

myIMPACT

Individually Measuring Performance and Achievement to Cultivate Talent

Training Guide

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myIMPACT Overview

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myIMPACT Overview

Introduction

MyIMPACT is FSCJ's process for Individually **M**easuring Performance and **A**chievement to **C**ultivate Talent. As we build the employee experience, myIMPACT plays an important role in how we measure performance and interact in order to enhance employee engagement for the betterment of our students and our community. myIMPACT includes components on performance measurement, goal setting and tracking, and mid-review cycle Check-ins that facilitate conversations between supervisors and employees. myIMPACT offers online tools which are accessed through myFSCJ.

Performance Review

This process emphasizes employee engagement and fosters more frequent, relevant and timely feedback communication between supervisors and employees. Reviews are to coach and encourage employees by acknowledging where expectations are met and to discuss strategies to improve job performance where needed. Administrative employee performance reviews will be conducted annually with semiannual check-ins. Professional and Career employee performance reviews will be conducted semiannually with check-ins occurring at the midpoint of each review cycle. Ratings are competency-based and consist of a 3-point rating scale: Meets Expectations, Meets Some Expectations, and Does Not Meet Expectations. Each of the competencies align with the mission, vision, values of the College.

SMART Goals

Supervisors will set and rate employee SMART Goals directly within the performance reviews for administrative, professional, and career employees. Employee goal setting is a strategy set forth in the VIP 2.0 strategic plan to enhance operational excellence ([see Strategy 4.3.2](#)). While SMART Goals have been utilized as a part of the myIMPACT process in the past, re-positioning SMART Goals within the performance review will enable supervisors to better track and review employee goal completion.

Supervisors of new Administrative employees will receive a task on their myIMPACT Dashboard prompting them to set their employee's Future SMART Goal(s) within their first month of employment. Supervisors of new Professional and Career employees will set their employee's Future SMART Goal(s) on the regularly scheduled semi-annual review form.

Employees must have at least one SMART Goal each review period. However, the goal can be a long-term goal that spans multiple review periods. To continue with a goal, the supervisor will rate the goal and then re-enter the same goal as the next Future SMART Goal to be rated on the subsequent review.

SMART Goals are rated on the following 3-point rating scale:

- Complete - The goal has been met.
- Made Sufficient Progress - The employee made sufficient progress toward the goal even though the goal was not met. This may have been due to extenuating circumstance, or the due date is beyond the current performance review cycle.
- Made Little to No Progress - The employee did not start or make sufficient progress toward the goal.

Note: If the employee changed positions during the review cycle and the previously set goal is no longer relevant to their new position, the manager will select “No longer applicable” as the goal rating.

Check-ins

Check-ins involve a series of question prompts to facilitate the conversation between the supervisor and employees. Topics include support that the employee may need, progress on SMART goals, individual development plans, upcoming projects, and any other topics that they may wish to discuss. The conversation is not limited to these prompts but at a minimum should be used to guide the discussion.

Individual Development Plans

Administrative, Professional and Career employees will have discussions with their supervisor about their Individual Development Plans during their mid-review Check-in. Employees will no longer enter IDPs on a separate Dashboard within myIMPACT. The primary purpose of the IDP is to help employees reach short and long-term developmental objectives, as well as improve current job performance. During the Check-in, the supervisors and employees will collaboratively select developmental objectives and activities that would best support the employee's professional growth. Employees can review the [FSCJ Professional Development Competencies](#) for ideas on potential developmental objectives. Example developmental activities include professional development courses and certificate programs, job shadowing, cross training, job rotations, formal education, presentations, committee participation, special assignments, participation in professional organizations.

myIMPACT Functionality

myIMPACT, powered by NeoEd, not only houses the evaluation tools but will also:

- Provide a dashboard of tasks and activities
- Send notifications when tasks are due
- Prompt for Check-ins
- Electronically forward evaluations for review and comments
- Track evaluation progress
- Forward the evaluation for electronic signatures
- Send notifications of journal entries

Review Cycle and Competencies

Administrative Employees

Cycle Timing:

- Annual performance reviews due June 15
- Rating step available May 1
- Check-in due January 16

Competencies:

- Communication
- Collaboration
- Leadership
- Organizational Strategy
- Innovation

Professional Employees

Cycle Timing:

- Semi-annual performance reviews due June 15 and December 15
- Rating step available May 1 and Nov 1
- Check-in due Sept 16 and March 16

Competencies:

- Communication
- Collaboration
- Leadership
- Customer Focus
- Initiative

Career Employees

Cycle Timing:

- Semi-annual performance reviews due June 15 and December 15
- Rating step available May 1 and Nov 1
- Check-in due Sept 16 and March 16

Competencies:

- Communication
- Collaboration
- Job Knowledge
- Customer Focus
- Accountability

Adjunct Employees

Cycle Timing:

- Annual performance reviews due Aug 1
- Rating step available Sept 1 (open throughout the academic year)

Competencies:

- Communication
- Job Knowledge
- Accountability
- Learner-Centered Teaching Strategy

Note: Adjunct performance reviews occur during the adjunct's first term teaching and annually thereafter. In the first year, a Standard Evaluation (which includes an instructor observation) must be completed. In the following two years, an Abbreviated Evaluation (which does not include an instructor observation) can be completed. Then in the next year, the Standard Evaluation must be completed. This cycle continues thereafter (Abbreviated review for two years then Standard Review).

The SMART Goal Model

Using the SMART Goal model, supervisors will set at least one goal for their employees that aligns with departmental and/or College priorities. SMART Goals include a specific action to be taken to accomplish a measurable result that is achievable and relevant within a certain timeframe. The due date for the SMART Goal does not have to align with the dates of the review cycle. The goal can be continued across multiple review periods.

SMART Goals are:

SPECIFIC - Define what you expect the employee to do. What will be accomplished? What actions will the employee take?

MEASURABLE - State how you will measure whether the employee is meeting the goal. How much? How many? How well?

ACHIEVABLE - The goal should be within the employee's realm of authority and capability. Does the employee have the necessary skills and resources?

REALISTIC / RELEVANT - The employee should be able to realistically achieve the goal. Also, the goal should relate to the strategic goals of the department or the College. Click to view the [FSCJ Visionary Impact Plan 2.0](#).

TIME-BOUND - Specifically state when the goal needs to be completed. What is the time frame for accomplishing the goal?

EXAMPLE:

One of the objectives of the Recruitment department may be to increase the number of applicants to the College by 40%. The manager and employee would discuss possible ways to reach this goal and may decide upon the following SMART Goal:

Organize 6 Open House events to increase the number of applicants by 40% by the end of the year.

S = Organize 6 Open House events

M = Increase the number of applicants by 40%

A = The employee has the resources and authority to organize the Open Houses

R = The goal is relevant to the departmental and College-wide goals; it is also realistic

T = By the end of the year

SMART Goal Action Verbs

To make your SMART goals specific, use action verbs such as the examples below:

Achieve	Chair	Edit	Handle	Manage	Place	Resolve
Acquire	Change	Educate	Head	Market	Plan	Respond
Administer	Collaborate	Enforce	Hire	Master	Prepare	Review

Advertise	Collect	Enhance	Identify	Mediate	Procure	Schedule
Advise	Complete	Employ	Implement	Mentor	Produce	Secure
Analyze	Create	Establish	Improve	Minimize	Program	Select
Apply	Conduct	Evaluate	Incorporate	Modify	Promote	Serve
Arrange	Construct	Execute	Inform	Monitor	Provide	Simplify
Assess	Coordinate	Explain	Initiate	Negotiate	Publicize	Solve
Assign	Correspond	Facilitate	Install	Obtain	Publish	Summarize
Assist	Deliver	Finalize	Instruct	Operate	Purchase	Teach
Audit	Demonstrate	Fundraise	Investigate	Order	Reconcile	Train
Balance	Design	Process	Launch	Organize	Recruit	Tutor
Budget	Develop	Generate	Lead	Originate	Reduce	Update
Build	Display	Govern	Log	Participate	Report	Utilize
Calculate	Document	Guide	Maintain	Perform	Research	Verify

Common Ways to Measure SMART Goals

Data Types	Data Collection Methods
Quality/accuracy rates	Automated reports
Customer satisfaction	Audits, test, inspections
Amounts produced	Surveys
Revenue generated	Observation
Costs reduced	Feedback logs
Turnaround times, timeliness	Work products, samples
Time saved	
Productivity rates	

myIMPACT Resources

To learn more about the Performance Review Process please access the following resources:

[03-1201 PERFORMANCE REVIEW OF ADMINISTRATIVE, PROFESSIONAL, CAREER AND ADJUNCT EMPLOYEES](#)

[HR Desktop Procedures for Administrative, Professional, and Career Performance Reviews](#)

[HR Desktop Procedures for Adjunct Performance Reviews](#)

Log into [myLearning](#) to register for the following myIMPACT trainings:

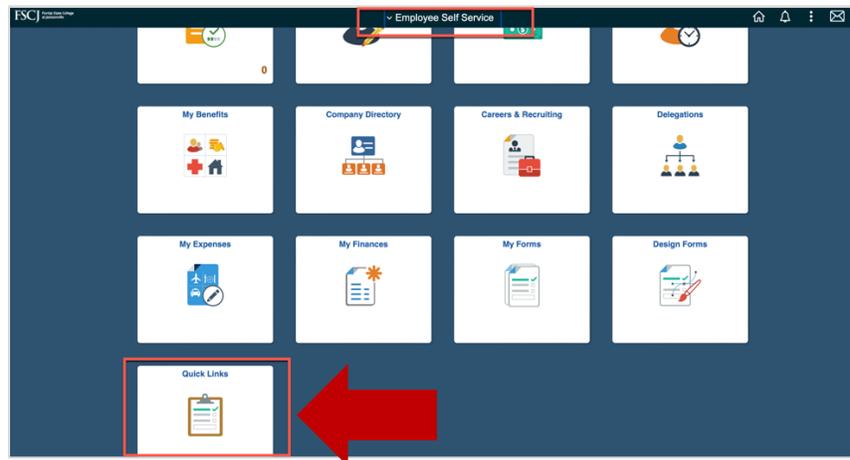
- PD 4071 Introduction to myIMPACT
- PD 4072 myIMPACT: Performance Reviews (for supervisors)
- PD 4073 myIMPACT: SMART Goals
- PD 4074 Coaching for Impact (for supervisors)

Performance Reviews

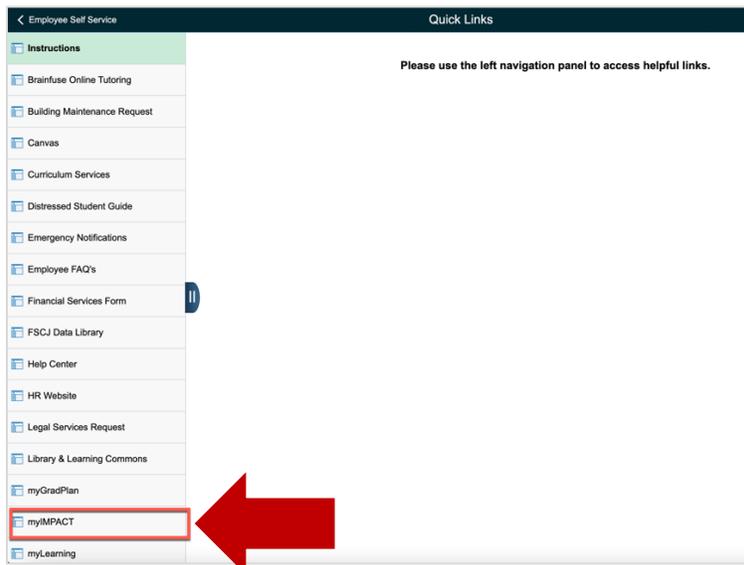
Performance Review Process for Managers

Entering SMART Goals

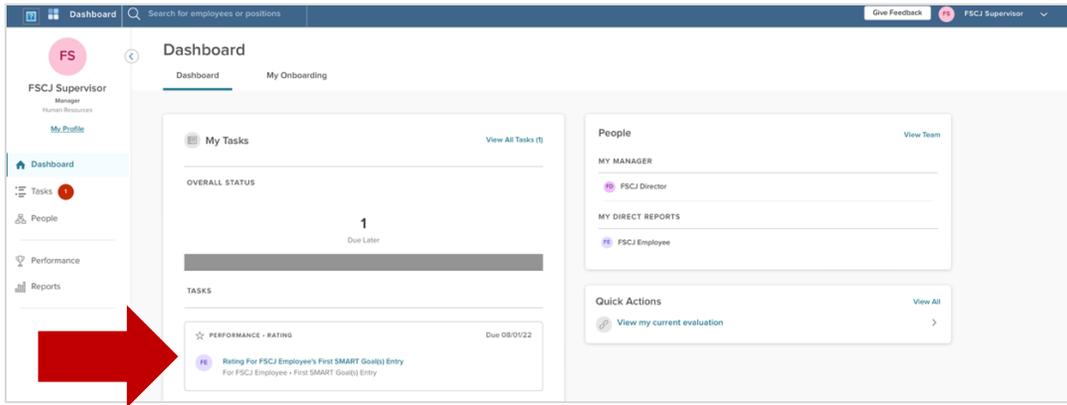
1. Log into myFSCJ and select the Employee Self Service navigation.
2. Click the Quick Links tile.



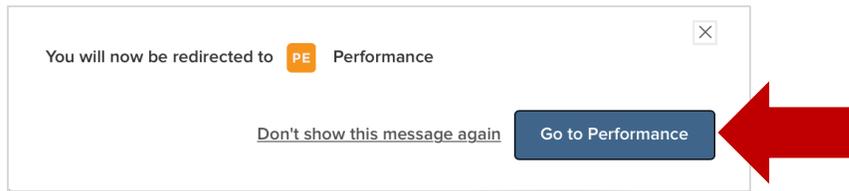
3. Select myIMPACT in the left-hand navigation.



4. Click the First SMART Goal(s) Entry task under My Tasks.
Note: Although this is a Rating step, there is nothing that the manager will have to rate on the form evaluation form. The form simply asks for the date that the goal was entered and the Future SMART Goal.



