

SuccessFactors



People Performance

Online Performance Management System



Review: Performance Management

A process in which UAB Medicine **involves** employees in:



- Improving effectiveness
- Accomplishing mission and goals

Performance Management Process



Plan

- Goals

Monitor

- Feedback

Develop

- Growth

Rate

- Evaluate

Reward

- Recognition

SuccessFactors

Online Performance Management System



- **Centralizes** documentation (job duties, goals, written feedback etc.)
- **Automates** the review process
- **Monitors** progress
- **Facilitates** feedback

Why SuccessFactors?



You shared. We listened.

In 2009 **only 64%** of UAB Medicine employees said their performance evaluation helped them improve their work performance.

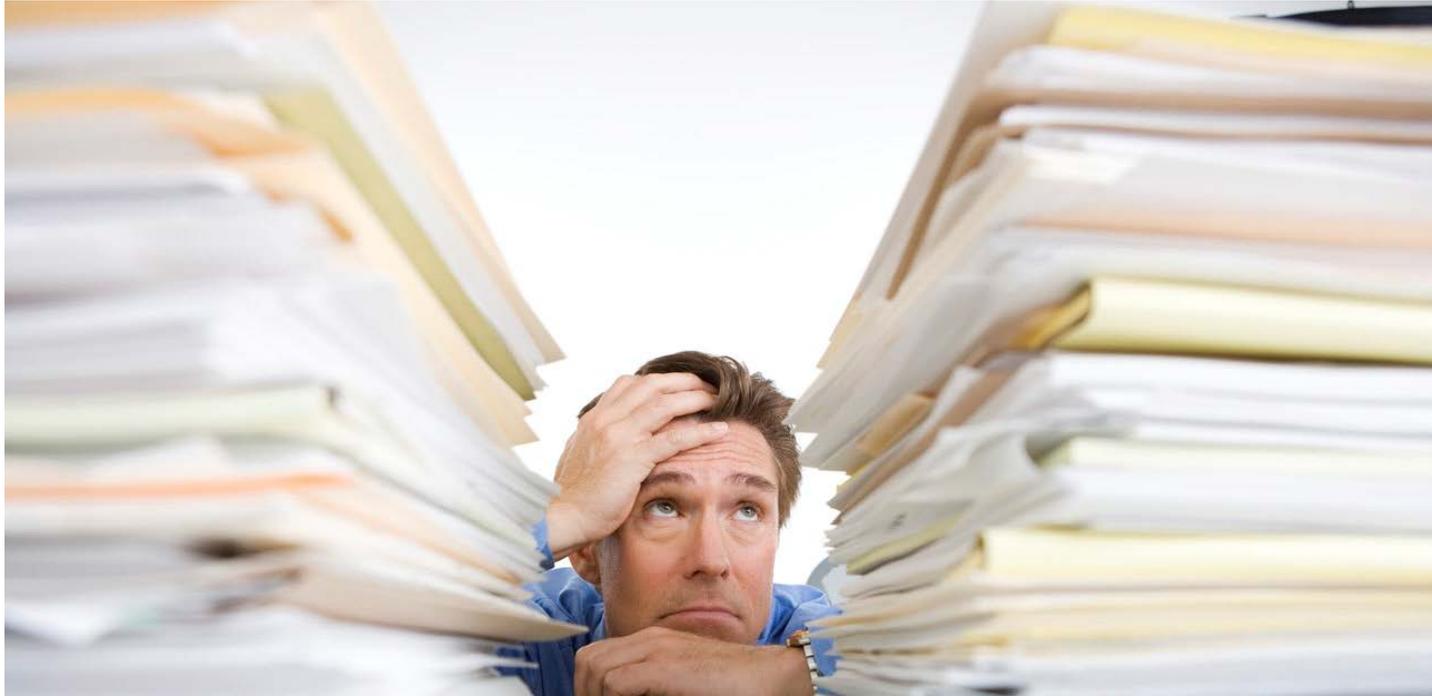
Is an online system safe?

YES!

- No Social Security Numbers
- System Encryption
- Documents never leave Server



SuccessFactors Benefits



It's Paperless!

