



“ From a Human Resources perspective, with a paper-based system, we used to assume that managers were doing all the right things regarding evaluations. Now we have greater certainty for employees plus an extra layer of accountability for our managers. ”

Vicki Jones, Human Resources Project Manager

Challenge

Within Capital Region BOCES, employees belong to five bargaining units that each have unique contracts outlining certain timelines, job duties and responsibilities. Managers are expected to execute evaluations per the contract, which is not always done consistently. Looking at the various systems that each bargaining unit was utilizing, the BOCES identified an opportunity to streamline processes across the organization, while increasing consistency and accountability. The project team strategically decided to start with the Program Associates Organization (PAO) evaluations, considered to be the most complex.

Solution

The cloud-based system was designed precisely to help managers and supervisors complete PAO evaluations consistently and meet all the required timelines. With a fully integrated dynamic form, the BOCES is efficiently managing three steps in the evaluation process: pre-conference process, mid-year evaluation process, and final evaluation process. The form provides an easy to use interface for staff, enabled with electronic signature capture, time stamps, and robust reporting to support follow-ups. The system will be implemented for other purposes beyond just evaluations. The project has inspired a deeper conversation about privacy and accountability.

BOCES Overview

Location: New York State
Component Districts: 24
Full-time Staff: 1,200