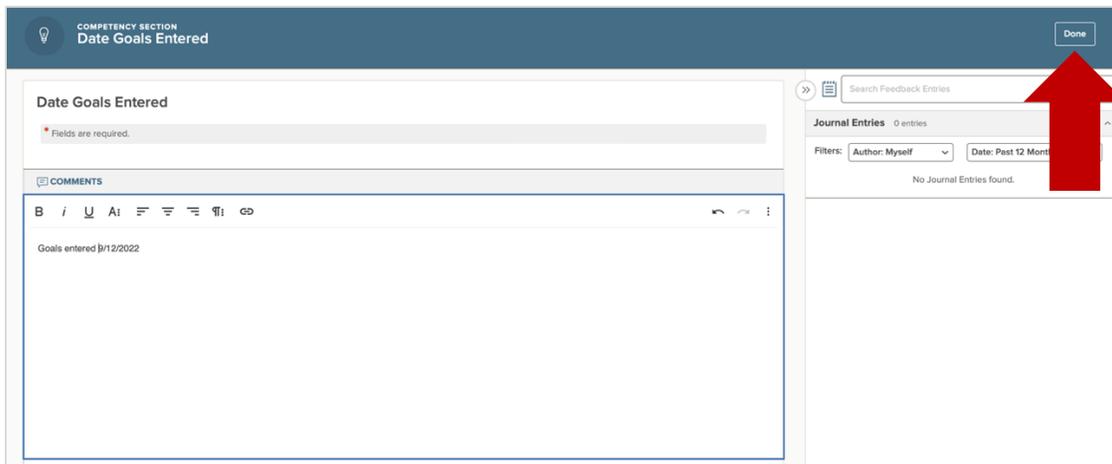
5. Click Go to Performance.



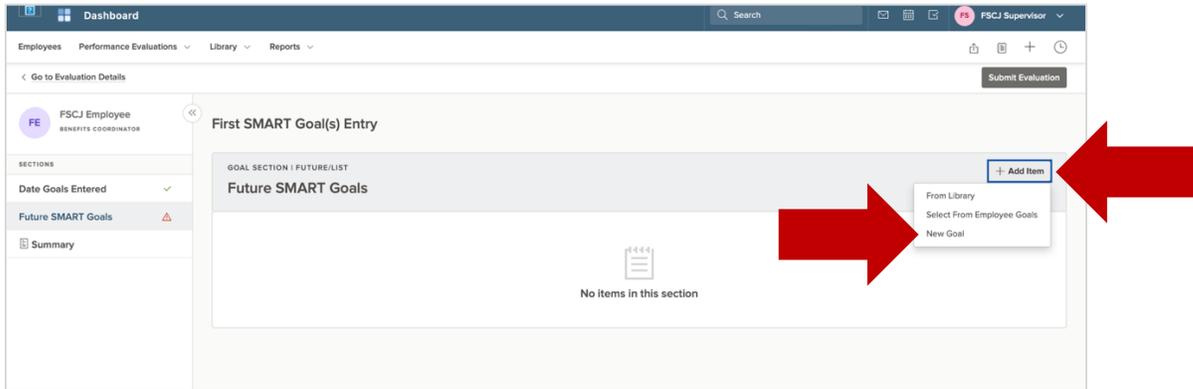
6. Click Date Goal Entered.



7. Enter the date in the Comments box and click Done.



8. To enter the Future SMART Goal(s) screen, click + Add item and select New Goal.



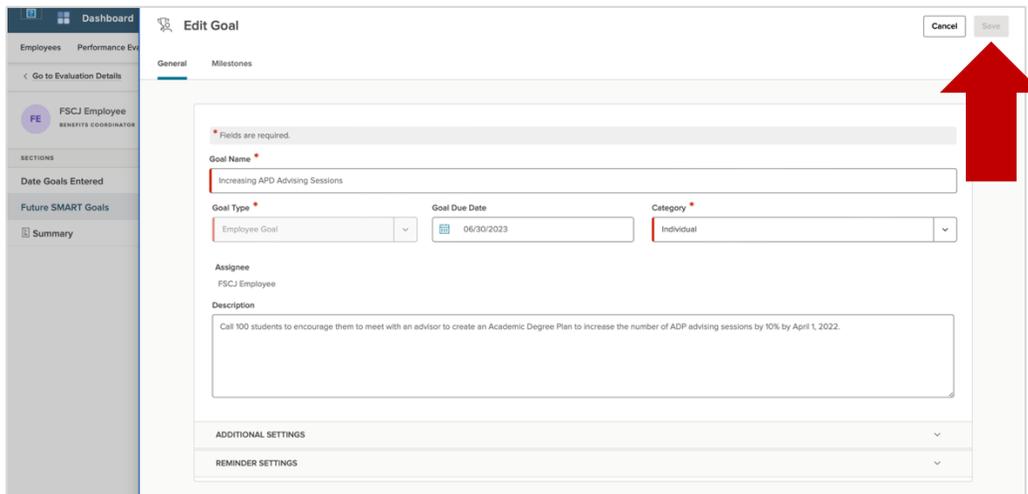
9. Add the Goal Name.

10. Add the Goal Due Date.

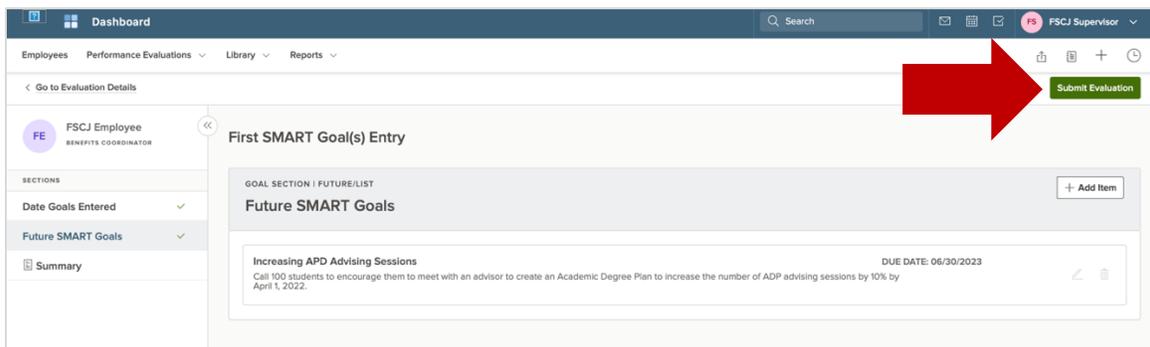
11. In the Category field select "Individual."

12. In the Description field enter the full text of the goal using the SMART Goal model.

13. Select Save.



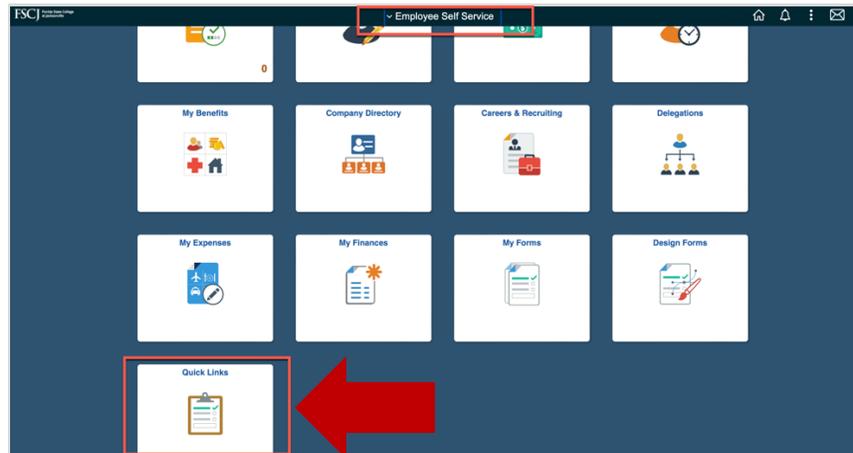
14. If the supervisor would like to enter an additional goal, this can be done by clicking the +Add Item button again. When complete, click Submit Evaluation.



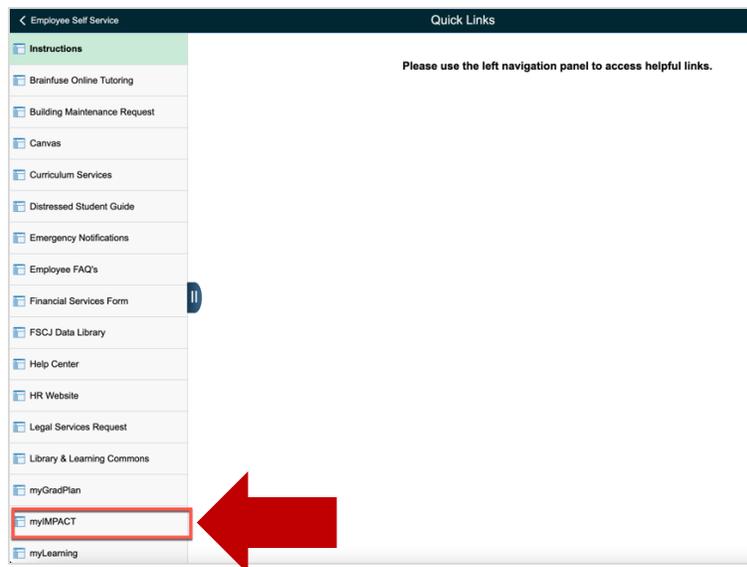
Editing SMART Goals

If a supervisor needs to edit or add a SMART Goal for an employee, they can do so by emailing Employee Relations at emprelations@fscj.edu. Employee Relations will add a task to the supervisor's dashboard to edit the SMART Goal and the supervisor will receive a notification that the task is available.

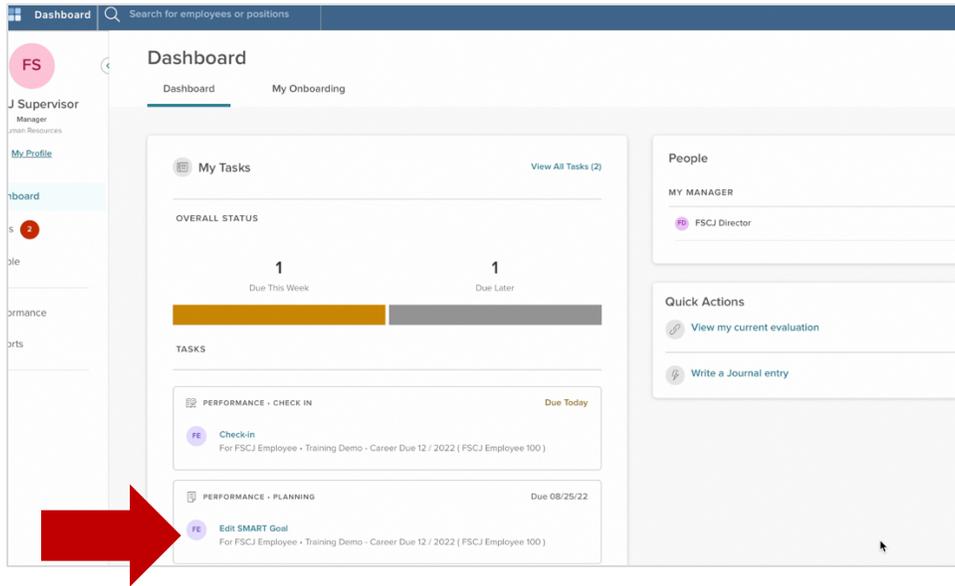
1. Log into **myFSCJ** and select the **Employee Self Service** navigation.
2. Click the **Quick Links** tile.



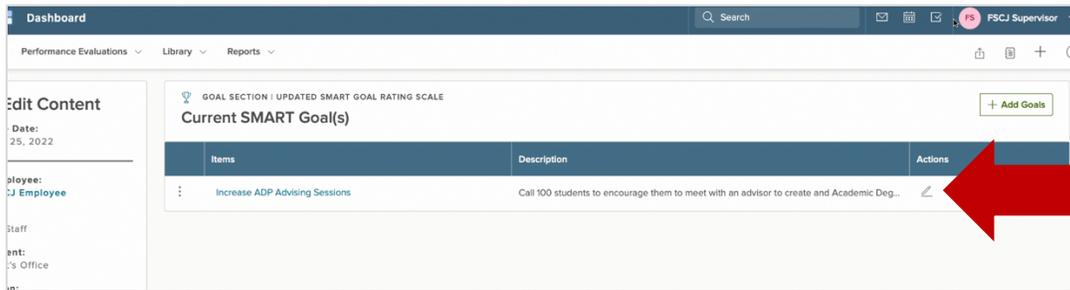
3. Select **myIMPACT** in the lefthand navigation.



4. Click the **Edit SMART Goal** task under **My Tasks**.



5. Click the pencil icon to edit the goal.



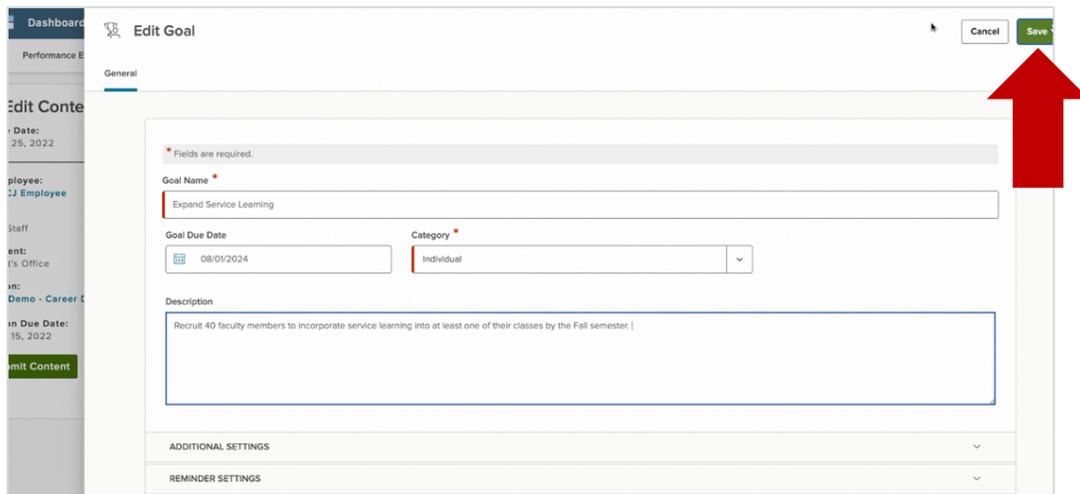
6. Edit the Goal Name.