Benefits to Employees

- Easy Access
- Employee\Supervisor Connection
- Timely & Specific Feedback
- Employee Empowerment



Benefits to UAB Medicine

- Promotes Fairness
- Goal Connection
- Find High & Low Performers
- Reinforce Core Values & Standards of Behavior



Who will use SuccessFactors?



All UAB Medicine Employees

SuccessFactors Phases

Year One	Year Two	Year Three
<p>Self Review</p> <ul style="list-style-type: none">• Core Values• Job Responsibilities• Annual Competencies <p>Individual Development Plan</p>	<p>Self Review</p> <ul style="list-style-type: none">• Core Values• Job Responsibilities• Annual Competencies• Individual Development Plan <p>Goals & Objectives</p>	<p>Self Review</p> <ul style="list-style-type: none">• Core Values• Job Responsibilities• Annual Competencies• Individual Development Plan• Goals & Objectives

How will the review process work?



1. System Administrator initializes Employee Self-Review Form for all employees in the SuccessFactors System – **It is review time!**

2. Employees receive an **email** notifying them that their Self-Review Form needs to be completed. Supervisors **remind** employees of the form and the review period. Supervisors provide **time** and **private** computer access for the employees to complete their Self-Review.



How will the review process work? (cont'd)



3. Employee **completes** the Employee Self-Review Form and electronically sends the form to their supervisor for review – **It's just a push of a button!** Supervisor receives an email that the review is complete.

4. Supervisor **reviews** the Employee Self-Review Form and makes appropriate ratings and comments. Supervisor schedules a time to **meet** with the employee.



How will the review process work? (cont'd)

5. Employee and Supervisor **meet** to discuss employee performance and Employee Self-Review Form. Supervisor **logs on** to SuccessFactors to review the online form with the employee.



6. After reviewing the form together, supervisor and employee **electronically sign** review form to complete the annual review process.



Home - Supervisor View

To-Dos

▼ Evaluate Performance

[Employee Self-Review](#) ▼

Employee Signature ▼

Supervisor Review ▼

Supervisor Signature ▼

Underlined links are active.

Welcome

Welcome to the UABtest Site!

This site is for testing only.

In the production site this message should be edited by the System Administrator prior to go-live. This is an ideal area for communicating performance management processes and expectations to your employees.

(Please also see the Company Info tab.)

For assistance please call 867-5309

www.google.com

Directory Search

Go

My Goals

2010 Goal Plan ▼

Coach



No competencies can be found for Ivan Iverson.

Home - Employee View

To-Dos

▼ Evaluate Performance

[Employee Self-Review](#) ▼

[Employee Signature](#) ▼

Click Employee Self-Review Link

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Directory Search

Go

My Goals

2010 Goal Plan ▼

Coach



No competencies can be found for Tina Thomas.

Performance – Self-Review Form

2010 Staff Performance Review for Tina Thomas

Helpful Icons



- Employee Information
- Review Information
- Introduction
- Goals / Objectives
- Core Values
- Job Responsibilities
- Annual Competencies
- Individual Development Plan

Employee Information

Last Name: Thomas
First Name: Tina
Employee Id:
Title: Environmental Services Aide (Housekeeper)
Department: Environmental Services
Division: Support

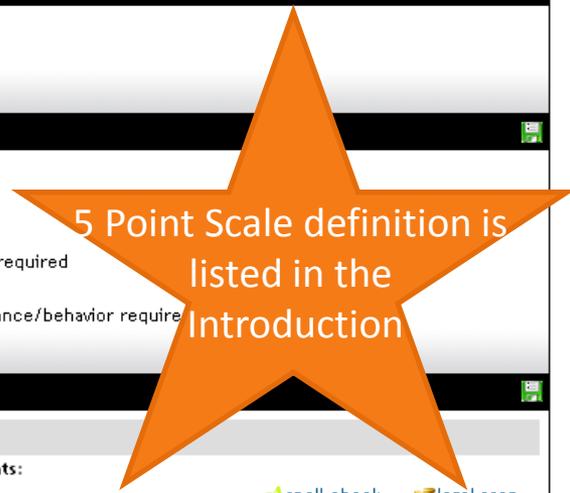
Review Information

Originator: Amanda Kyser (Admin_CEFH_Amanda)
Review Period: 01/01/2009 - 12/31/2009
Due Date: 03/31/2010

