

FEATHER RIVER COMMUNITY COLLEGE CLASSIFIED PERFORMANCE EVALUATION CHAPTER 712

INTRODUCTION

The performance evaluation plays a major role in the development of employees, their productivity, and their enthusiasm to do a good job. The appraisal process provides employees with feedback, greater expectations, and effective channeling of skills and abilities tied to their long range career objectives.

The College has a commitment in providing a level of service that meets the needs of the community in which we serve. Our employees are the major link in ensuring that needs are met. The manner in which an employee performs his/her duties is a reflection on the level of service we are providing. The performance evaluation is one of the avenues in assessing with the employee his/her job expectations and to convey the importance of their roles to the success of the College. It reaffirms the strengths and weaknesses of the employee.

RATING THE QUALIFICATIONS OF THE EMPLOYEE:

Soon after a new employee comes to work, he/she should be given a copy of the “performance evaluation and development sheet” and each supervisor should explain to the employee job requirements and expectations. It is important that the expectations be specific enough so the employee will have a clear understanding of his/her responsibilities. The discussion should provide a mutual understanding between employee and supervisor of an analysis of the employee’s work requirements and how to achieve those requirements at a level of satisfaction and success.

PROBATIONARY EMPLOYEE:

Performance evaluations should be completed six (6) months after the start of the employment and immediately prior to the completion of the ninth (9th) month of the probationary period. During the probationary period, meetings with the employee and the supervisor will be held to determine if the employee is meeting job requirements and to determine if additional training is required for the employee. If an employee is not performing satisfactorily, a documented plan of corrective actions addressing specific problem areas is advised.

In discussing the evaluation with the employee, supervisors should allow adequate time to assess the employee accurately and provide an environment that is confidential. The discussion should be constructive, and participatory goal setting is highly encouraged. Mutual understanding and respect is a “win-win” situation.

Management may terminate employment at any time during the probationary period, without an evaluation or extension of the probationary period.

ANNUAL RATING:

The performance evaluation should be completed annually for all employees between November 15th and January 15th.

DEFINITIONS OF RATING: Outstanding Performance – Performance on the job is definitely superior. This employee exceeds what is standard practice and on his/her own initiative provides extras in assigned responsibilities.

- Initiates and completes projects with thoroughness and timeliness with little or no supervision.
- Has exceptional knowledge and is superior in performance and proficiency.
- May work under multiple priorities and completes each project with exceptional thoroughness.
- Plans in advance and anticipates problems with appropriate solutions.
- Shows initiative in problem solving and presents new ideas and a more efficient approach to existing problems.

Above Average – Performance exceeds the standards required for the position. This employee consistently performs well above what is expected.

- Completes work that is thorough with minimum direction.
- Regularly accomplishes more than is expected.
- Is a self-starter and may take on additional assignments without neglecting regularly assigned duties.
- Has a broader perspective in relationship to assignments and works with the goals and objectives of the organization in mind.

Satisfactory – Performance on the job indicates qualifications are thoroughly satisfactory. Performance by the end of the probationary period can be expected to be at this level or above this standard.

- Have the necessary skills to perform satisfactorily at this level.
- Requires some supervision and provides a product that is on time and acceptable.
- Margin of errors are few and volume of work is satisfactory.
- The employee is consistent with the level of work he/she produces that is readily acceptable.

Fair – Performance on the job indicates that the employee is lacking the knowledge or skills to perform adequately. To reach the standard that is required to gain permanent employment, greater effort or training is needed by this employee.

- Assignments are usually completed, but improvements are needed.
- Does not always turn in assignments in a timely manner and must be reminded of deadlines and priorities.
- Though competent, is not always familiar with all phases of the job.
- Sometimes this employee allows personal feelings to interfere with the District's goals and objectives.

Unsatisfactory – Performance on the job indicates qualifications are inadequate and the employee may need special training, reassignment or rejection may be advisable.

- The employee creates internal problems with other staff members who must carry out the responsibilities that the employee is unable to fulfill.
- Employee is not at a skill level to perform the duties of the position and apparently lacks the drive to learn the duties.
- Makes repeated mistakes and seems unable to grasp the work.
- May receive outside complaints regarding employee's performance and attitudes that misrepresent the College.