7. Edit the Goal Due Date.

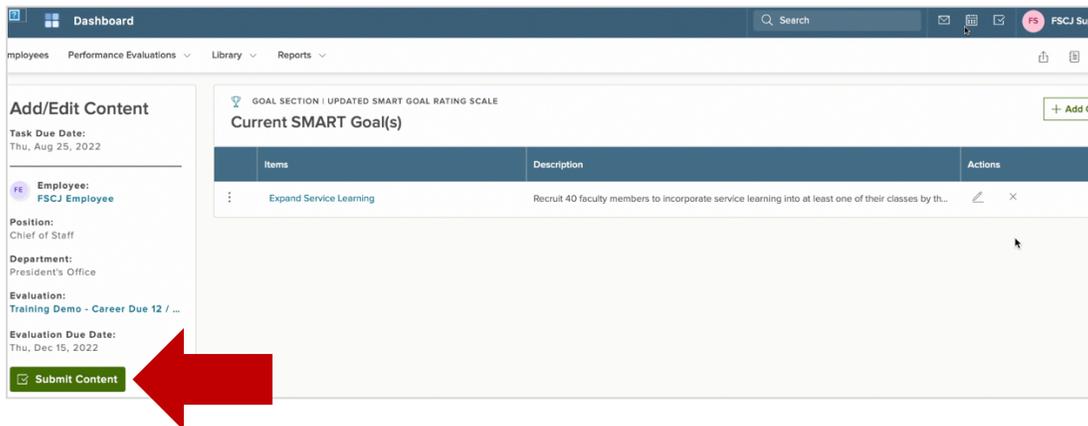
8. In the Category field select "Individual."

9. In the Description field enter the full text of the goal using the SMART Goal model.

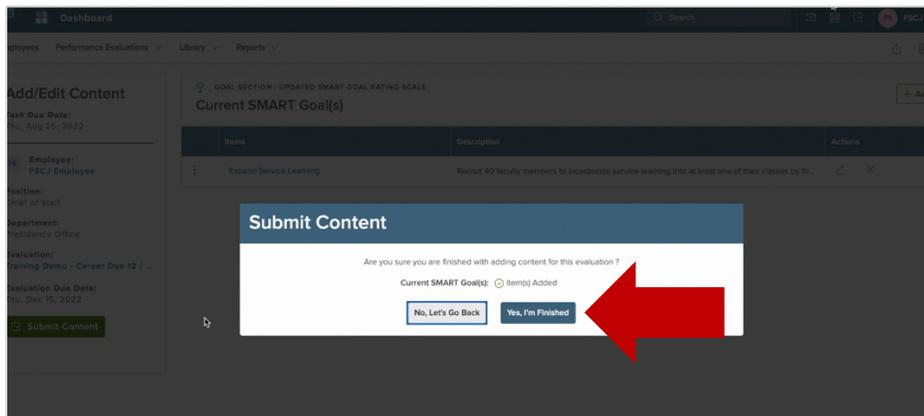
10. Select Save.



11. Click **Submit Content**.



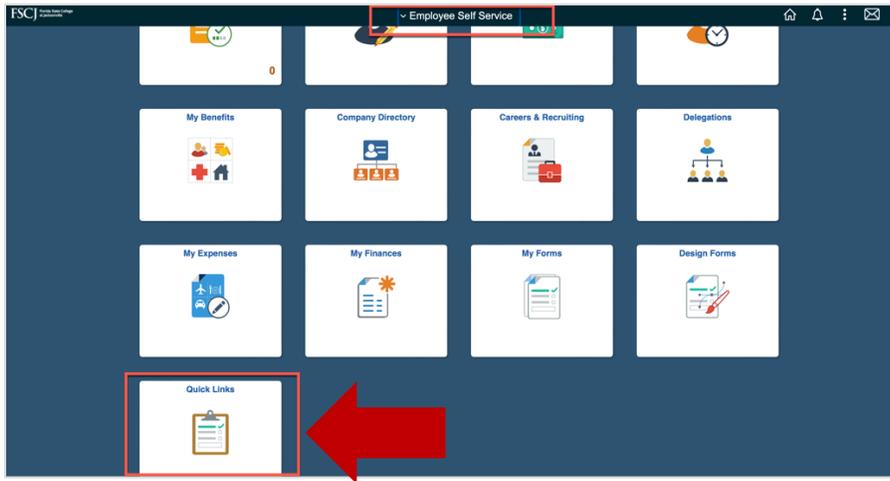
12. Click **Yes, I'm Finished**.



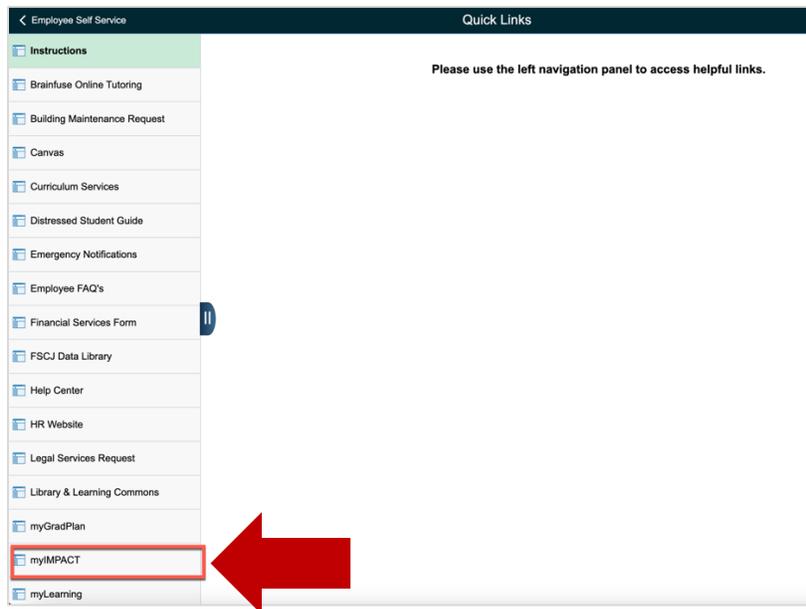
Entering Journal Entries

Throughout the performance review period, employees are strongly encouraged to enter journal entries to share updates about their goal progress and about their overall performance. When shared with their manager, these journal entries will be displayed to the manager so that they can utilize them as they complete the performance review ratings. Managers can also use the journal entry feature to make notes about the employee's performance. They can choose to share these notes with the employee or keep them private. Finally, if an employee wants to send kudos about another employee, they can enter a journal entry for the employee and share it with the employee's manager.

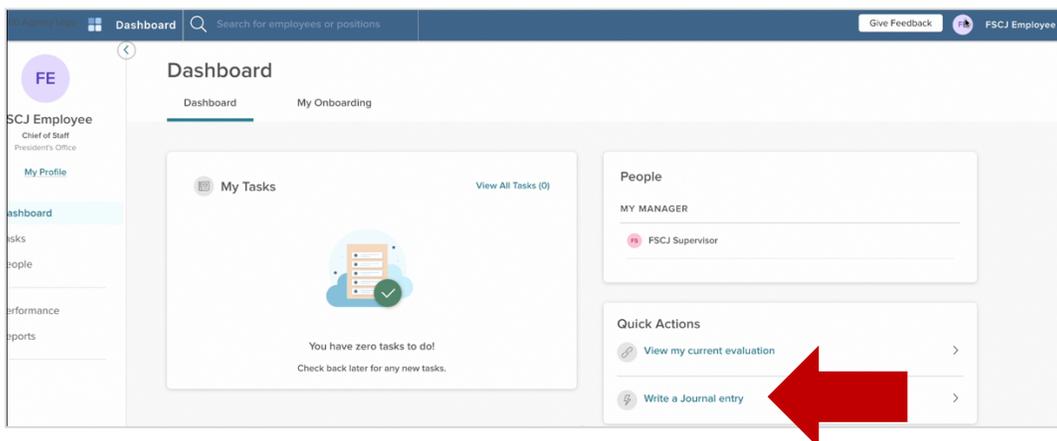
1. Log into **myFSCJ** and select the **Employee Self Service** navigation.
2. Click the **Quick Links** tile.



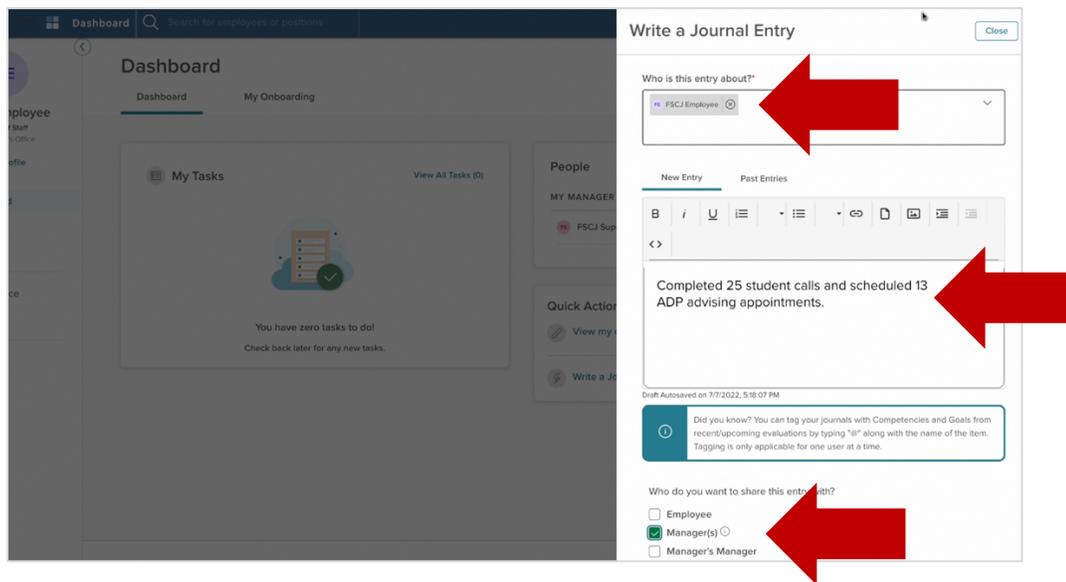
3. Select myIMPACT in the lefthand navigation.



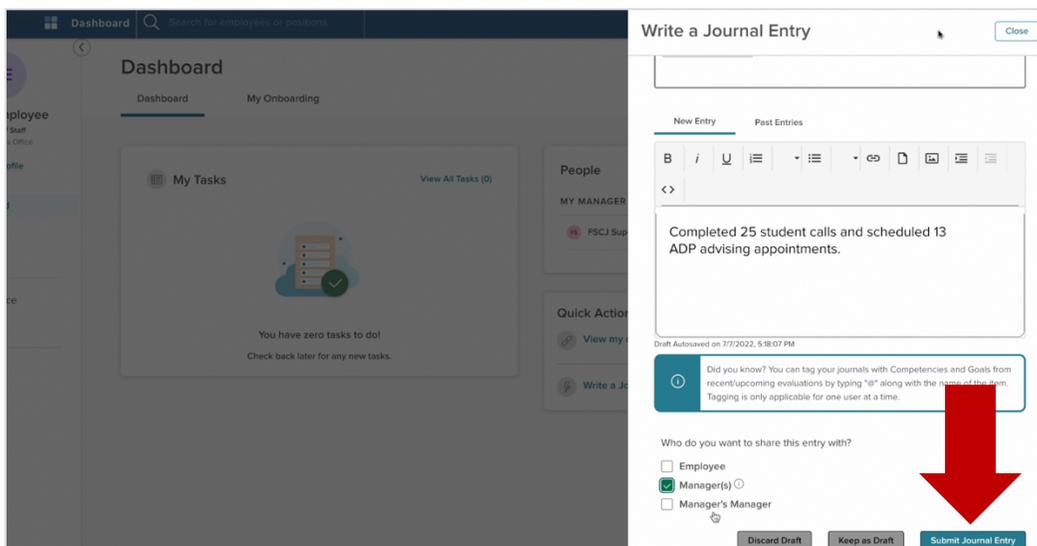
4. On the Dashboard, click Write a Journal Entry under Quick Actions.



5. Enter the employee's name in the **"Who is this entry about?"** field. You can enter multiple names in this field, but the employee will only see their name on the Journal Entry.
6. Enter your comments in the **Comment** box.
7. Select who you want to share the journal entry with (Employee, Manager, or Manager's Manager).
NOTE: You can keep the journal entry private by not sharing it with anyone.



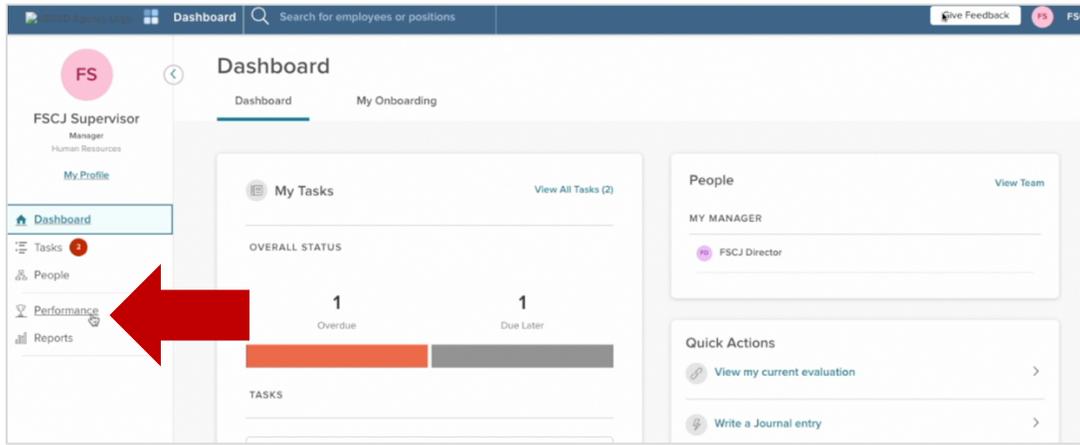
8. Click **Submit Journal Entry**.
9. Click **Close**.