Introduction

Each performance standard is assessed using a five scale system:

- Failed to Meet Expectations: Significantly below criteria required for successful job performance/behavior
- Met Some Expectations: Generally did not meet criteria relative to quality and quantity of job performance/behavior required
- Met Expectations: Met criteria relative to quality and quantity of job performance/behavior required
- Met All and Exceeded Some Expectations: Generally exceeded criteria relative to quality and quantity of job performance/behavior required
- Exceeded All Expectations: Significantly above criteria required for successful job performance/behavior



Goals / Objectives

Overall Goal / Objective Comments

Manager Section Comments: *No comments*

Employee Section Comments:

[spell check...](#) [legal scan...](#)

Core Values

Integrity (Do Right)

Self-Review Form – Core Values

Core Values

Integrity (Do Right)

Always looks for the right thing to do even when no one is watching. Communicates clearly and honestly in all dealings. Puts others' needs before own. Takes responsibility for choices made and accepts change and constructive criticism as part of the development process.

Rating by Ivan Iverson:

Manager Rating: Choose One

Manager Comments:

No comments

Rating by Tina Thomas:

Employee Rating: Choose One
 Exceeded All Expectations
 Met All and Exceeded Some Expectations
 Met Expectations
 Met Some Expectations
 Failed to Meet Expectations

Employee Comments:

[writing assistant...](#) [spell check...](#) [legal scan...](#)

I can be counted upon to support corporate values and do the best thing for the

5 Scale Rating

Comments - Read the
"Using the Writing Assistant"
quick guide to learn how to
use the link.

Ownership (Own It)

Accountable for success of the organization and contributes towards the goals of quality, customer and employee satisfaction, and financial health. Contributes innovative ideas and respects resources and property of the organization. Does what is needed to get the job done and is results oriented. Is thorough and diligent, and proactive in identifying what is needed.

Rating by Ivan Iverson:

Manager Rating: Choose One

Manager Comments:

No comments

Rating by Tina Thomas:

Employee Rating: Choose One
 Exceeded All Expectations
 Met All and Exceeded Some Expectations
 Met Expectations
 Met Some Expectations
 Failed to Meet Expectations

Employee Comments:

[writing assistant...](#) [spell check...](#) [legal scan...](#)

I deal with problems when they arise, focusing the necessary energy and resources

Caring (Always Care)

Serves customers and coworkers with kindness and attentiveness to needs. Empathizes with others' needs and treats others as they would like to be treated. Portrays a positive

Self-Review Form – Job Responsibilities

Job Responsibilities

Job Knowledge & Skills - Demonstrates knowledge of the tasks, procedures, processes, equipment, etc. necessary to effectively perform the job.

Rating by Ivan Iverson:

Manager Rating: Choose One

5 Scale Rating

Rating by Tina Thomas:

- Employee Rating:
- Choose One
 - Exceeded All Expectations
 - Met All and Exceeded Some Expectations
 - Met Expectations
 - Met Some Expectations
 - Failed to Meet Expectations
 - Not Applicable

Manager Comments:

No comments

Comments

Employee Comments:

[spell check...](#) [legal scan...](#)

Judgment – Recognizes issues, problems or opportunities and uses logical and sound judgment in determining appropriate course of action.

Rating by Ivan Iverson:

Manager Rating: Choose One

Rating by Tina Thomas:

- Employee Rating:
- Choose One
 - Exceeded All Expectations
 - Met All and Exceeded Some Expectations
 - Met Expectations
 - Met Some Expectations
 - Failed to Meet Expectations
 - Not Applicable

Manager Comments:

No comments

Employee Comments:

[spell check...](#) [legal scan...](#)

Quality of Work – Demonstrates accuracy and quality of work in general; ensures thoroughness, neatness, completeness of work.

Rating by Ivan Iverson:

Manager Rating: Choose One

Rating by Tina Thomas:

Employee Rating: Choose One

Self-Review Form – Save & Send

Rating by Ivan Iverson.

Manager Rating: Choose One

Manager Comments:

No comments

Overall Job Responsibility Comments

Supervisors Comments:

No comments

Rating by Tina Thomas.

