



Background

The DAS Chief Human Resources Office (CHRO) will facilitate a complete a 360-performance evaluation, for every director who reports to the Governor, every two years.

Agency directors who report to a board or commission should have a review completed every two years by their governing body. DAS will also provide a 360-performance template for boards and commissions to use.

Additional leaders within an agency who report directly to the Governor may also receive a 360-performance evaluation.

STEP ONE - Preparation

Agencies with over 75 FTE are required to use Gallup for their 360-performance evaluation. Agencies with less than 75 FTE may use an alternative survey tool (e.g., survey monkey).

The agency director will need to be prepared to provide Gallup (or the HR manager or delegate if using an alternative survey tool) with a contact list and number of evaluators in the following categories:

All direct reports and/or executive team members	As applicable
Parties of interest (party benefits in some way from the relationship)	12-15 evaluators
Peers	12-15 evaluators
Board and commission members	Where applicable
Agency labor leaders	Where applicable

**Evaluators should be selected who have the most access and interaction with agency director.*

STEP TWO - Communication

Email announcement (large agency)

Gallup will send an email (example text below) to every evaluator notifying them that they've been selected to provide feedback on the agency director and provide feedback platform (e.g., survey link).

Email Template Example (From Gallup to evaluator provided by director)

Dear <evaluator's name>,

In order to meet Governor Kotek's expectation that each agency director and executive director be evaluated every two years, your name was provided by <director's name> of <agency name> to provide feedback on their performance. Below please find the link/option to complete your feedback.

The survey is composed of mostly multiple-choice questions with an opportunity to provide any additional comments you like. The survey should take no more than 20 minutes to

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complete. The answers will be amalgamated and anonymous. A summary of the multiple-choice results will be shared with the Governor's Office and DAS director.

Please note, optional text fields will also be summarized and anonymous, your name will NOT be attributed to any responses. Please complete and submit the survey no later than 14 days from the date you received this invitation.

If you have process questions, please contact:

Jennifer_Gardner@Gallup.com

Email announcement (small agency, board or commission)

The board chair/HR manager or other delegate will send an email (example text below) to every evaluator notifying them that they've been selected to provide feedback on the agency director, and provide feedback platform (e.g. survey link, email, etc.).

Email Template Example (From board chair/HR manager or other delegate)

Dear <evaluator's name>,

In order to meet Governor Kotek's expectation that each agency director and executive director be evaluated every two years, your name was provided by <director's name> of <agency name> to provide feedback on their performance. Below please find the link/option to complete your feedback.

The survey is composed of mostly multiple-choice questions with an opportunity to provide any additional comments you like. The survey should take no more than 20 minutes to complete. The answers will be amalgamated and anonymous. A summary of the multiple-choice results will be shared with the board/commission, Governor's Office and DAS director.

Please note, optional text fields will also be summarized and anonymous, your name will NOT be attributed to any responses. Please complete and submit the survey no later than 14 days from the date you received this invitation.

If you have process questions, please contact:

Board chair/HR manager or other delegate

Schedule

Identified agency directors will receive a performance review based on following an [even/odd yearly schedule](#).

The agency director will receive notice from CHRO at least 45 days in advance of their scheduled [review month](#). An agency director's performance review is expected to be completed by the end of month in which it is scheduled.

Agency director needs to be in the role at least one year prior to the first performance review. (Note: [schedule](#) is subject to change depending on agency head start dates or transitions.)



Survey completion timeline

Evaluators will have two weeks (14 days) from receiving Gallup email to complete the survey.

Reminder emails

For large agencies, Gallup will send reminder email(s) to evaluators, one week prior to the deadline, and another reminder the Friday before the Monday deadline.

For small agencies, boards or commissions, the board chair/HR manager or other delegate will send reminder email(s) to evaluators, one week prior to the deadline, and another reminder the Friday before the Monday deadline.

STEP THREE - Completion

(Evaluators complete the Agency Performance Review survey. See survey questions starting on page 3.)

Thank you emails

It is recommended that agency directors send out a thank you to each evaluator, thanking them for taking time to fill out the survey and providing feedback. To help, agency directors will be provided with the thank you template below.

Dear <Evaluator>,

Thank you for taking the time to provide feedback on my performance as director of <agency name>. The feedback given provided important data that strengthens our organization and demonstrates <agency name> commitment to the Governor's priorities of accountability and transparency in state government.

Your contribution to this process is appreciated.