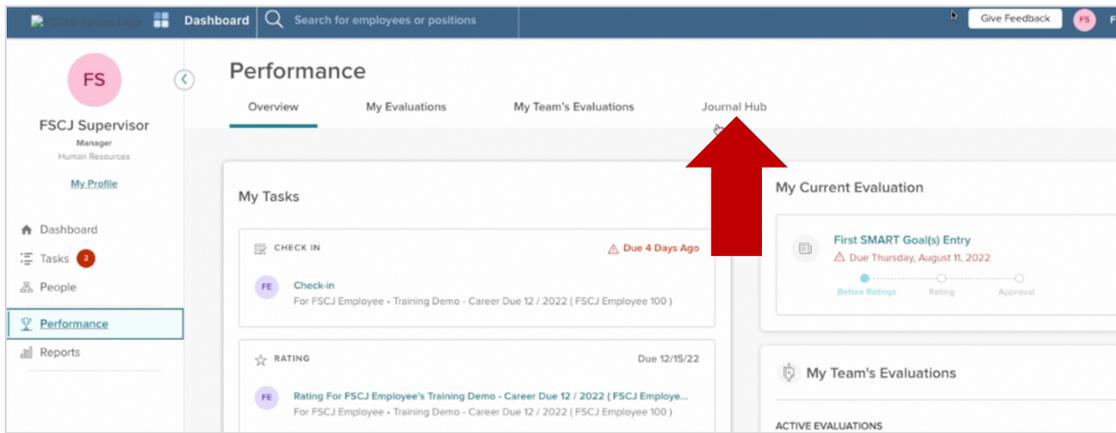
How to View Journal Entries

When an employee has submitted a journal entry, the individuals with whom they shared the journal entry will receive an email letting them know that a journal entry has been shared with them. To view the journal entry:

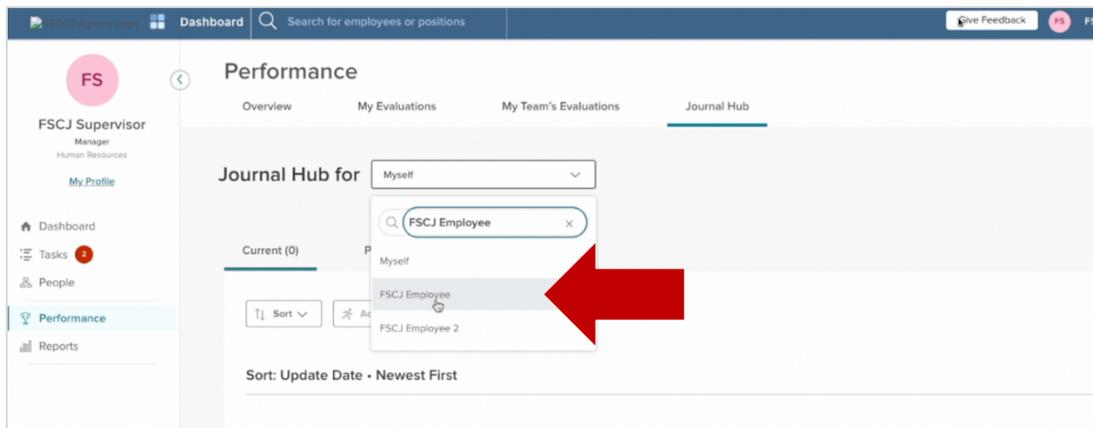
1. On the **Dashboard**, click on **Performance** in the lefthand navigation.



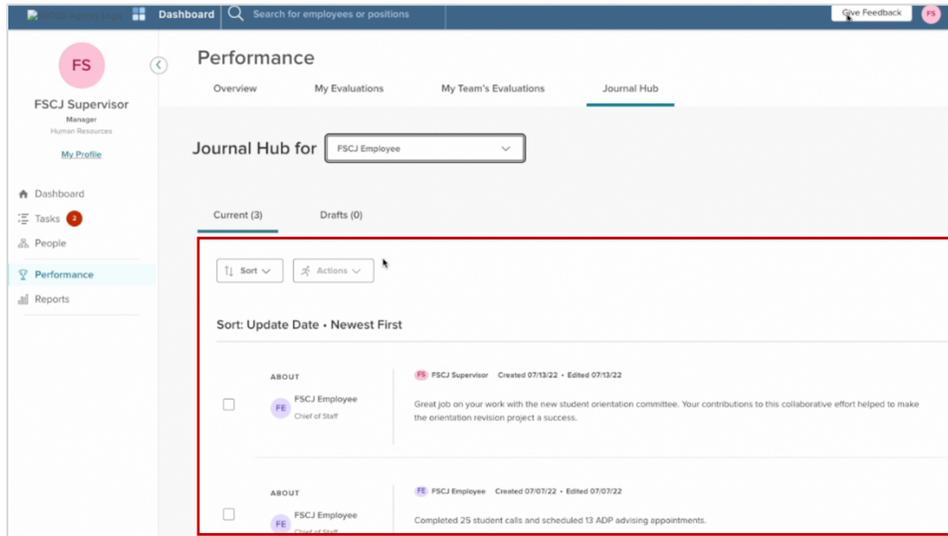
2. Click on the **Journal Hub** tab.



3. The **Journal Hub** for field defaults to show journal entries that have been submitted about you. If a manager wants to see journal entries that have been shared with them about another employee, they will enter the employee's name in this field.



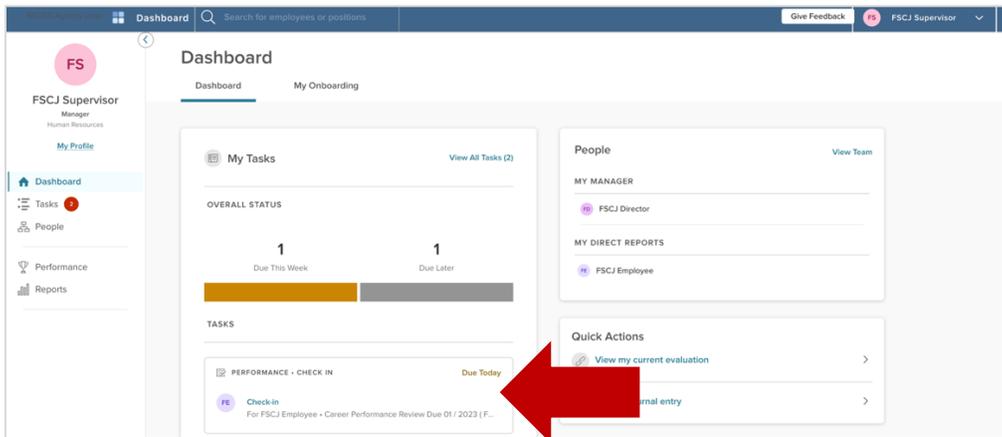
4. Here you can view the journal entries that have been submitted.



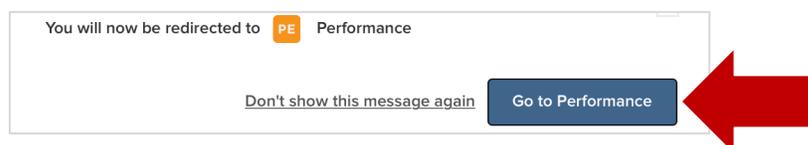
Completing the Check-In

Check-ins provide managers and employees the opportunity to have meaningful conversations about support that the employee may need, progress on SMART goals, individual development plans for their professional growth, upcoming projects, and any other topics that they may wish to discuss. Career and Professional Check-ins become available on the Manager's Dashboard to complete on March 15th and September 15th. Administrative Check-ins are available on January 16th.

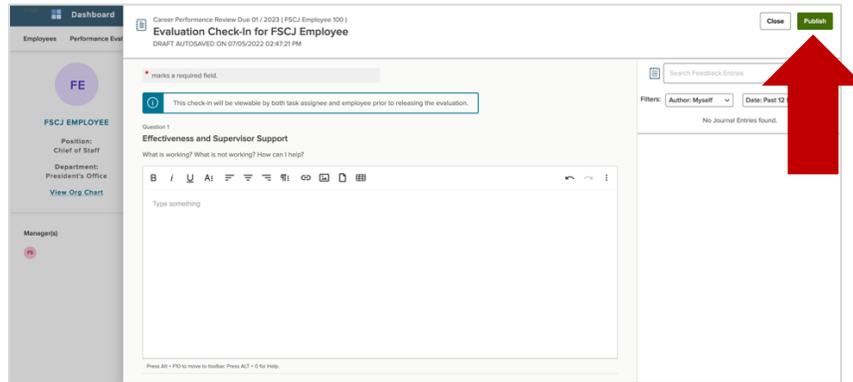
1. On the **Dashboard**, select the **Check-in** task under **My Tasks**.



2. On the pop-up box click on **Go to Performance**.



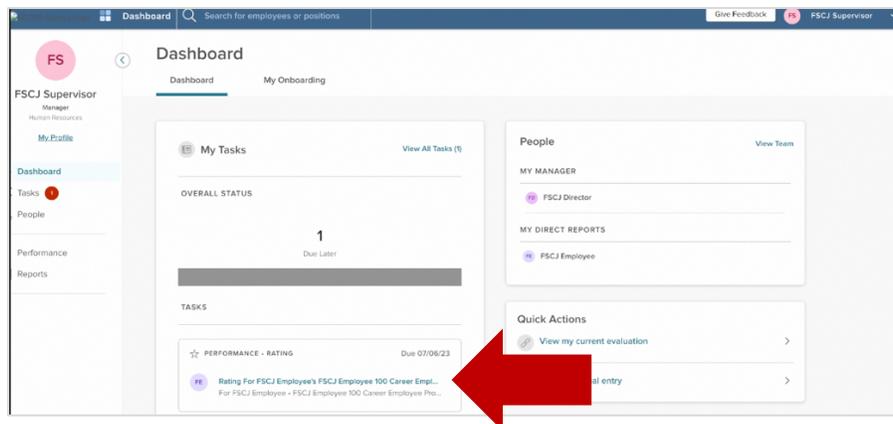
3. Complete each question on the Check-In form and select **Publish**.



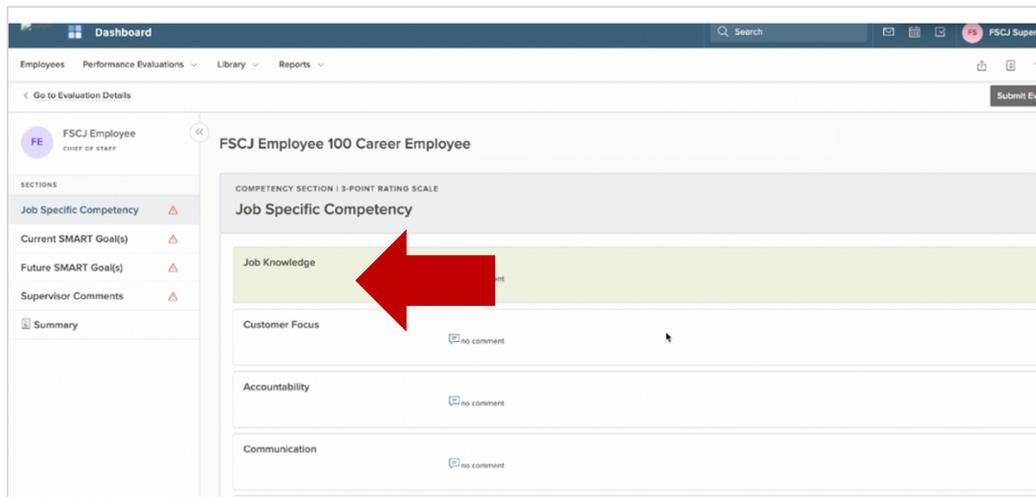
Rating Performance Reviews

Managers will be able to start entering ratings for their employees 45 days before the ratings are due.

1. On the **Dashboard**, select the **Rating Task** for the employee on **My Tasks**.

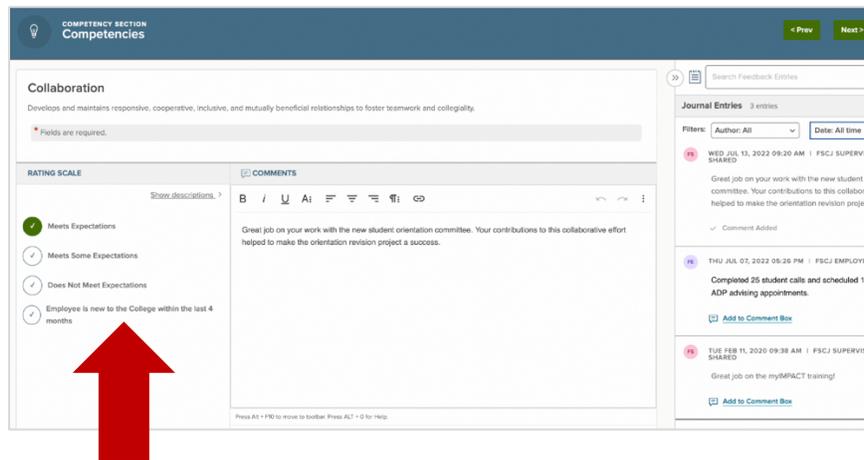


2. Select each **Competency**.



3. Select a **Rating**.

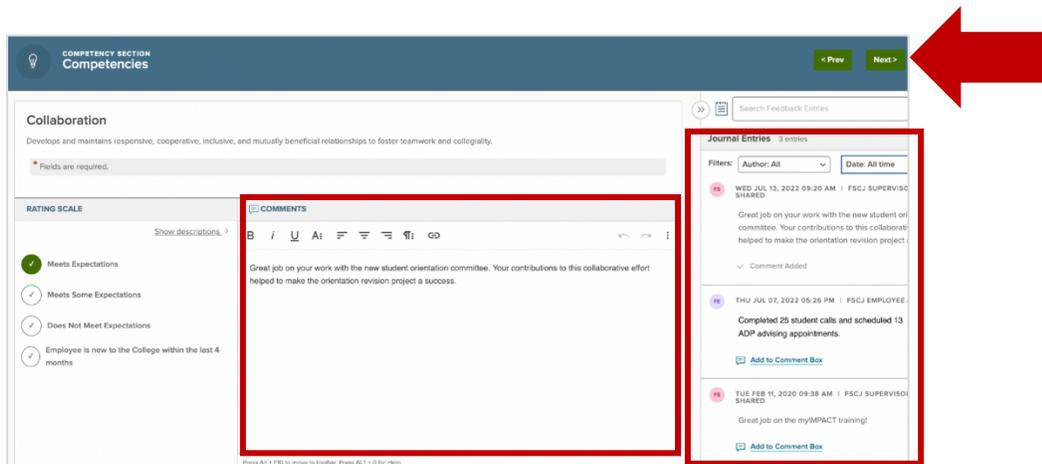
Note: If a Career or Professional employee has been with the College for less than 4 months, the supervisor can select "Employee is new to the College within the last 4 months." If an Administrative employee has been with the College for less than 6 months, the supervisor can select "Employee is new to the College within the last 6 months."