Employee Rating: Choose One

Exceeded All Expectations

Met All and Exceeded Some Expectations

Met Expectations

Met Some Expectations

Failed to Meet Expectations

Not Applicable

Employee Comments:

[spell check...](#) [legal scan...](#)

Employees Comments:

[spell check...](#) [legal scan...](#)

Annual Competencies

[Click Here to Access Healthstream](#)

Completed all Mandatory/Regulatory Annual Training, as appropriate/required.

Completed all Department-specific Competencies and/or Annual Training, as appropriate/required.

Maintained all Licenses and Certifications, as appropriate/required.

Completed Annual TB Skin Test.

Attendance:

Individual Development Plan

Add New Development Goal

Save and Send buttons

Save and Close

Close Without Saving

Get Feedback

Complete Self Review and Send to Supervisor

Self-Review Form – Save & Send

2010 Staff Performance Review for Tina Thomas



Complete Self Review and Send to Supervisor

You're about to send this form to the next person(s) specified in the workflow.

Forward Form to Ivan Iverson

Complete
Self
Review
and Send
to
Supervisor

← ***** ATTENTION *****

Click here to complete your self-review and send the form to your supervisor.

***** YOU WILL NOT BE ABLE TO EDIT THE FORM ONCE YOU SEND IT TO YOUR SUPERVISOR. *****

or [Cancel & Return to Form](#)

Performance – My Forms



My Forms

- All Forms
- In Progress**
 - Inbox
 - En Route
- Completed
- Form Status

Items per page: 10  Showing 1-1 of 1

Create New Form

Form Title	Employee	Step	Currently With	Step Due Date	Form Due Date 	Last Modified	Action 
 2010 Staff Performance Review for Tina Thomas	Tina Thomas 	Supervisor Review	Ivan Iverson		03/31/2010	06/11/2010	

Items per page: 10  Showing 1-1 of 1

Home – Supervisor Review

To-Dos

▼ Evaluate Performance

[Employee Self-Review](#) ▼

[Employee Signature](#) ▼

[Supervisor Review](#) ▼

[Supervisor Signature](#) ▼

Click Supervisor Review Link

Welcome

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www.google.com

Directory Search

My Goals

2010 Goal Plan ▼

Coach



No competencies can be found for Ivan Iverson.

Performance – Staff Performance Review

2010 Staff Performance Review for Tina Thomas



NOTE: If your Entity/Leadership requires second level signature, use the Add Signer feature.

- Employee Information
- Review Information
- Introduction
- Goals / Objectives
- Core Values
- Job Responsibilities
- Annual Competencies
- Individual Development Plan
- Review Summary

Employee Information

Last Name: Thomas
First Name: Tina
Employee Id:
Title: Environmental Services Aide (Housekeeper)
Department: Environmental Services
Division: Support

Review Information

Originator: Amanda Kyser (Admin_CEFH_Amanda)
Review Period: 01/01/2009 - 12/31/2009
Due Date: 03/31/2010

Introduction

Each performance standard is assessed using a five scale system:

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- Met All and Exceeded Some Expectations: Generally exceeded criteria relative to quality and quantity of job performance/behavior required
- Exceeded All Expectations: Significantly above criteria required for successful job performance/behavior

Goals / Objectives

Overall Goal / Objective Comments

Manager Section Comments:

Employee Section Comments: No comments

[spell check...](#) [legal scan...](#)

Core Values

Staff Performance Review

Core Values

Integrity (Do Right)

Always looks for the right thing to do even when no one is watching. Communicates clearly and honestly in all dealings. Puts others' needs before own. Takes responsibility for choices made and accepts change and constructive criticism as part of the development process.

Rating by Ivan Iverson:

- Manager Rating:**
- Choose One
 - Exceeded All Expectations
 - Met All and Exceeded Some Expectations
 - Met Expectations
 - Met Some Expectations
 - Failed to Meet Expectations

Manager Comments:

[writing assistant...](#) [spell check...](#) [legal scan...](#)

Tina can consistently be counted on to do the right thing.

Rating by Tina Thomas:

Employee Rating: Met All and Exceeded Some Expectations

Employee Comments:

I can be counted upon to support corporate values and do the best thing for the organization.

