



## York College of Pennsylvania Streamlines its Performance Appraisals with **Reviewsnap**

### CHALLENGES

- Labor-intensive performance review process.
- Finding “out-of-the-box” performance review software that’s both high quality and cost effective.

### SOLUTION

- Reviewsnap’s Performance Management Software.

### RESULTS

- Easier, more efficient administration.
- Slashed time investment by 75%.
- Saved hundreds of dollars per year in paper costs.

Since opening its doors in 1787, York College of Pennsylvania has maintained a sterling reputation as a “center of affordable academic excellence.”

But in 2010, after more than two centuries of distinction, the College decided that one thing needed to change: its performance review process.

Its legacy process—labor-intensive and spreadsheet-driven—was no longer keeping pace with the needs of its busy staff and employees. The paperwork alone was causing delays and frustration for everyone involved, said Vicki Stewart, the College’s Director of Human Resources.

The time for change had come.

### A Mission of Quality and Affordability

As part of its mission, York College is dedicated to offering high-quality academic programs at the lowest feasible costs for students. And it lives up to this mission admirably, often ranking among the best regional colleges and making best-of lists in publications such as *Barron’s* and *The Washington Post*.

So when it came time to evaluate performance review solution providers, the College sought out those who shared its mission of providing superior quality at a reasonable price. In fact, finding partners and vendors who share this value proposition is essential to holding down costs for students.



Early in the search, it was the Dean of Administrative Services who discovered an online performance review system that seemed to be just what the College needed. That system was Reviewsnap, and he and Stewart began to delve a little deeper.

“We liked what we saw on the Reviewsnap website right away,” Stewart said. “They offered a web-based program that had all the right features and seemed to be pretty darn intuitive to use. Plus it didn’t require any customization. We saw that we could use it right ‘out of the box.’”

The Dean of Administrative Services scheduled a demo, which quickly convinced everyone they had found the right solution.

“It was easy to navigate from feature to feature and form to form. And it was clear that once you created your review templates, it would be relatively easy to fill them out, update them, and share them with all the right individuals,” Stewart said.

Not long after that demo, Reviewsnap was enrolled at York College.

## Before and After: Remarkable Changes

Before York College began using Reviewsnap in early 2010, administering the College’s numerous performance reviews had always been a struggle. The staff was spread across the 190-acre main campus. Each position had a different performance review form, which meant there were 100 or so unique forms. Stewart would load the forms onto CDs so managers could complete them electronically. Then the managers would print the forms for employees to review, sign and send to HR.

There were simply too many “disconnects” in the process—too many places where things could go wrong. And determining which performance reviews were completed correctly and which weren’t was a nightmare for Stewart. “I would have stacks of reviews on my desk, and would have to sit down and read through all of them,” she said. “And then I’d have to track people down to get them to fix mistakes or begin reviews they’d forgotten about.”

“It was clear that once you created your review templates, it would be a breeze to fill them out, update them, and share them with all the right individuals.”



All of that changed the moment York College began using Reviewsnap's online system. With the new system in place, supervisors met one-on-one with their employees, pulling up reviews on their computers. After appraisal discussions were held, supervisors signed the documents electronically and employees received automatic email notifications to log into the system and sign their appraisals.

› **“Everybody’s lives are so much simpler because of Reviewsnap.”**

“Then I complete the process by printing the appraisal for the employee’s personnel file,” Stewart noted. “All of that administrative work is so much more streamlined, and everybody’s lives are so much simpler because of Reviewsnap.”

Reviewsnap also makes tracking the progress and completion of reviews much easier for Stewart and her team. They no longer have to sift through piles of paperwork to monitor the process and keep things moving along efficiently. “Now, it is extremely easy to go into the Reviewsnap system and run a report to track the process and monitor where everybody is at in the process,” she said.

One of Stewart’s favorite Reviewsnap features is the electronic signature because it’s an incredible time saver. “As soon as supervisors sign off on the reviews, they instantly get sent to the dean or the department head above that for e-signatures, and the whole process just flows. It’s seamless. I’m no longer tracking down people to get them to sign appraisals.”

Among the other key benefits that Reviewsnap delivers to York College are:

- **Increased employee productivity**—Moving from the spreadsheet-based system to Reviewsnap has cut the time for employees need to complete appraisals by as much as 75 percent. What once took about two hours, now takes a half-hour or less, Stewart said.
- **Increased administration proactivity**—Since job descriptions are attached to appraisal forms, supervisors and employees can quickly review the descriptions and forms, and then notify HR when revisions need to be made. Stewart and her team, in turn, can instantly make the revisions.



- **Reduced expenses**—In addition to the savings that result from streamlined administration, the number of appraisals that the College is printing has been cut drastically. This saves the organization hundreds of dollars each year.

Today, York College conducts all of its performance reviews for the College's employees using Reviewsnap. In the future, Stewart believes it will also use Reviewsnap for staff members of its K-12 school.

## Straight As for the Reviewsnap Experience

When it comes to customer service, everyone at York College gives Reviewsnap straight As.

“Anytime we have a question or an issue, we always get a timely response—regardless of how small the question or the issue is.”

“Reviewsnap is extremely service oriented,” said Stewart. “Anytime we have a question or an issue, we always get a timely response—regardless of how small the question or the issue is. Plus, Reviewsnap isn't shy about continually asking if there's anything they can do better. And any time we've had ideas for making the system easier or more user-friendly for our people, Reviewsnap has been more than accommodating.”

With Reviewsnap's help, York College's performance reviews have graduated to the modern era. And the benefits aren't limited to time savings or increased efficiency. Thanks to the superior value that Reviewsnap delivers, York College has found one more way to hold down operating costs—which allows it to hold down costs for students.

For York College, that's mission accomplished.

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**About Reviewsnap:** Reviewsnap is a complete, fully automated performance management system that offers user-friendly, reliable and affordable on-demand SaaS (Software as a Service) solutions to help companies align goals for greater results, enhance communication and coaching, increase employee engagement, and save time and money through improved efficiency.

Learn more at [www.reviewsnap.com](http://www.reviewsnap.com).



**About York College:** Located in south central Pennsylvania, York College offers more than 50 baccalaureate majors in professional programs, the sciences and humanities to its 4,600 undergraduate students. The College also offers master's programs in business, education and nursing, and a doctorate in nursing practice. A center of affordable academic excellence, York is dedicated to the intellectual, professional and social growth of its students. The College helps them develop a concrete plan to attain academic growth and career success; encourages them to try in the "real world" what they learn in the classroom; and prepares them to be professionals in whatever career they pursue. Learn more at [www.ycp.edu](http://www.ycp.edu).