

## EVALUATION OF ADMINISTRATIVE AND SUPPORT STAFF

### I. PURPOSE

Describes the system for appraisal of performance of administrative and support staff.

### II. BACKGROUND

Evaluation of staff involves procedures intended to help insure that college-wide goals and unit objectives are met. The fundamental purpose of evaluation is the documentation and improvement of staff performance. The evaluation process is a cooperative effort between the person being evaluated and the supervisor. The evaluation itself is based on how the staff member has performed in relation to the formal job description, the characteristics identified with the staff member's role at the college, and the performance objectives agreed upon by the staff member and supervisor. Areas in need of improvement are indicated to the person being evaluated, and opportunity for improvement is provided.

### III. POLICY

- A. Every staff member (i.e., administrator and member of the support staff) shall be evaluated at least once a year by the immediate supervisor.
- B. This formal annual evaluation shall be designed to assist the staff member to improve performance and shall be based on the staff member's job description, responsibilities, and duties.
- C. The final results of the evaluation process shall be reviewed with the staff member in a conference.
- D. A staff member who so desires may respond to the evaluation in writing, and the original evaluation, as well as the response shall be placed in the staff member's personnel file.
- E. The evaluation process may include a self-review of performance, which shall include a written account of the staff member's goals and objectives for the evaluation period and a summary of actual achievements during this period.
- F. The instruments of evaluation shall be the Administrative Performance Appraisal form for administrative staff and the Support Staff Performance Review for support staff. These instruments shall be developed by a committee of administrators and a committee of support staff.

(POLICY APPROVAL: 10-25-95, Board of Trustees, amended 1-15-08)

### IV. PROCEDURES

- A. These review sessions are conducted during the months of January and February. Other periodic reviews may be helpful but are not required.
- B. Yearly objectives are signed by the supervisor and the employee and a copy is given to the employee.

- C. A tentative date for the formal annual evaluation is set during the review as described in A and B (above).
- D. The formal annual evaluation is completed by the last working day of January for the administrative staff, and by the last working day of February for the support staff of each year. The immediate supervisor assumes the responsibility that all performance review and evaluation deadlines are met.
- E. The Human Resources Department maintains copies of the appraisal forms and makes them available for evaluations.
- F. The completed evaluation form is signed by the evaluator and is reviewed and signed by the employee. The completed, signed form becomes part of the employee's personnel record and is maintained by the Human Resources Department. All records must be submitted to the Human Resources Department by the last working day in February for the administrative staff, and the last working day in March for the support staff each year.

**V. GUIDELINES**

- A. Once every two years, the Administrative and Support Staff Performance Evaluation Committees review the staff evaluation system and submit a report to the President with suggestions for improvements and refinements. Any employee may present recommended changes of appraisal forms to the Extended Cabinet at any time. Each VP/Dean is responsible for seeing that recommended changes are considered.
- B. Complaints involving evaluation are handled as follows:
  - 1. An employee who questions his or her evaluation discusses the complaint with the appropriate supervisor in an effort to settle the issue. The employee has up to seven calendar days from the time of his or her receipt of the evaluation results to discuss complaints with the evaluating supervisor.
  - 2. All complaints must be discussed and answered. No complaint is off limits for informal discussion. An employee's feelings and emotional state must be considered at this time.
  - 3. Management is charged with creating an atmosphere of trust without fear of retaliation or hostility. A well-thought-out and reasoned answer can prevent formal grievances at this point in the process.
  - 4. If the informal answer to the evaluation is unsatisfactory to the employee, the complaint then becomes formal, and the process described in Regulation 877 (Employee Grievances) is followed.

CK/FRV  
10-25-95  
JJ/BAM  
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