I actively protect confidential information. I am always careful to guard against careless release of important information and make sure that others follow my lead.

Ownership (Own It)

Accountable for success of the organization. Contributes towards the goals of quality, customer and employee satisfaction and financial health. Contributes innovative ideas and respects resources and property of the organization. Does what is needed to get the job done and is results oriented. Is thorough and diligent, and proactive in identifying what is needed.

Rating by Ivan Iverson:

Manager Rating: Choose One

- Met Expectations
- Met Some Expectations
- Failed to Meet Expectations

Manager Comments:

[writing assistant...](#) [spell check...](#) [legal scan...](#)

Rating by Tina Thomas:

Employee Rating: Exceeded All Expectations

Employee Comments:

I deal with problems when they arise, focusing the necessary energy and resources on

Supervisor's Rating and Comments

Employee's Rating and Comments

Review Summary & Save for Signatures

Attendance: 

Individual Development Plan

[Add New Development Goal](#)

Review Summary

Overall Rating: Met Expectations

	Rating	Weights
Goals / Objectives		0.0%
Core Values		50.0%
Integrity (Do Right)	Met Some Expectations	
Ownership (Own It)	Met Expectations	
Caring (Always Care)	Met Expectations	
Collaboration (Work Together)	Met Expectations	
Job Responsibilities		50.0%
1. Performs cleaning functions of assigned areas following established schedules and using prescribed methods and materials (dusting, spot cleaning, sanitization of furniture and fixtures, bathroom cleaning, vacuuming, other floor cleaning)	Met All and Exceeded Some Expectations	
2. Removes trash and linens and transports to designated locations	Met Expectations	
3. Replenishes disposable items (soap, paper towels, toilet paper)	Met Expectations	
4.Cleans and maintains carts and environmental services closets, keeps them in good working order	Met Expectations	
5. Reports any broken equipment, furniture or maintenance problems in the area being cleaned.	Met Expectations	
6. Handles all cleaning agents appropriately	Met Expectations	

Comments by Ivan Iverson:

[spell check...](#) [legal scan...](#)

Save for Signatures button

[Save and Close](#)

[Close Without Saving](#)

[Get Feedback](#)

[Save Annual Review and Prepare for Signatures and Discussion](#)

Review Summary & Save for Signatures

2010 Staff Performance Review for Tina Thomas



Save Annual Review and Prepare for Signatures and Discussion

You're about to route this form to another person to gather signatures. This form is sent in read-only format, and goes to your recipient's inbox. A copy of the form is also sent to your En Route folder.