4. Add a **Comment**.

Note: Supervisors can add journal entries to the review, by clicking the "Add to Comment Box" link beneath the journal entry. To see all journal entries that have been entered for the employee, click on the Author Filter and select "All." Click on the Date Filter and select "All time."

5. Click **Next**.

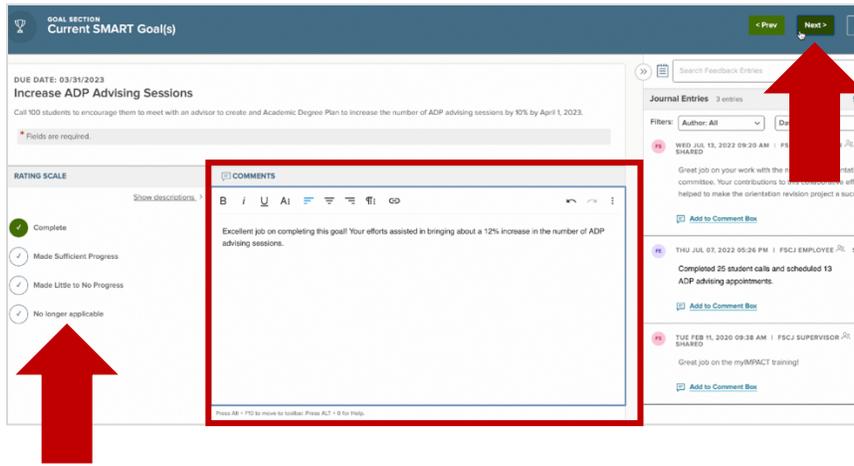


6. Select a **Rating** for the Current SMART Goal.

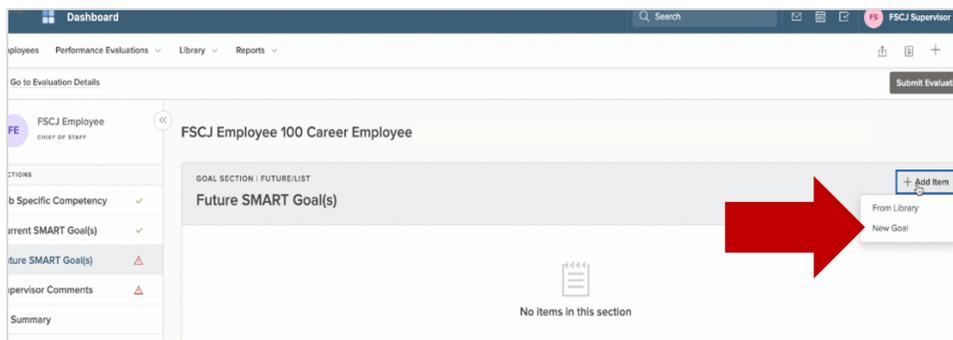
Note: If the employee changed positions during the review cycle and the previously set goal is no longer relevant to their new position, the manager should select "No longer applicable."

7. Add a **Comment**.

8. Click **Next**.



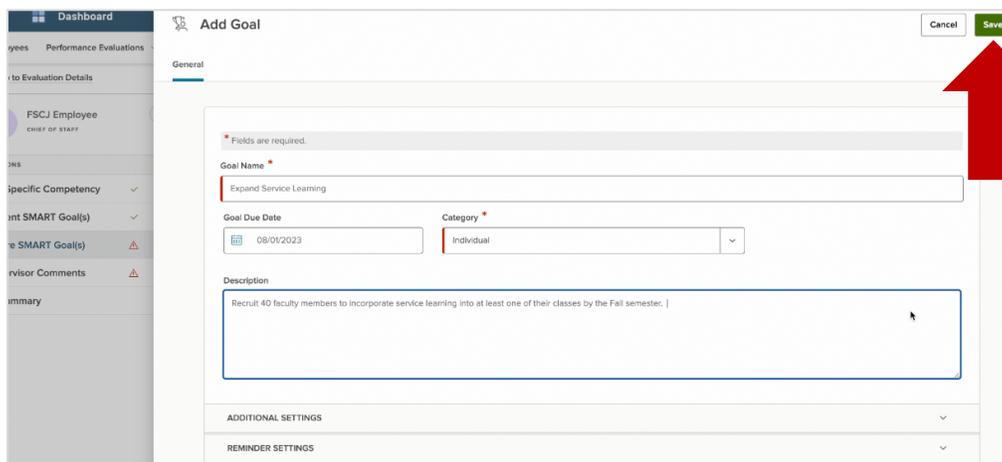
9. To enter the Future SMART Goal(s) click **+Add Item** and then select **New Goal**.



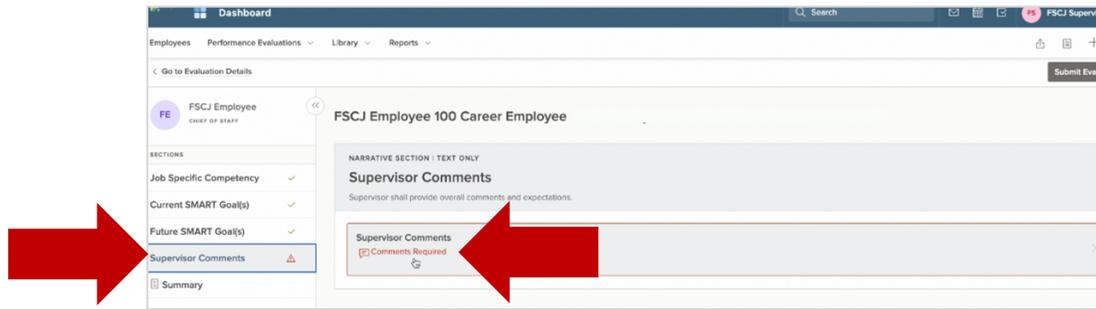
10. Enter the **Goal Name**, enter a **Goal Due Date**, select **Individual** as the **Category**. In the **Description** box, enter the full text of the SMART Goal.

11. Click **Save**.

Note: If the supervisor would like to enter an additional goal, this can be done by selecting Future SMART Goal(s) again in the lefthand navigation and clicking the +Add Item button.

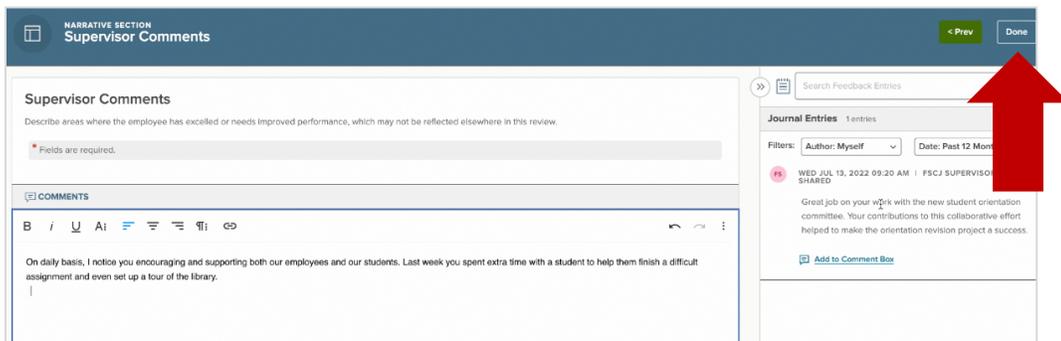


12. Click **Supervisor Comments** in the lefthand navigation and then click the **Supervisor Comments** item.

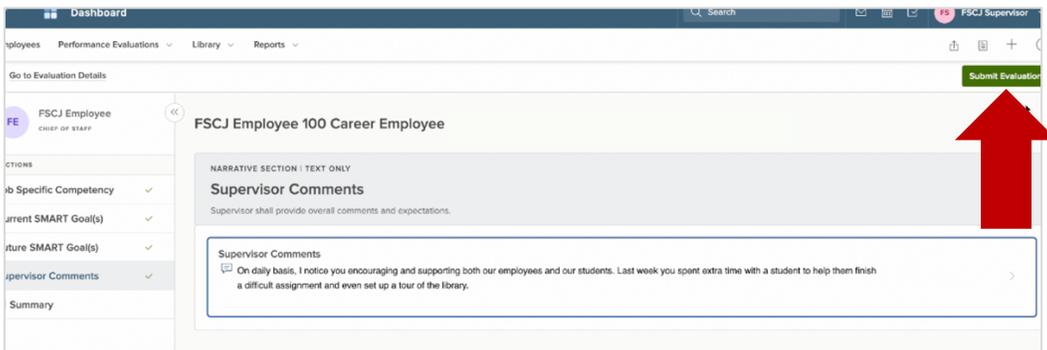


13. In the **Comments** box, enter overall comments on the employee's performance. These comments should include areas where the employee has excelled or needs improvement, which may not be referenced elsewhere in the review.

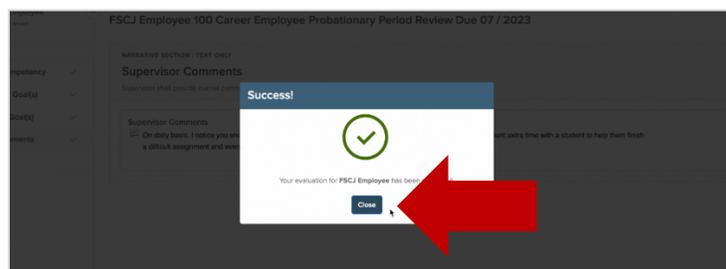
14. Click **Done**.



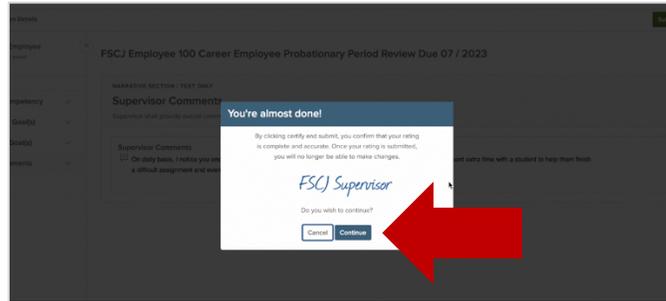
15. Click **Submit Evaluation**.



16. Click **Close**.



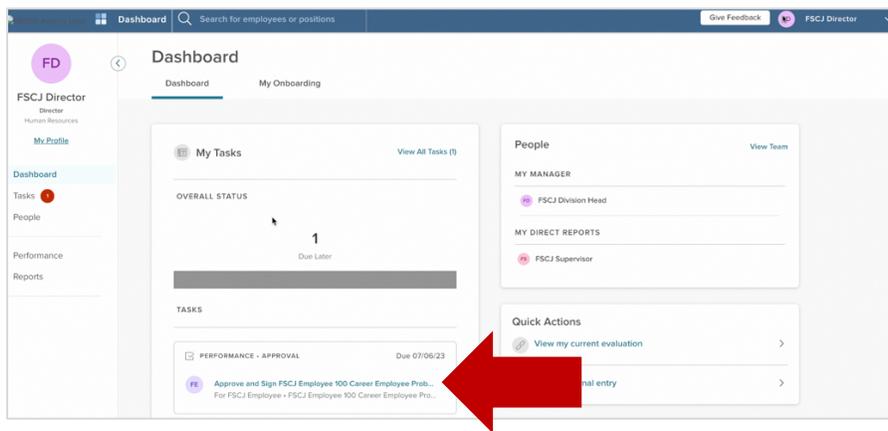
17. Click **Continue**. (To return to the Dashboard, select Dashboard in the upper lefthand corner.)



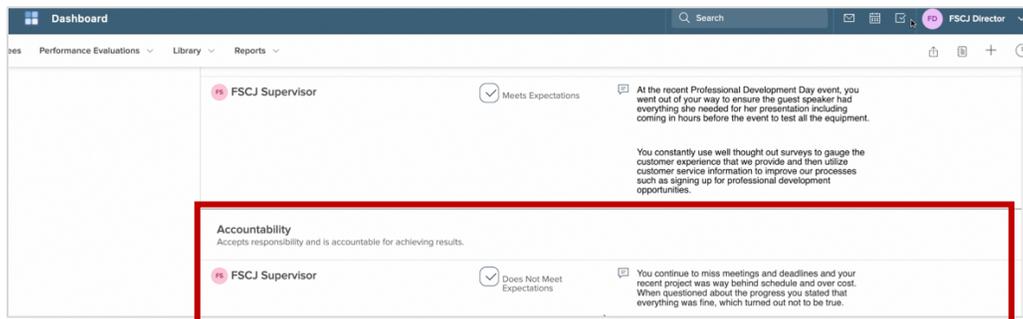
Manager's Manager Approval Steps

If a manager has rated an employee "Does Not Meets" on any competency, the review will be forwarded to the Manager's Manager for review and approval.