EMPLOYEE DISCUSSION:

Constructive discussion with an employee regarding his/her work and progress is an essential element of good supervision. It is imperative that supervisors prepare candid appraisals. "Fluff" evaluations may not be helpful to support a subsequent adverse action against an employee who is performing poorly. Supervisors should allow employees to ask questions regarding their evaluation and expectations in successfully performing the job. The evaluation provides an opportunity to review with the employee problems relating to work, explain District objectives or plans, and to develop better supervisor/employee understanding.

EVALUATION PROCESS:

The immediate supervisor completes the evaluation. The rating shall be discussed with the employee and at the completion of the meeting, both the supervisor and the employee will sign the evaluation. An employee may write comments to the evaluation. Comments must be submitted within ten (10) days of the evaluation date and are attached to the evaluation. The employee shall be given a copy of the evaluation and the original will be retained in the employee's file.

Classified Personnel - PERFORMANCE EVALUATION AND DEVELOPMENT FORM

_____ Annual _____ Probationary _____ 6 Month _____ 9 Month

Name: _____

Evaluation period covered: _____ **From:** _____

Position Title: _____

Employment Date: _____

Department/Area: _____

Conference with employee held on: _____

Appraisal made by: (Immediate Supervisor) _____

PERFORMANCE EVALUATION: To be based on job duties and responsibilities developed from Job Description (attached) and assignment which provide a common understanding of the job objectives.

RATING SCALE:

1. **Outstanding-** Superior performance; significantly exceeds job requirements.
2. **Above Average-** Consistently well above what is expected.
3. **Satisfactory-** Meets the requirements of the job. Properly trained and qualified employees are expected to meet this level.
4. **Fair-** Improvement needed.
5. **Unsatisfactory-** Not up to required standards of the job; performance unacceptable.
(Negative comments must be based on supporting observation and examples.)

Performance Factors	Performance Level					Supporting Information Observation (must comment)
	1	2	3	4	5	
1. JOB KNOWLEDGE/ SKILLS Understanding of all phases of his/her work and related matters. Knowledge and skills applied with respect to total job.						
2. QUALITY/QUANTITY OF WORK Thoroughness, neatness, accuracy, and quantity meeting accepted expectations of the position. (Acceptability of work produced.)						
Performance Factors	Performance Level					Supporting Information Observation (must comment)
	1	2	3	4	5	

3. JOB EFFORT/ DEPENDABILITY Work output-relative to schedules, expectations- under normal conditions. (Amount of acceptable work.)						
4. ATTENDANCE/ PUNCTUALITY Supporting Information Observation (must comment)						
5. INITIATIVE/ RESOURCEFULNESS Self-starting. Suggests new ideas and better ways of doing things. Ability to grasp instructions and solve problems.						
6. COOPERATION And Support to others relative to job responsibilities. Effectiveness in working with others.						
7. SAFETY Understanding and application of safe practices- observes safety rules.						
8. PUBLIC CONTACT AND COMMUNICATIONS Courteous, honest, and tactful. Represents FRC appropriately and handles difficult situations effectively.						
9. HUMAN RELATIONS Works effectively with supervisor and co-workers.						

OVER-ALL PERFORMANCE RATING--Summarize by rating the employee against the total requirements of his/her present job: Supporting Observation: (attach extra pages as needed) (*must be substantiated by supporting observation and examples)

	Superior Performance Perform all duties in exemplary manner.
	Above Average Consistently well above what is expected.

	Satisfactory Meets the requirements of the job.
	Fair Generally satisfactory, but some improvement needed. (may complete improvement plan below)
	Unsatisfactory Does not fulfill requirements of the job. (shall complete improvement plan below)

Probationary Status Recommendation:

- continue probationary status
 - 6 month
 - 9 month
- reject during probation

Employee Comments: Yes Attached None

*Overall unsatisfactory evaluations shall include an improvement plan.
Overall fair evaluations may have an improvement plan attached.*

IMPROVEMENT PLAN IF APPLICABLE

Specific measurable goals/objectives:

Expected outcome:

Action required:

Time frame:

Assistance needed:

Follow up evaluation date: _____

Evaluated and discussed by:

Immediate Supervisor (signature)

Date

This evaluation/development report has been discussed with me.

Employee Signature

Date

NOTE: Signature of employee acknowledges only that the evaluation was discussed and that a copy has been reviewed. The signature is not necessarily an indication that the employee concurs with the contents.