Forward Form to Ivan Iverson

Save Annual Review and Prepare for Signatures and Discussion

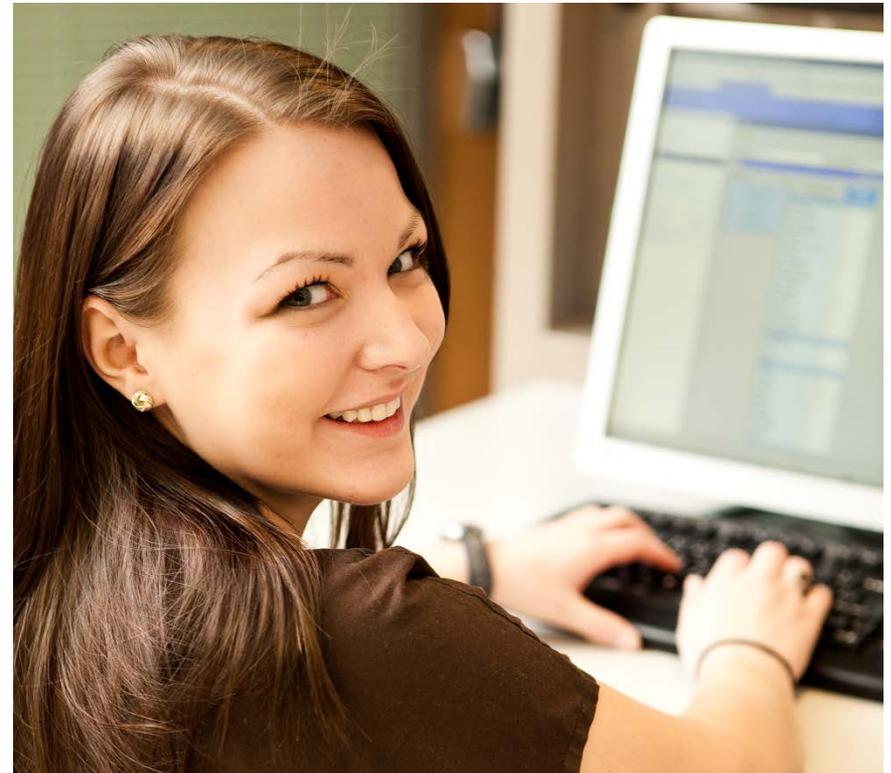
← ***** ATTENTION *****

- If 2nd level review and/or approval is required please select "Cancel & Return to Form" in order to add signer(s).
- Once you click the "Save Annual Review and Prepare for Signature/Discussion" button this form will be sent in read-only format to the person listed above.
- If you do not add additional reviewers / approvers, this form will route back to you and will be in your inbox for your signature.

or

Prepare for the Supervisor\Employee Discussion

- Schedule a time to meet with each employee that will be **free of distractions**
- Make sure you will have **computer** access
- Let the employee **know in advance** about the scheduled meeting
- Be ready to discuss **each section** of the review with the employee



Supervisor\Employee Discussion

- Conduct Employee Review using the **online** Staff Performance Review Form to guide discussion
- Both supervisor and employee will **electronically sign and complete** the review during the meeting



Supervisor Signature

To-Dos

Evaluate Performance

- ✓ Supervisor Review ▾
- Supervisor Signature ▾
- ✓ Employee Self-Review ▾
- Employee Signature ▾



Important: Complete these steps during Employee\Supervisor Performance Review meeting.

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www.google.com

Directory Search

My Goals

2010 Goal Plan ▾

Coach



No competencies can be found for Ivan Iverson.

Supervisor Signature

	Rating	Weights
Goals / Objectives		0.0%
Core Values		50.0%
Integrity (Do Right)	Met Some Expectations	
Ownership (Own It)	Met Expectations	
Caring (Always Care)	Met Expectations	
Collaboration (Work Together)	Met Expectations	
Job Responsibilities		50.0%
1. Performs cleaning functions of assigned areas following established schedules and using prescribed methods and materials (dusting, spot cleaning, sanitization of furniture and fixtures, bathroom cleaning, vacuuming, other floor cleaning)	Met All and Exceeded Some Expectations	
2. Removes trash and linens and transports to designated locations	Met Expectations	
3. Replenishes disposable items (soap, paper towels, toilet paper)	Met Expectations	
4.Cleans and maintains carts and environmental services closets, keeps them in good working order	Met Expectations	
5. Reports any broken equipment, furniture or maintenance problems in the area being cleaned.	Met Expectations	
6. Handles all cleaning agents appropriately	Met Expectations	

Signature

Employee signature does not imply agreement with the content of the review; rather it confirms that a performance review discussion has been conducted.

Supervisor: _____

Ivan Iverson

Employee: _____

Tina Thomas

Section Comments:

Comments by Ivan Iverson:

[spell check...](#) [legal scan...](#)

Save and Close

Close Without Saving

Return

Click here to Sign and Complete the Review

Tina Thomas

Supervisor Signature

2010 Staff Performance Review for Tina Thomas



[Click here to Sign and Complete the Review](#)

You're about to route this form to another person to gather signatures. This form is sent in read-only format, and goes to your recipient's inbox. A copy of the form is also sent to your En Route folder.

Forward Form to Tina Thomas

Click here to Sign and Complete the Review

← *ATTENTION: DO NOT CLICK HERE TO SIGN THE REVIEW UNTIL YOU HAVE CONDUCTED A PERFORMANCE REVIEW MEETING WITH THE EMPLOYEE. ONCE YOU CLICK HERE TO SIGN, YOU WILL NOT BE ABLE TO MAKE CHANGES TO THIS FORM, AND IT WILL BE SENT TO THE EMPLOYEE'S INBOX FOR SIGNATURE.*

or [Cancel & Return to Form](#)

