversations where the conversation date is within the reporting period specified. Note that the report lists evaluations for Staff Members who are active or on leave.

Running a Supervisor Report

To run a report:

- Login to VPES.
- Click on the Reports link on the left side of the page.
- In the Generate a New Report section of the page, enter a Start Date and End Date for the report. For evaluation reports, evaluations where the finalized date is within the date range will be included in the report. For conversation reports, conversations where the conversation date is within the date range will be included in the report.
- If you would like to include draft evaluations in the report, select Include Draft Evaluations in Reports.
- In the Report Types sections, select the report that you would like to run.
- Click the Generate button to run the report.
When completed, the report will be opened in a new window. From this window you can view the report, print the report, or save it to a local drive for future reference.

**Supervisor Assistant Reporting Capabilities**

A report is available for supervisor assistants to see a summary by department of all the evaluations he/she has in draft status.

**Running a Supervisor Assistant Report**

To run a report:

- Login to VPES.
- Click on the **Supervisor Asst Reports** link on the left side of the page.
- Click the **Generate** button to run the report.
- When completed, the report will be opened in a new window. From this window you can view the report, print the report, or save it to a local drive for future reference.

**Vanderbilt Credentials Verification Process and Policies**

**Licensure Verification from the Primary Source**

- Primary Source Verification: Use the state licensure web site (See Link below) to verify:
  - license number
  - original date of issue
  - renewal date
- All nursing licenses (RN, LPN) are to be **verified from the primary source** during the annual evaluation process.
- When licenses are renewed, they are to be **verified from the primary source**.
- If a new nursing license is obtained, the information is to be **verified from the primary source**. (Example: LPN to RN or unlicensed staff to RN or LPN)

**NOTE:** It is not appropriate verification or acceptable to only look at the license or a copy of the license.

- After primary source verification, renew current information and/or add new information as indicated.
Certification Data and Verification

- All certification information is to be verified during the annual evaluation process.
- When certifications are renewed, the information is to be updated.
- When new certifications are obtained, the information is to be added.

**NOTE:** Certifications which are required by law or a regulatory body for practice are to be verified at the primary source as listed above. (Examples: Certified Registered Nurse Anesthetist, Advanced Practice Nurse, Nurse Midwife)

Degrees (Education)

- Educational information is to be checked with the employee during the annual evaluation process.
- If a new degree is obtained, the information is to be added.

Other Important Notes

- Your VPES session will timeout if left idle for approximately 60 minutes. If you have made changes to a page and not saved them, you will be prompted to save after 30, 45, and 55 minutes. If you make changes and do not save them after 60 minutes, the changes will be lost.
- HR must authorize Supervisors and Supervisor Assistants to use VPES. If you receive a message indicating you are not authorized to access the system, contact HR to request access. HR contact information can be found in the “Need Help” section of this document.
- If you experience problems using one of the copy functions in VPES, you will need to confirm that your browser is not caching web pages. Contact your LAN manager or technical support person if you are not sure how to check these settings. Use the steps below to check or change the setting in Internet Explorer:
Open Internet Explorer.

On the menu bar, click on **Tools – Internet Options**.

Click on the **General** tab.

Click the **Settings…** button under the **Temporary Internet Files** section.

Make sure that “Every visit to the page” is selected under Check for new versions of stored pages.

Click OK to save the changes.

For Internet Explorer 2007, Open Internet Explorer

- On the On the menu bar, click on **Tools-Delete Browsing History or Internet Options**
  - If you select **Delete Browsing History** select the delete all button
  - Click yes to save changes
  - If you select **Internet Options** under Browsing History select delete>delete all
  - Click yes to save changes

➤ If an **Auto Complete** box pops up while you are completing an evaluation, select cancel and close the box. This may be a function of your browser, but it cannot be used with this system.