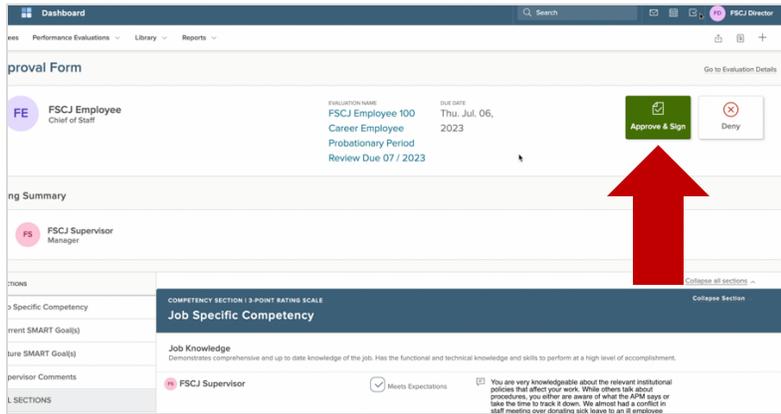
1. On the **Dashboard**, click the **Approve and Sign** task under **My Tasks**.



2. Review the competency that was listed as Does Not Meet.



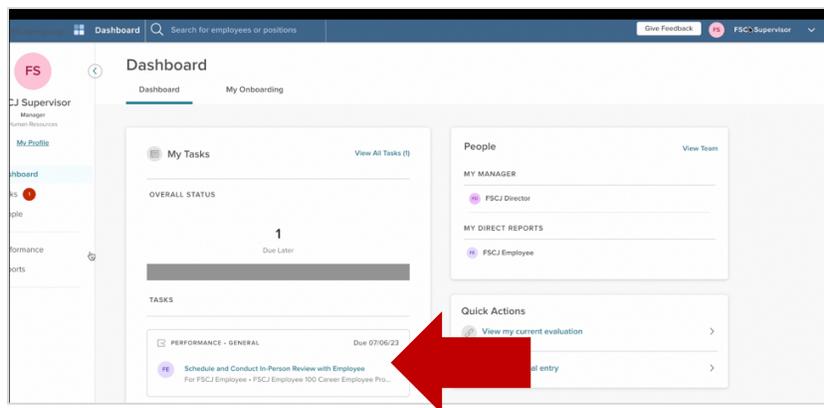
3. If you agree with the rating, select "**Approve and Sign**." If you need to make any change to the performance review, select "Deny". You will need to add comments when you submit your signature. The review is then forwarded back to the Manager for appropriate action. (To return to your dashboard, click **Dashboard** in the upper lefthand corner.)



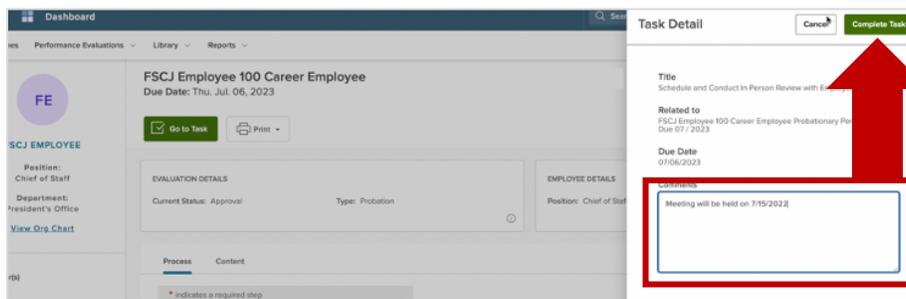
Meeting with the Employee to Discuss the Review

Managers will be prompted to meet with their employees to discuss the review and will need to complete a task in the system indicating the date that the meeting took place (or will take place).

1. On the **Dashboard**, click on the **Task** that says, "Schedule and Conduct In-Person Review with Employee".



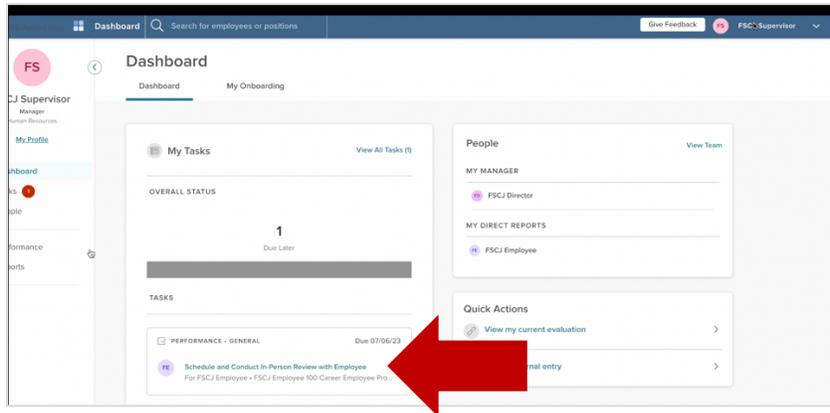
2. In the **Comments** box, enter the date that the meeting took place (or the date that the meeting will take place).
3. Select **Complete Task**.



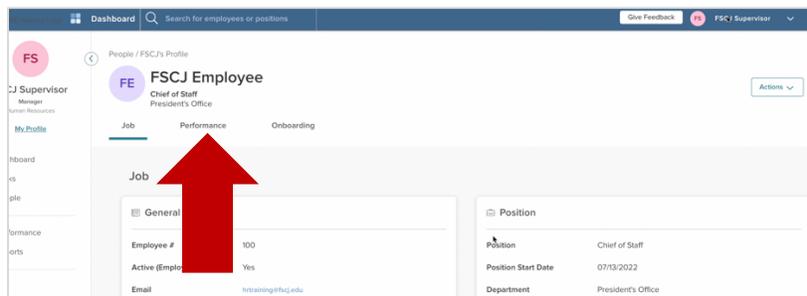
OPTIONAL STEP: Printing the Performance Review Form for the Meeting with the Employee

Managers may choose to print the performance review before they Approve and Sign it so that they can have it with them while they meet with their Employee. NOTE: Managers DO NOT need to send in a printed copy of the performance review to Human Resources.

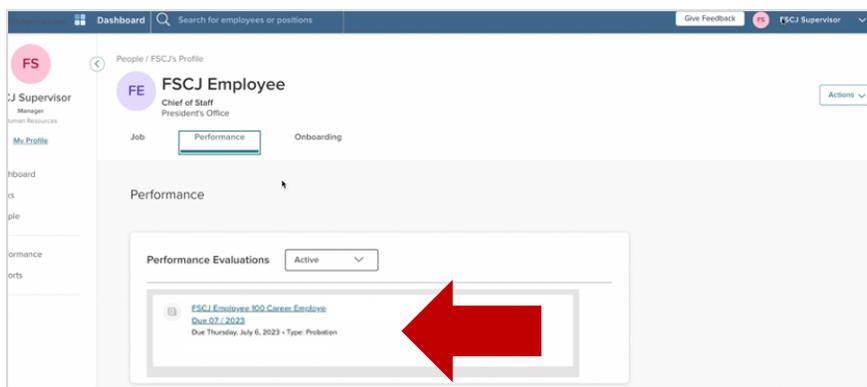
1. On the **Dashboard**, click on the employee's name in the **People** box under **My Direct Reports**. (NOTE: Depending on the number of direct reports that they have, Managers may need to click "View Team" in the upper right of the People box first.)



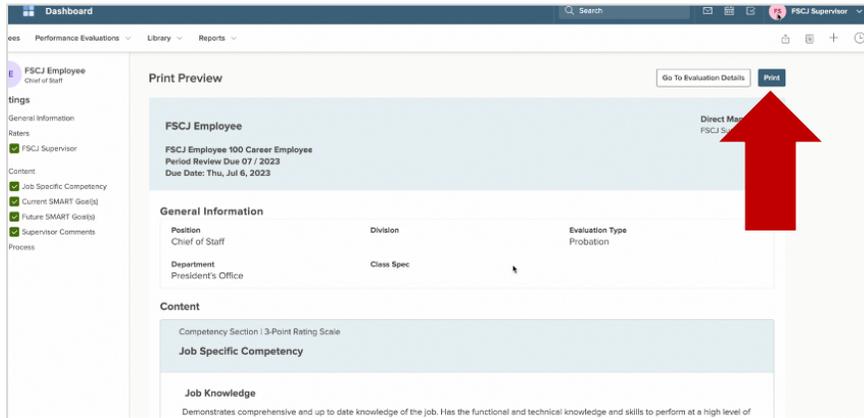
2. Click on the **Performance** tab.



3. Click on the current performance review.



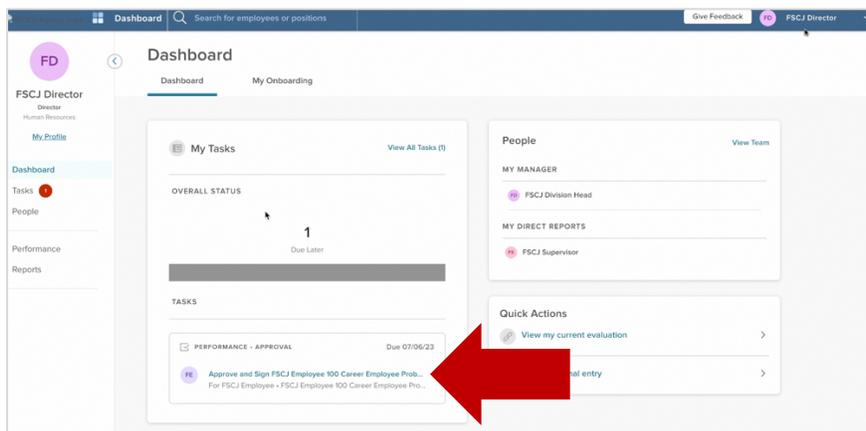
- Click on the **Print** to obtain a hard copy of the review



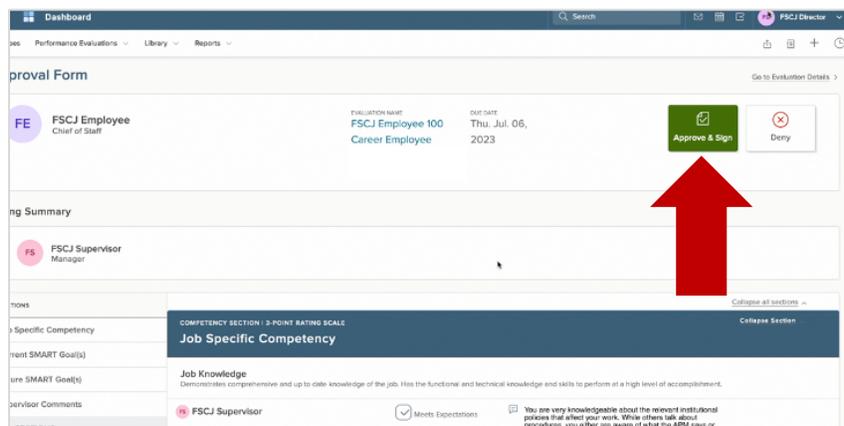
Approve and Sign the Completed Review Form

After the Manager has met with the employee to discuss the performance review, the Manager will Approve and Sign the form.

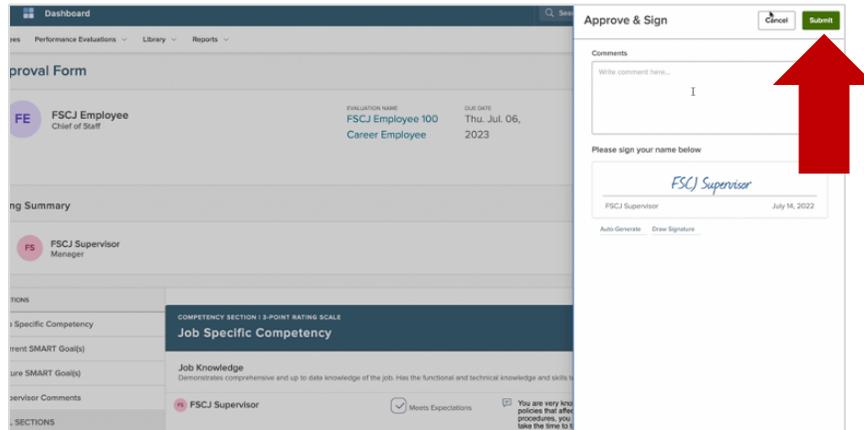
- On the **Dashboard**, click the **Approve and Sign** task under **My Tasks**.



- If there are no further changes that you would like to make to the ratings, select **“Approve and Sign.”** If you need to make changes, select **“Deny.”** This will re-trigger the approval process.



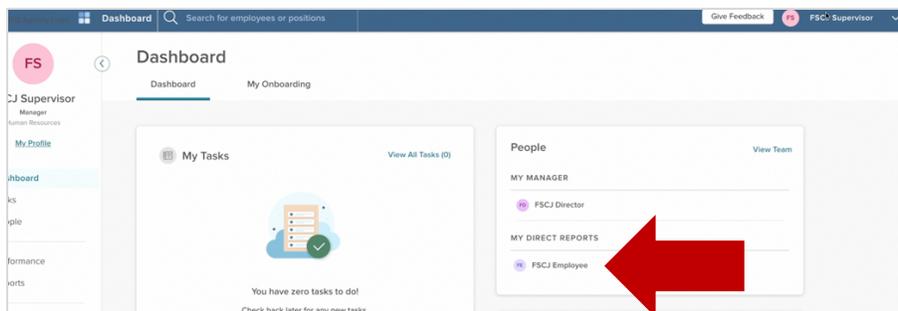
3. Click **Submit**. When the Manager signs the review, this sends the review form to the employee for signature. (To return to your Dashboard, click “Dashboard” in the upper lefthand corner.)



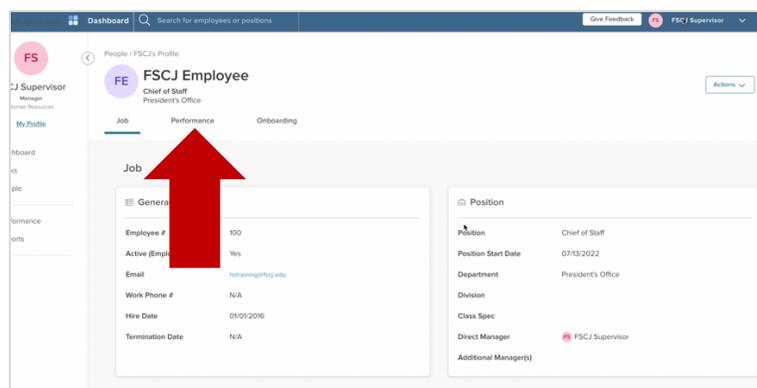
Review the Employee's Comments

When the employee signs, the manager needs to look at the form one more time in case the employee added comments while signing.

