

Pitt Community College

Employee Evaluation and Development System

Purpose

The purpose of the PCC Employee Evaluation and Development System is to promote continuous improvement in the job performance of all employees.

Philosophy

The most valuable resource of the College is its people. Just as the College promotes the educational development of its students, it also promotes the development of its employees to become as effective and efficient as possible in their areas of responsibility.

The College supports a “no fault” approach to evaluation of employees. The purpose of the evaluation is not to prove fault but to improve performance. Comparisons are only to be made between the employee’s performance and the employee’s job description. This system is not to be used to compare one employee’s performance to another employee’s performance.

Policy

The PCC Employee Evaluation and Development System (or EED System) relies on an honest desire for improvement and personal growth. It is also dependent upon 360° customer feedback. The 360° feedback assessment method provides each employee the opportunity to receive performance information from his/her supervisor and from some or all of the following with whom the employee interacts: students, colleagues, supervisees, peers, and other customers. The EED System enables the employee to identify strengths and areas for improvement and to create, with the support of his/her supervisor, a plan of action for professional development. Performance evaluation should be an ongoing process, but a formal evaluation meeting between an employee and supervisor must occur at least annually. The procedures in the document are supplemental to and congruent with official college policies relating to grievance procedures. Employees should review this information in the *Employee Manual*.

Evaluation Conference Procedures

Each employee is ultimately responsible for his/her own professional development. Therefore, if the supervisor does not schedule at least one evaluation conference annually, as expected, it is the responsibility of the employee to request an evaluation conference.

Pre-Evaluation Conference Activities:

1. Supervisor and employee collaboratively identify a representative sample of customers and/or peers (preferably five) to provide 360° feedback, and a third party to compile evaluation results. Unless supervisor decides otherwise, part-time staff are evaluated by supervisor only. Part-time faculty are only evaluated by supervisor and students.
2. Employee distributes evaluation forms and his/her official PCC job description.
3. Third party processes the completed surveys and forwards assessment summary to employee and supervisor prior to the Evaluation Conference.
4. **Faculty only:** Confirm that appropriate class sections have evaluated the instructor, and the evaluation results will be available to employee and supervisor before the scheduled Evaluation Conference.*

5. Employee completes self assessment.
6. Supervisor completes evaluation form.

Evaluation Conference Activities:

Assessment:

7. Discuss progress on previous professional development plan.
8. Discuss current job description.
9. Discuss supervisor's evaluation and employee's self assessment of performance.
10. Discuss 360° customer feedback (including student feedback on faculty).
11. Discuss any other pertinent assessment information (service/program review, surveys, customer feedback, Quality Cards, etc.)

Actions:

12. Propose revisions to official PCC job description, if necessary.
13. Jointly identify strengths and areas to improve.
14. Jointly develop a professional development plan for the next evaluation cycle.

Documentation:

15. Complete Record of Employee Evaluation and Development Conference
16. Complete Record of Occurrence: Employee Evaluation and Development Conference.
17. Provide the employee with a photocopy of all material generated in Steps 12-16.

Post-Evaluation Conference Activities:

18. Supervisor updates his/her Supervisor's Evaluation Status Report
19. Supervisor files all raw material and summary information related to the evaluation conference in a confidential file for a minimum of five years.
20. Supervisor forwards proposed changes to the official PCC job description and the Record of Occurrence: Employee Evaluation and Development Conference to the Director of Human Resources.
21. Supervisor forwards suggestions for staff development to the Director of Institutional Effectiveness.

***Faculty Only:**

- Due to the diversity of learning environments and subjects taught, instructor evaluation instruments (surveys) are developed, approved, and administered within and by the instructional area and units. The output of these assessments is a required component of the 360° customer feedback for faculty.
- Instructor evaluation surveys completed by students are to be administered and processed by the instructor's supervisor or designee, and never by the instructor, or in the presence of the instructor.
- A supervisor may choose to "spot-check" instructional effectiveness through personal visits to the classroom, lab or shop area during class time.
- New full-time faculty are evaluated by all students taught during the first year of employment. After the first year of full-time employment, faculty are evaluated by students in a minimum of two sections each year. The faculty member selects one section; the supervisor will select the second section. Part-time faculty are to be evaluated by all students in all sections taught for the first three semesters employed by PCC. Thereafter, part-time faculty are evaluated by approximately one of every three sections taught.