

JACKSONVILLE STATE UNIVERSITY
Manual of Policies and Procedures

POLICY NUMBER: I:02:09

DATE: March 1990

REVISION/REVIEW DATES: Sept 2012, Sept 2013, Jan 2014

SUBJECT: Staff Performance Evaluation and Administrator Review Policy

APPROVED: William A. Meehan, President

PURPOSE

Jacksonville State University (JSU) strives for continuous improvement as a learning-centered community committed to developing the ability to think critically, solve problems creatively and collaboratively and communicate effectively. We should exhibit this mission in all we do and in all relationships. It is important that all employees understand how what they do each day contributes to the achievement of JSU's goals in a manner demonstrating our values. While feedback is ongoing, it is important to have a face-to-face discussion each year that is captured in writing to ensure that individuals and managers have a common understanding of progress. The staff performance review is intended to be a fair and balanced assessment of an employee's performance. It is a time for supervisors and employees to give and receive feedback clarifying job duties, stating management's expectations, and set goals for the coming year. To accomplish a fair and balanced assessment, management must provide the employee an opportunity to express his/her opinions about the employment relationship.

POLICY

Supervisors will evaluate their staff employee's success in performing identified duties/areas of responsibilities. The staff employee's job description should be used and/or departmental goals and objectives to identify specific duties/areas of responsibilities. The performance review process ***must*** include a one-on-one discussion between the supervisor and employee with both parties being full participants.

Staff employees will be evaluated in the following areas:

- ***Accomplishments*** - Evaluate the employee's success in performing identified duties/areas of responsibilities. Use the job description and/or departmental goals and objectives to identify specific duties/areas of responsibilities. The purpose of this review is to identify the job duties to be evaluated. It is not intended to be a review of the job

description for reclassification.

- **Service & Relationships** – Evaluate the employee's success in the areas of customer service, communication and interpersonal skills, diversity, student retention and teamwork.
- **Accountability & Dependability** – Evaluate the employee's success in contributing to the effectiveness of the department and the overall mission of the University. It is important to note that time off approved under FMLA may ***not*** be considered.
- **Adaptability & Flexibility** – Evaluate the employee's success in dealing effectively with additional responsibilities, learning innovative techniques and applying them to his/her job, and participating in appropriate training and development opportunities.
- **Decision Making & Problem Solving** – Evaluate the employee's success in making decisions, following safe work practices, and complying with University policies and federal, state and local laws. ***If the employee performs a managerial function, evaluate the employee on his/her abilities to manage student complaints, human and fiscal resources effectively, developing goals that support the University's and department's mission, and setting appropriate examples for employee behavior.***

Staff performance reviews should cover the calendar year and should be submitted by April 1 of the following year. The Staff Performance Review Summary form will be used to record employees' evaluations. The Performance Review Summary form and any required statements/documentation should be sent to the Office of Human Resources by April 1. Any additional documentation that either the supervisor or the employee wants included in the employee's permanent personnel file may also be included. Staff Performance Summary Review forms are available at <http://www.jsu.edu/hr/hrforms.html>.

Administrator Reviews:

All administrators will be reviewed anonymously by their direct reports. The purpose of the administrator review is to rate a direct report's knowledge of their administrator's work, decision making habits and commitment to the University and its academic mission. For purposes of this

process, administrators are the president, provost, vice presidents, associate vice presidents, academic deans, department chairs and directors. Administrators will also be evaluated annually by their supervisor, along with other staff employees.

Probationary Reviews:

Supervisors will complete a probationary review form before the end of their employee's 180 days of regular service with Jacksonville State University. The content of this performance review should be discussed with the employee before it is returned to the Office of Human Resources for inclusion in his or her personnel file. The probationary review form is available at <http://www.jsu.edu/hr/hrforms.html>.

IMPORTANT NOTE: All Supervisors must attend Staff Performance Review training before completing performance reviews and conducting one-on-one discussions. Training dates are published on the Office of Human Resources website at <http://www.jsu.edu/hr/index.html>.

RESPONSIBILITY

This policy is the responsibility of the Vice President for Finance and Administration.

EVALUATION

The policy will be evaluated on an annual basis by the Chief Human Resources Officer.