Supervisor Signature – En Route

Logout and allow employee to Login

Review

My Forms

- All Forms
- In Progress
 - Inbox
 - En Route
- Completed
- Form Status

Items per page: 10 Showing 1-2 of 2 All My Direct Reports

Create New Form

Form Title	Employee	Step	Currently With	Step Due Date	Form Due Date	Last Modified	Action
★2010 Leader Performance Review for Ivan Iverson	Ivan Iverson	Supervisor Review	David Drew		03/31/2010	06/14/2010	
★2010 Staff Performance Review for Tina Thomas	Tina Thomas	Employee Signature	Tina Thomas		03/31/2010	06/14/2010	 

Items per page: 10 Showing 1-2 of 2 All My Direct Reports

Employee Signature

To-Dos

Evaluate Performance

✓ Employee Self-Review

[Employee Signature](#)

Click Employee Signature Link

Important: Complete these steps during Employee\Supervisor Performance Review meeting.

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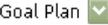
www.google.com

Directory Search

Go

My Goals

2010 Goal Plan



Coach



Welcome to The Coach

Employee Signature

	Rating	Weights
Goals / Objectives		0.0%
Core Values		50.0%
Integrity (Do Right)	Met Some Expectations	
Ownership (Own It)	Met Expectations	
Caring (Always Care)	Met Expectations	
Collaboration (Work Together)	Met Expectations	
Job Responsibilities		50.0%
1. Performs cleaning functions of assigned areas following established schedules and using prescribed methods and materials (dusting, spot cleaning, sanitization of furniture and fixtures, bathroom cleaning, vacuuming, other floor cleaning)	Met All and Exceeded Some Expectations	
2. Removes trash and linens and transports to designated locations	Met Expectations	
3. Replenishes disposable items (soap, paper towels, toilet paper)	Met Expectations	
4.Cleans and maintains carts and environmental services closets, keeps them in good working order	Met Expectations	
5. Reports any broken equipment, furniture or maintenance problems in the area being cleaned.	Met Expectations	
6. Handles all cleaning agents appropriately	Met Expectations	

Signature

Employee signature does not imply agreement with the content of the review; rather it confirms that a performance review discussion has been conducted.

Supervisor: Ivan Iverson 06/14/2010

Ivan Iverson

Employee: _____

Tina Thomas

Supervisor has already signed!

Section Comments:

Comments by Tina Thomas:

[spell check...](#) [legal scan...](#)

Save and Close

Close Without Saving

 Ivan Iverson

 Return

 Click Here to Sign the Review and send it to your Completed Folder

Employee Signature

2010 Staff Performance Review for Tina Thomas



[Click Here to Sign the Review and send it to your Completed Folder](#)

You're about to submit this form for completion. A copy of the form will be sent to your Completed folder.

Click Here
to Sign
the
Review
and send
it to your
Completed
Folder

← [Click Here to Sign the Review and send it to your Completed folder.](#)

or [Cancel & Return to Form](#)