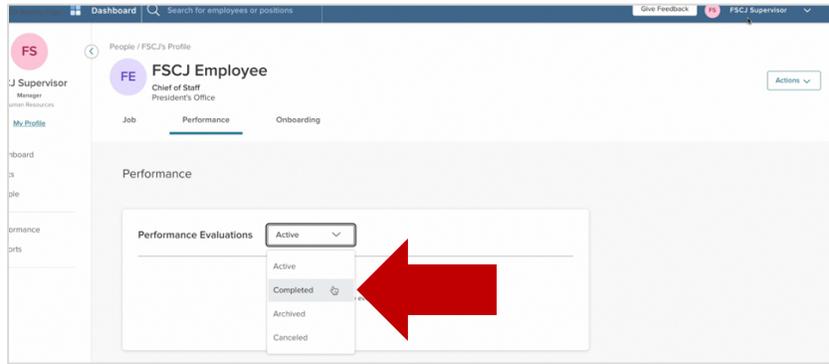
1. On the **Dashboard**, click on the employee's name in the **People** box under **My Direct Reports**.
Note: Depending on the number of direct reports that they have, Managers may need to click "View Team" in the upper right of the People box first.



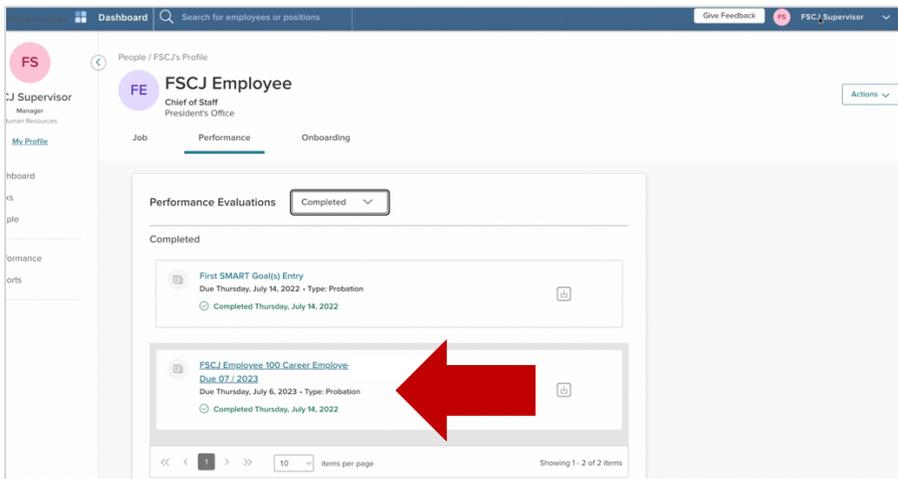
2. Click on the **Performance** tab.



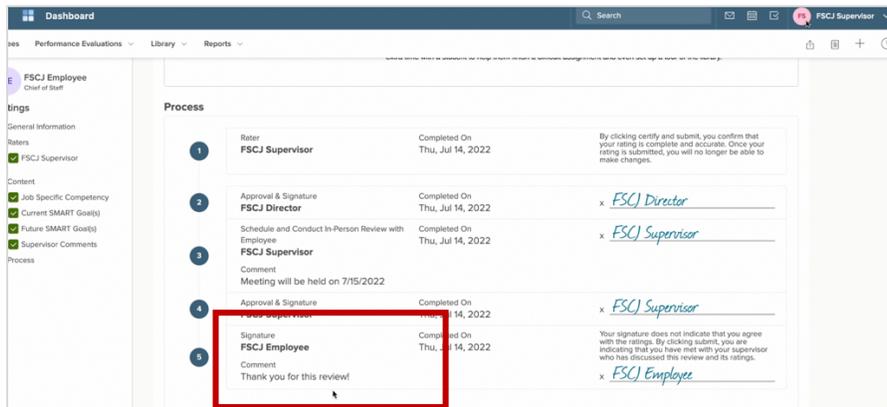
3. Click the Performance Evaluations dropdown box and choose Completed.



4. Click on the current performance review.



5. Scroll down to see if the employee added any comments. Contact emplrelations@fscj.edu if the comments raise any concerns.



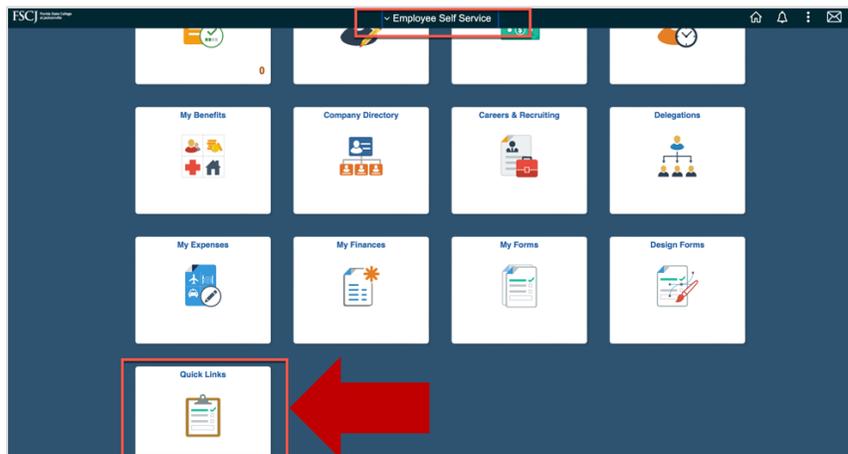
Performance Review Process for Employees

Signing the SMART Goal(s)

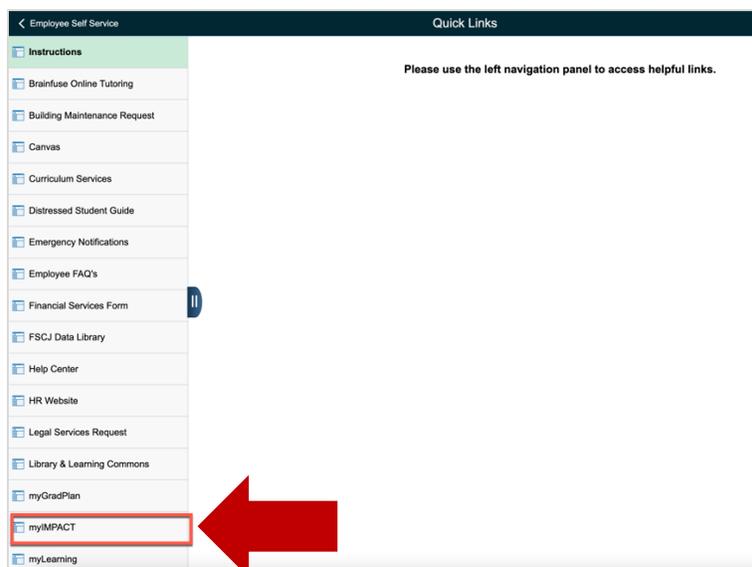
Supervisors of new Administrative employees will set the employee's Future SMART Goal within the first month of the employee's start date. After the supervisor submits the goal, the employee will receive a task to sign their SMART Goal.

Note: Supervisors of Professional and Career employees will set their goals on their next regularly scheduled semi-annual performance review and employees will be able to acknowledge their Future SMART Goals when they sign the review.

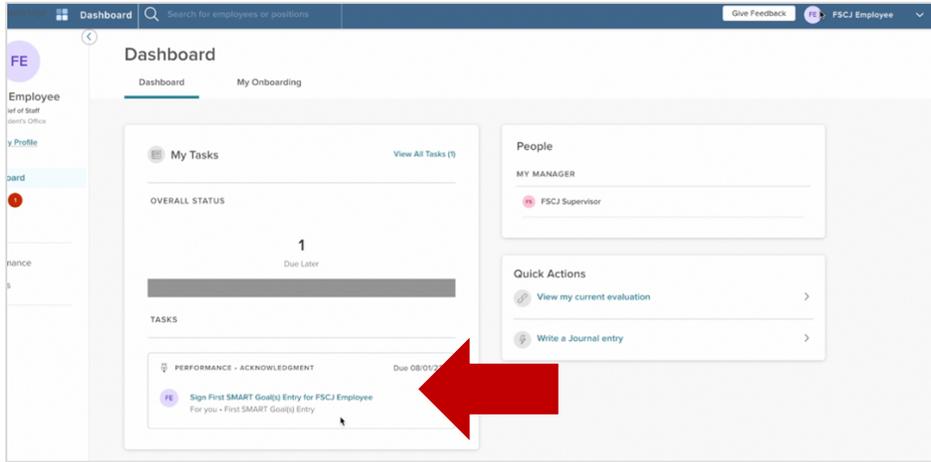
1. Log into **myFSCJ** and select the **Employee Self Service** navigation.
2. Click the **Quick Links** tile.



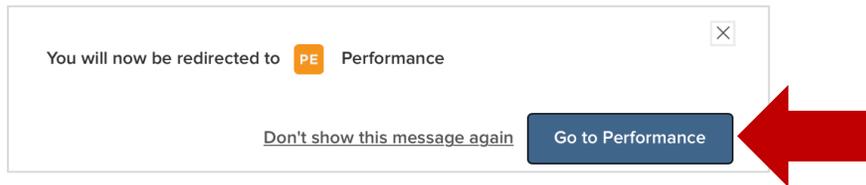
3. Select **myIMPACT** in the lefthand navigation.



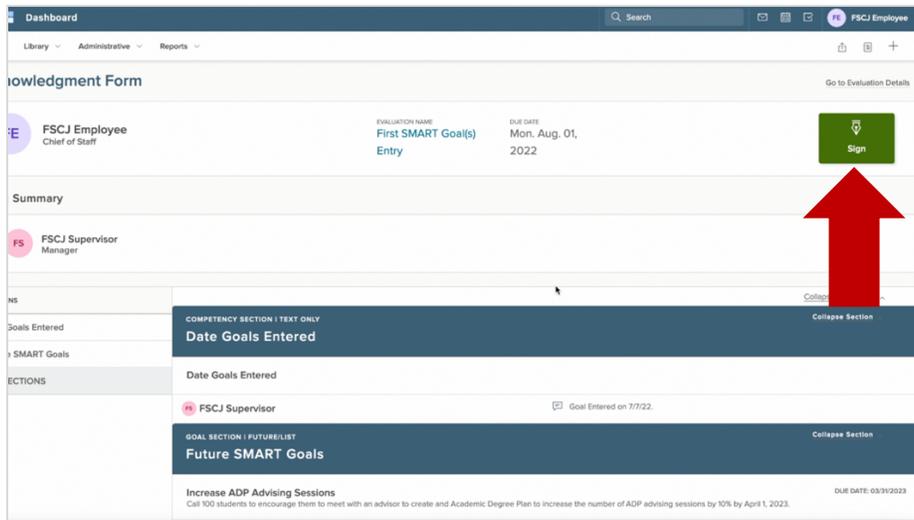
4. Click the task to sign the First SMART Goal Entry form under My Tasks.



5. Click Go to Performance.



6. Review the Future SMART Goal and click Sign.



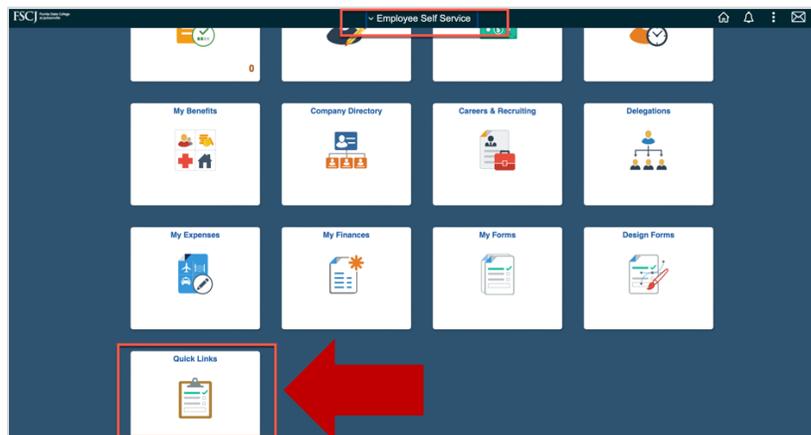
7. Click Submit.



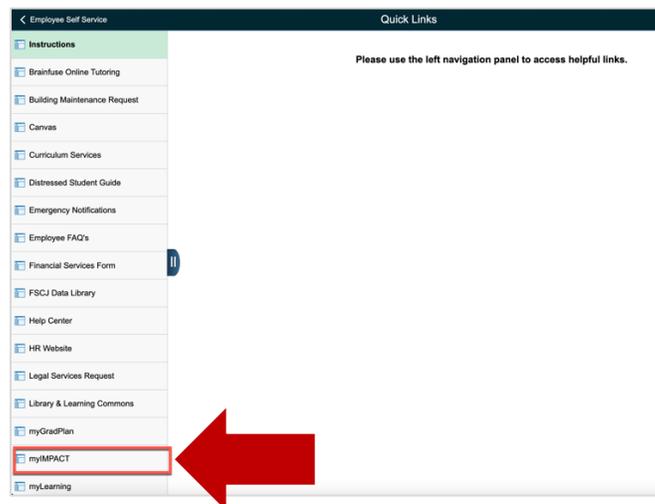
Entering Journal Entries

Throughout the performance review period, employees are strongly encouraged to enter journal entries to track progress toward their goals and to make notes about their overall performance. When shared with their manager, these journal entries will be displayed to the manager so that they can utilize them as they complete the performance review ratings. If an employee wants to send kudos about another employee, they can enter a journal entry for the employee and share it with the employee's manager.

