

**SOUTHWEST TENNESSEE COMMUNITY COLLEGE****SUBJECT: Non-Faculty Performance Evaluation****EFFECTIVE DATE: January 1, 2014; Revised May 10, 2023****Purpose**

The purpose of this policy is to provide a formal and consistent method for documenting job performance at Southwest Tennessee Community College (“Southwest” or “the College”).

**Policy****I. Introduction**

It is incumbent upon each employee, regardless of level or category, to perform in an exemplary manner reflecting Southwest’s principles and disciplines. Used constructively, this program of performance evaluation can prove to be a valuable tool for individual career advancement and result in increased productivity throughout all areas of the College.

The performance evaluation process is an opportunity for employees and supervisors to have an open and honest dialogue about the employee's performance for the past year and to set goals for the coming year. Working together, supervisors and employees can clarify expectations to keep their department productive and effective. While discussions should be ongoing throughout the year, the annual review is an opportunity to document the achievements and development opportunities for each employee.

The Southwest job performance tool is designed to: (1) set performance standards; (2) communicate standards and expectations; (3) monitor employee performance; (4) provide continuous feedback; (5) promote employee development; and (6) create a record of job performance.

**II. Frequency**

All regular full-time employees will be evaluated in writing on an annual basis. Each year, the College’s Human Resources department will announce the month during which annual and periodic performance reviews will be conducted.

When an employee: (1) will move to another department as a result of a promotion or a transfer, and (2) will have significantly different duties or responsibilities, the employee’s current manager will conduct an evaluation prior to the employee’s departure.

There is a probationary period of six (6) months of observable performance for all newly

appointed employees. It is recommended that supervisors conduct a performance review on or near the time of the employee's six (6) month anniversary with the College.

### III. Procedure

Each supervisor is responsible for setting and communicating clear performance standards for employees at the beginning of and throughout the evaluation period. Throughout the evaluation period, supervisors are also responsible for observing and discussing with employees the positive and negative aspects of their performance. At least annually, each supervisor is responsible for conducting a formal performance review with each employee summarizing past discussions and setting performance goals.

Performance reviews for non-faculty employees are part of their permanent personnel file that is maintained in the Human Resources department (faculty members performance reviews are conducted pursuant to Southwest Policy No. [5:01:00:03/34](#) and maintained by their deans).

If an overall rating is unsatisfactory during a probationary period, the employee should be recommended for termination by the department head.

If an overall rating is unsatisfactory or needs improvement on an annual review, the rating supervisor must work with the Human Resources department to:

- a. Define the problem.
- b. Define the duties where improvement is required, i.e., what skills need improvement?
- c. Establish short and long term goals and timetables for accomplishing changes in performance with employee.
- d. Develop a Performance Improvement Plan (PIP). The supervisor, employee, and Human Resources department will work together to create a PIP that is mutually agreeable to both the supervisor and employee.
- e. Include a statement on the review that "further action, up to and including termination, will be necessary if the performance does not improve or if other performance issues arise."
- f. Sign and date and request that the employee do the same to show that the plan was discussed.

### IV. Performance Review Discussion

Supervisors must discuss the performance evaluation with the employee and agree to the established goals, which should be evaluated on a quarterly basis, if possible. The discussion should be held at a prearranged time in a private location free from interruption.

V. Employee Signature

The supervisor will initiate the performance review. The employee will be asked to comment on the review and acknowledge it by signing the form. Signed forms will then be forwarded to the Human Resources department by the supervisor. The employee will later be given a copy of the signed form by Human Resources.

An employee's signature does not mean that the employee agrees or disagrees with the performance review. It indicates that the employee has been given an opportunity to review the completed form.

If the employee declines to sign, the employee should be encouraged to discuss concerns and advised of the option to write a rebuttal. If the employee still declines to sign the form, the signature of another supervisor should be obtained as a witness that the employee read the review and that the review was discussed with the employee. Only at the end of this process will the performance evaluation be submitted to the Human Resources department without the employee's signature.

VI. Appeal Procedure

If an employee feels that the annual evaluation as rendered by the supervisor is unfair or unwarranted, the employee may file a separate written request for a review with the department head or the next level supervisor if the person who rated the employee is the department head. Any such request must be filed within ten (10) calendar days of the date the employee's review was conducted. If the appeal is not deemed satisfactory, the employee may request a further review of the evaluation by the next level supervisor, whose determination shall be final.

Source of Policy: _____	Responsible Administrator: <u>AVP of HR</u>
Related Policy: _____	TBR Guideline Reference: _____
Approved: _____ President	Date: <u>May 10, 2023</u>