Employee Review Complete

My Forms

- All Forms
- In Progress
- Completed**
- Un-Filed
- Form Status

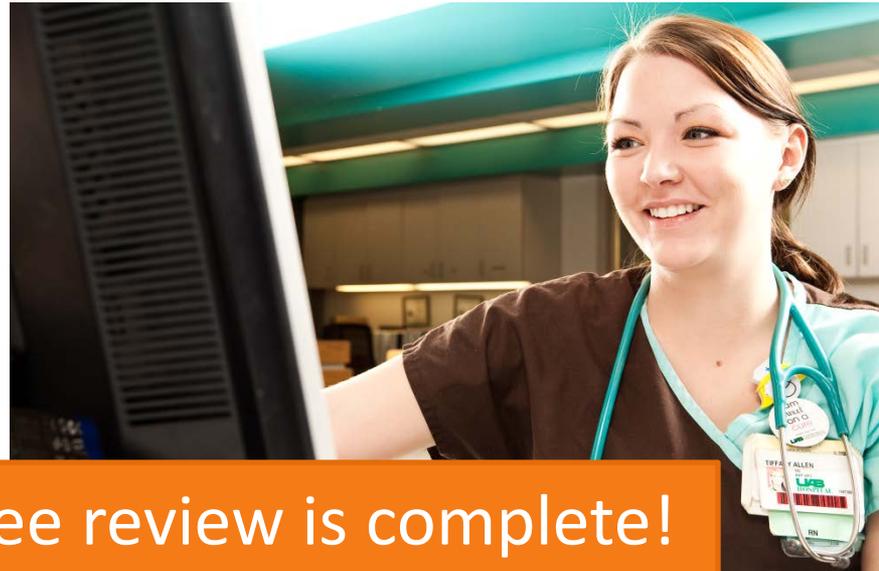
Items per page: 10 Showing 1-1 of 1

Create New Folder

Move to Folder: Select Folder Move

<input type="checkbox"/>	Form Title	Employee	Form Due Date ↑	Completed On	Action
<input type="checkbox"/>	★ 2010 Staff Performance Review for Tina Thomas	Tina Thomas	03/31/2010	06/14/2010	

Items per page: 10 Showing 1-1 of 1



The annual employee review is complete!

Additional Functionality

To-Dos

▼ Evaluate Performance

[Employee Self-Review](#) ▼

Employee Signature ▼

Supervisor Review ▼

Supervisor Signature ▼

- Goals
- Individual Development Plan
- Notes

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www.google.com

Directory Search

Go

My Goals

2010 Goal Plan ▼

Coach



No competencies can be found for Ivan Iverson.

Notes

People

▼ My Supervisor:

Ivan Iverson 

▼ Me:

Tina Thomas 

▼ Other People:

TINA THOMAS

 Print Preview

[Profile](#) [Notes](#) [History](#)

Add New Note



Add New Note



About whom?

Send note to:

Please separate names with a semicolon.

Subject:

Message:

Save

Cancel

SuccessFactors Help



Contact Us

UAB Medicine

UAB MEDICINE

Search:



At the Bedside

At your Desk

For Faculty & Staff

Events & News

About Us

HR & Benefits

Technical Support

Groups

Benevolent Fund Crisis

Through the generous donations of employees, the UAB Benevolent Fund provides assistance to fellow employees in emergency situations through its Employee Emergency Assistance Program. View this video to find out how the program helped during a crisis.

[READ MORE](#)

1

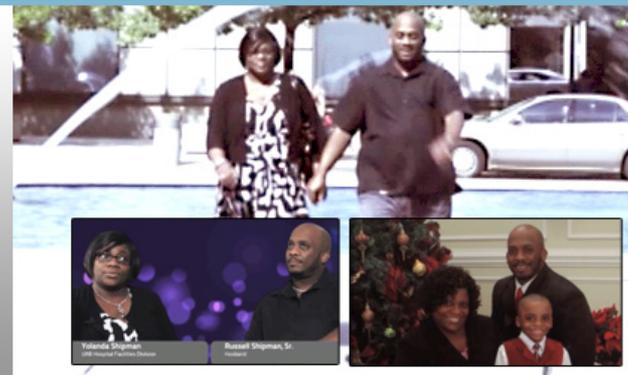
2

3

4

Benevolent Fund

with Yolanda & Russell Shipman



UAB Medicine News

Give Help, Give Hope: Benevolent Fund Helps Employees During Crisis

April 13, 2011

Tanning Beds No Safer Than the Sun

April 13, 2011

UAB to Host Blood Drive at Hoover Day Celebration

April 13, 2011

[View All](#)

Spotlight on Excellence



Culture of Safety Survey

Beginning April 1, hospital employees will be able to participate in the Culture of Safety Survey.

[Learn More](#)



Benevolent Fund Fast Facts

Funds raised by the Benevolent Fund campaign have

increased substantially throughout the years. In 1996 the Benevolent Fund campaign raised more than \$1,000,000 in pledges. Click below for more interesting Benevolent Fund facts.

[Learn More](#)

What Do You Want To Do?

[Paging Services](#)

[Standards & Clinical Resources \(SCR\)](#)

[UAB Phone & Campus Directory](#)

[WPCC Schedule](#)

[Ask Leadership](#)

UAB Medicine Events

ASK LEADERSHIP

CORE VALUES

UAB MEDICINE

SuccessFactors Questions?

- Step-by-Step Quick guides
- Online Tutorials
- Designated person trained to offer assistance in each entity
- Email SuccessFactors@uab.edu

Thanks for attending!