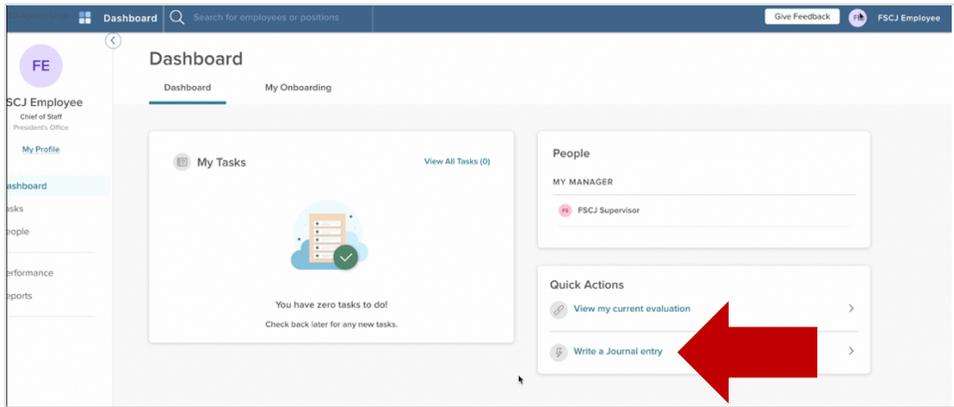
1. Log into **myFSCJ** and select the **Employee Self Service** navigation.
2. Click the **Quick Links** tile.



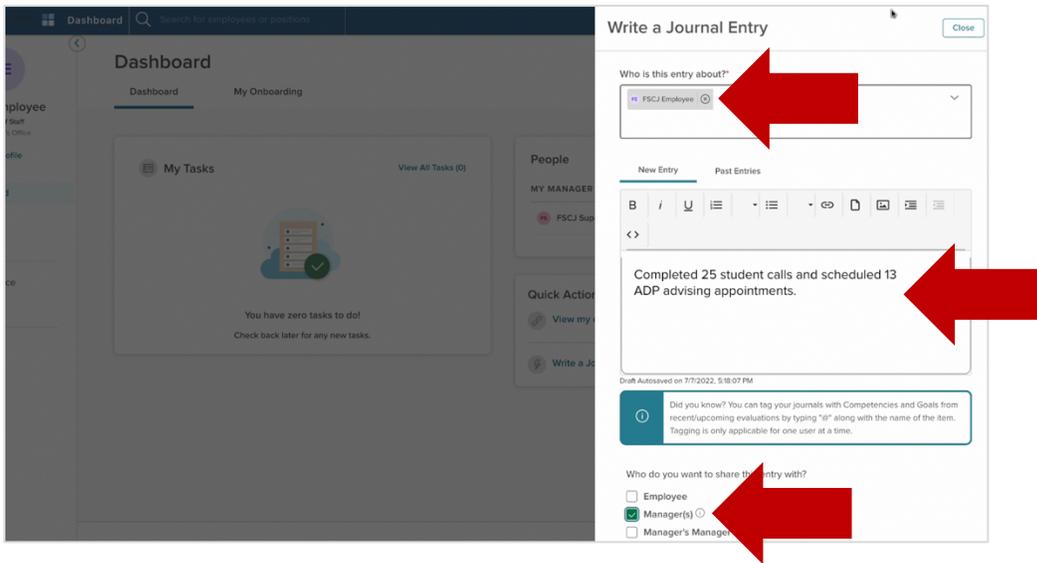
3. Select **myIMPACT** in the lefthand navigation.



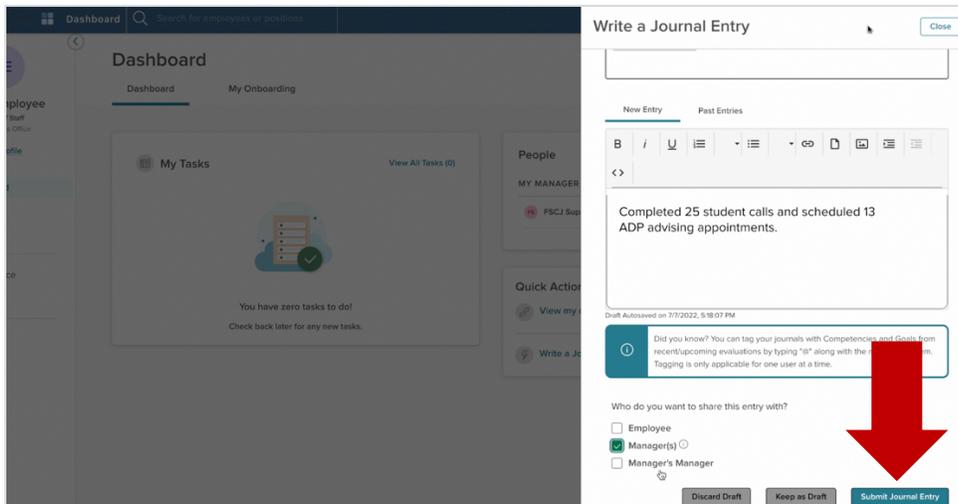
4. On the **Dashboard**, click **Write a Journal Entry** under **Quick Actions**.



5. Enter your name in the “Who is this entry about?” field.
6. Enter your comments in the **Comment** box.
7. Select who you want to share the journal entry with (Employee, Manager, or Manager’s Manager).
Note: You can keep the journal entry private by not sharing it with anyone.



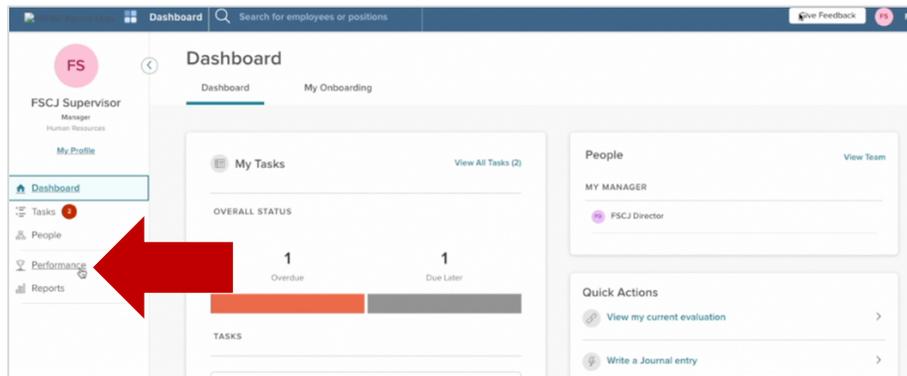
8. Click **Submit Journal Entry**.
9. Click **Close**.



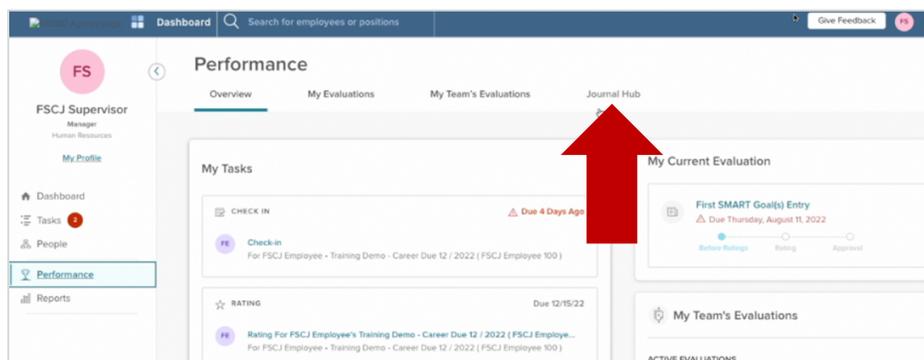
Viewing Journal Entries

When an employee has submitted a journal entry, the individuals with whom they shared the journal entry will receive an email letting them know that a journal entry has been shared with them. To view the journal entry:

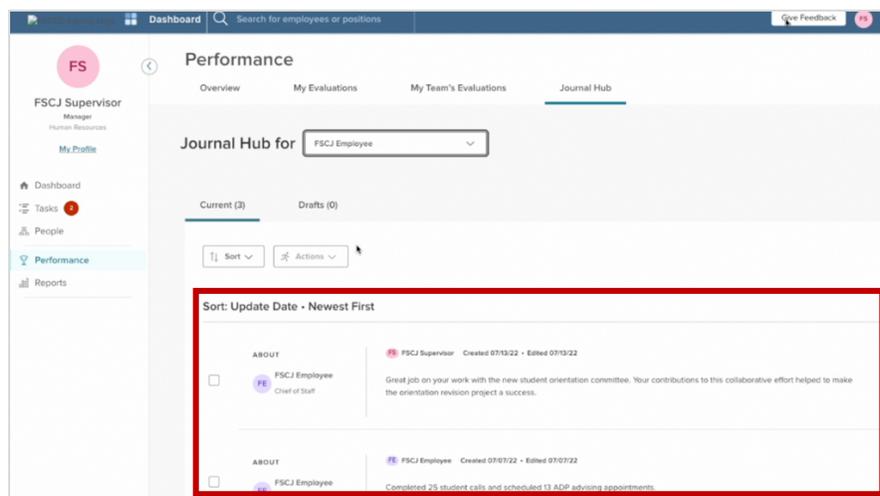
1. On the **Dashboard**, click on **Performance** in the lefthand navigation.



2. Click on the **Journal Hub** tab.



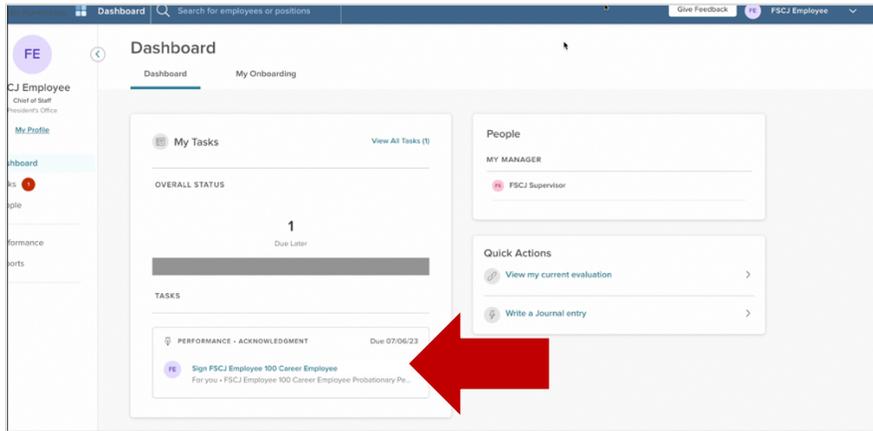
3. The **Journal Hub** for field defaults to show journal entries that have been submitted about you. You can view the journal entries that have been submitted here.



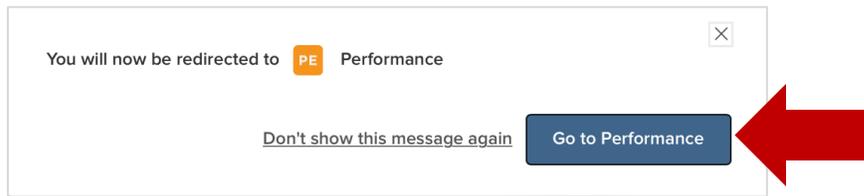
Signing the Review

After the Manager has met with the employee to discuss the performance review, the manager will Approve and Sign the form, which will forward it to the employee for their final signature. This signature is just an acknowledgement that the employee has received the performance review.

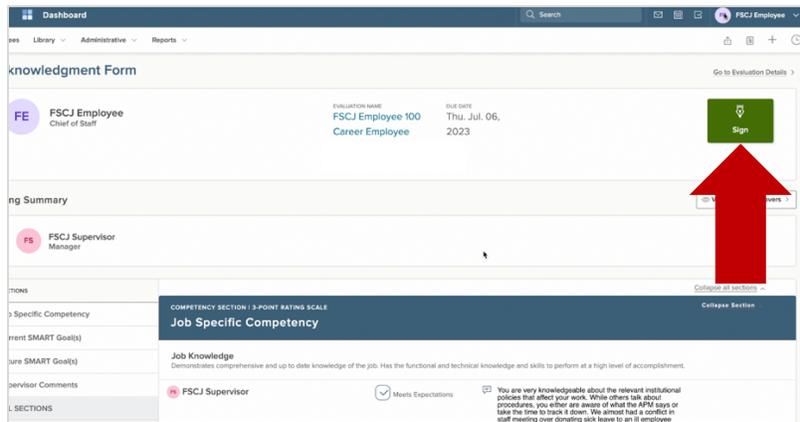
1. On the **Dashboard**, select the **Sign** task under **My Tasks**.



2. Click **Go to Performance**.



3. Scroll down and review the ratings and all comments.
4. Select **Sign**.



5. Add comments, if needed.

6. Click Submit.

The image shows a performance evaluation form titled "knowledgegment Form" for "FSCJ Employee 100 Career Employee". The evaluation name is "FSCJ Employee 100 Career Employee" and the due date is "Thu. Jul. 06, 2023". The supervisor is "FSCJ Supervisor Manager". The form includes a "Sign" overlay with a "Comments" section containing the text "Thank you for this review!". Below the comments is a signature area with the text "Please sign your name below" and a signature "FSCJ Employee" dated "July 14, 2022". A red arrow points to the "Submit" button in the top right corner of the "Sign" overlay.

Dashboard

ees Library Administrative Reports

knowledgegment Form

FE FSCJ Employee
Chief of Staff

EVALUATION NAME
FSCJ Employee 100
Career Employee

DUE DATE
Thu. Jul. 06,
2023

ng Summary

FS FSCJ Supervisor
Manager

CTIONS

Specific Competency

COMPETENCY SECTION | 3-POINT RATING SCALE

Job Specific Competency

Job Knowledge
Demonstrates comprehensive and up to date knowledge of the job. Has the functional and technical knowledge and skills to

urrent SMART Goal(s)

uture SMART Goal(s)

Supervisor Comments

FSCJ Supervisor

Meets Expectations

You are very know

Sign

Cancel Submit

Comments

Thank you for this review!

Please sign your name below

Your signature does not indicate that you agree with the ratings. By clicking submit, you are indicating that you have met with your supervisor who has discussed this review and its ratings.

FSCJ Employee
July 14, 2022

Auto-Generate Draw Signature