<Director's name>

<Agency name>

STEP FOUR – Evaluation

Performance Evaluation Report (large agency)

Gallup will collect the data and aggregate it into an executive summary with the following elements:

- Director's name
- Agency name
- Number of responders, categories represented if available
- Aggregated scores for each of the survey questions
- Open-ended question responses summarized
- Gallup will send the executive summary, actual and summarized open-ended response to the CHRO



Performance Evaluation Report (small agency, board or commission)

Board chair/HR manager or other delegate will collect the survey data and aggregate the rated questions into an executive summary with the following elements:

- Director's name
- Agency name
- Number of responders, categories represented if available
- Aggregated scores for each of the survey questions
- The board chair/HR manager or other delegate will send the draft executive summary report and open-ended responses to CHRO.

STEP FIVE – Sharing the Results

The distribution process for large agency results is as follows:

- CHRO will review the summarized response.
- CHRO will send the Executive Summary Report including summarized open-ended responses to the agency director.
- CHRO will send the Executive Summary Report including summarized open-ended responses to the DAS director to share with the Governor's Office.
- The agency director will review the Executive Summary Report including summarized open-ended responses and develop an action plan in consultation with the Governor's Office and the board chair where appropriate.

The distribution process for small agency, board or commission results is as follows:

- CHRO will summarize the open-ended responses and finalize the Agency Director Executive Summary report.
- CHRO will send the Executive Summary Report including summarized open-ended responses to the agency director.
- CHRO will share the Executive Summary Report including summarized open-ended responses with the DAS director to share with the appropriate Governor's Office staff/board chair.
- Agency director will review the Executive Summary Report including summarized open-ended responses and develop an action plan in consultation with the Governor's Office and the board chair where appropriate.



Performance Review Questions

Note: Small boards and commissions may choose to add additional questions that apply to their business; however, the following questions must also be included in the feedback request.

What is your professional relationship with this individual director?

- Direct report/ executive team member
- Person of interest
- Peer
- Board or commission member (if applicable)
- Union leader
- Self (opportunity for self-evaluation)

Are you a Board/Commission member? (Optional, only if agency has a Board/Commission)

- Yes (If yes is chosen the following questions will apply)

Additional board or commission agency questions (for board members)

- What has the board done well or effectively to support the director?
- What might the board have done differently?
- What support is needed from the board moving forward?
- Please add these questions to the survey:

- No

Additional board or commission agency questions (for the executive director's self-survey)

- What has the board or commission done well or effectively to support you in your role?
- What might the board have done differently?
- What support do you need from the board moving forward?

This individual promotes a customer service centered organization.

1. Unacceptable
2. Acceptable
3. Effective
4. Very Effective
5. No opportunity to observe

This individual collaboratively manages the resources they are entrusted with to achieve the best possible outcomes for Oregonians.

1. Unacceptable
2. Acceptable
3. Effective
4. Very Effective
5. No opportunity to observe

This individual embraces and leads through change.

1. Unacceptable
2. Acceptable
3. Effective
4. Very Effective



5. No opportunity to observe

This individual creates and fosters an environment where everyone has access and opportunity to thrive.

1. Unacceptable
2. Acceptable
3. Effective
4. Very Effective
5. No opportunity to observe

This individual owns and takes responsibility for quality of outcomes for Oregonians.

1. Unacceptable
2. Acceptable
3. Effective
4. Very Effective
5. No opportunity to observe

This individual aligns to the goals and direction of the Governor.

1. Unacceptable
2. Acceptable
3. Effective
4. Very Effective
5. No opportunity to observe

This individual operates with urgency, transparency, and accountability.

1. Unacceptable
2. Acceptable
3. Effective
4. Very Effective
5. No opportunity to observe

This individual is honest and transparent regardless of the situation.

1. Unacceptable
2. Acceptable
3. Effective
4. Very Effective
5. No opportunity to observe

This individual is consistent in communicating to their own agency what is happening at the enterprise level (executive branch).

1. Unacceptable
2. Acceptable
3. Effective
4. Very Effective
5. No opportunity to observe

This individual regularly shares what is happening within their agency.

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1. Unacceptable
2. Acceptable
3. Effective
4. Very Effective
5. No opportunity to observe

This individual builds DEI organizational capacity.

1. Unacceptable
2. Acceptable
3. Effective
4. Very Effective
5. No opportunity to observe

This individual fosters and promotes an inclusive workplace environment.

1. Unacceptable
2. Acceptable
3. Effective
4. Very Effective
5. No opportunity to observe

Open Ended Questions:

- **What are some leadership strengths you've observed in this individual?**
- **What are some leadership opportunities for growth in this individual?**
- **Additional comments or feedback**

Note: The three open-ended questions above and any additional questions added to the survey shall include the qualifier below notifying respondents that their responses will be summarized before they are shared.

(Note: Your individual responses will not be shared as written. Responses from all respondents will be reviewed by the appointing authority and summarized open-ended responses will be shared.)