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## Frequently asked Questions (FAQ's)

*Please note this document will be updated and added to as additional FAQs are identified*

***I updated my goal but am unable to see it in my dashboard.***

An individual dashboard will refresh every 6 hours – it will refresh immediately in the goals area and you may view it there in the interim.

***Can I run reports to view which staff have not yet completed their goal setting tasks within my team?***

Yes – you can access this information via the team performance dashboard.

***I am a supervisor and when I access my dashboard to view my team performance it states that I have 40 staff reporting to me when I have 50 – why is this?***

The dashboard will contain data relating only to those staff who are eligible to undertake a performance review, in accordance with clause 27.2 of the [Flinders University Enterprise Agreement 2019 –2022](#).

***Some of the staff who report to me have not received a PRD template - what do I do?***

If the staff member meets the eligibility definition in accordance with clause 27.2 of the [Flinders University Enterprise Agreement 2019 –2022](#), and they have not received a PRD template, please submit a [Workday support](#) Service One request.

***Can an Employee upload their previous Performance Review (PR) documents?***

Yes - Employees will be able to upload their previous Performance Review (PR) documents by following Profile > Personal > Documents > Add and using “Performance Review” as the document category.

***Can organisational goals be created by the supervisor for employees in their immediate and subordinate teams to select when entering individual goals?***

Yes - Organisational goals can be created by supervisors for their supervisory chain, using the Manage Organization Goal task. Those goals then become available for employees in their immediate and subordinate teams to select when entering individual goals – employee can indicate that their individual goal “Supports” an organisational goal.

***I have tried to request feedback from someone who is not my line manager and have received an error message.***

Staff are only able to request feedback on themselves from the direct line manager for their primary position. You will receive an error should you choose anyone else.

***I had a feedback request in my inbox, and it has now disappeared.***

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If a manager seeks feedback as part of the PRD process but then completes the Manager Evaluation step before that feedback is provided, the feedback request will disappear from the inbox of the person that the feedback was requested from.

***I am a supervisor and have submitted my evaluation for Employee acknowledgement. I would like to recall it – can the employee send it back to me?***

NO – Please submit a [Workday support](#) Service One request to request this action.

***Can managers and employees seek feedback on the employee or themselves outside of the PRD process?***

Both managers and employees can seek feedback on the employee or themselves outside of the PRD process. However, any feedback received during the review year will load on the PRD template to both the employee (unless it was requested as confidential) and the manager.