Pitt Community College
Employee Evaluation and Development System (EED)
2009
Purpose

The purpose of the PCC Annual 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.
- Employee Manual

- http://www.pittcc.edu/experience-pcc/administrative-departments/human-resources/eed.html
Evaluation Conference Procedures

- Pre-Evaluation Conference Activities:

- Evaluation Conference Activities:

- Post-Evaluation Conference Activities:
Pre-evaluation Conference

- **Pre-Evaluation Conference Activities:**
  - Employee will assist the supervisor in identifying a representative sample of customers (preferably five) to provide 360° feedback, and a third party to compile evaluation results.
  - Employee distributes evaluation forms and Essential Job Functions from the job description.
  - Third party processes the surveys and forwards assessment summary to employee and supervisor prior to the Annual Evaluation Conference.
  - **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 Annual Evaluation Conference.*
  - Employee completes self assessment.
  - Supervisor completes evaluation form.
Evaluation Conference

**Evaluation Conference Activities:**

- **Assessment:**
  - Discuss progress on previous professional development plan and goals.
  - Discuss current job description.
  - Discuss supervisor’s evaluation and employee’s self assessment of performance.
  - Discuss 360° customer feedback (including student feedback on faculty).
  - Discuss any other pertinent assessment information (service/program review, surveys, etc.).

- **Actions:**
  - Revise job description (Essential Job Functions) if necessary.
  - Jointly identify strengths and areas to improve.
  - Jointly develop a professional development plan for the next evaluation cycle.
  - Develop the goals for the new year (employee or departmental).

- **Documentation:**
  - Complete Record of Employee Evaluation and Development Conference.
  - Complete Record of Occurrence.
  - Employee gets photocopy of all material generated in Steps 11-15.
  - Complete Evaluation Status Report (supervisors only).
Post-Evaluation Conference Activities:

- Supervisor files all raw material and summary information related to the evaluation conference in a confidential file for a minimum of five years.

- Supervisor forwards changes in Essential Job Duties to the Director of Human Resources.

- Supervisor forwards suggestions for staff development to the Director of Institutional Effectiveness and Record of Occurrence form to the Office of Human Resources.
EED Forms

1. Evaluation Form

2. Record of Employee Evaluation and Development Conference

3. Record of Occurrence
   (Forward to the Human Resources Office when completed)

4. Evaluation Status Report
Evaluation Form

- The evaluation form consists of 2 parts:

1. 3 opinion questions
2. The Core Competencies
3 Questions

• 1. What are my greatest strengths? (Please provide supporting examples).

• 2. What are the areas where I need to make improvement? (Please provide examples and suggestions for improvement).

• 3. If you were doing my job, how would you do it differently? Are there any specific things/behaviors you want me to STOP or START?
Core Competencies

Personal Commitment:
Initiative:
Customer Service Orientation:
Decision Making:
Problem Solving:
Teamwork/Interdepartmental Interaction:
Communication Skills (oral and written):
Job Knowledge/Technical Skills:
Human Relations Skills:

Rating Scale Definitions

E=Exceeds Expectations   A=Acceptable   NI=Needs Improvement   X=Unknown/Not Observed
### Core Competencies Form

<table>
<thead>
<tr>
<th>Competency</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Commitment</td>
<td></td>
</tr>
<tr>
<td>Initiative</td>
<td></td>
</tr>
<tr>
<td>Customer Service Orientation</td>
<td></td>
</tr>
<tr>
<td>Decision Making</td>
<td></td>
</tr>
<tr>
<td>Problem Solving</td>
<td></td>
</tr>
<tr>
<td>Teamwork/Interdepartmental Interaction</td>
<td></td>
</tr>
<tr>
<td>Communication Skills (oral and written)</td>
<td></td>
</tr>
<tr>
<td>Job Knowledge/Technical Skills</td>
<td></td>
</tr>
<tr>
<td>Human Relations Skills</td>
<td></td>
</tr>
</tbody>
</table>
Competencies Definitions

- **Personal Commitment:** Freely makes and meets necessary commitments to the college.
- **Initiative:** Takes active steps to set and achieve tasks/goals on a timely basis. Is a self-starter.
- **Customer Service Orientation:** Knows who the customer is and puts the customer first. Works to reduce/eliminate red-tape for all. Knows and acts upon what it takes to deliver customer value. Makes a genuine effort to listen to and seeks to understand and resolve customer needs/issues.
- **Decision Making:** Provides decisions in a timely manner utilizing College policies according to their level of authority.
- **Problem Solving:** Is able to identify the issue/problems and possible solutions and is willing to act on the solutions.
- **Team Work/Interdepartmental Interaction:** Understands goals of the group and is willing to accommodate the personnel, tasks, and situations involved in order to collaboratively accomplish these goals.
- **Communication Skill:** Listens to others. Communicates with a clear message. Ensures that the receiver hears and understands the message.
- **Job Knowledge/Technical Skills:** Takes responsibility for renewing and upgrading areas of expertise and development of new skills, as needed.
- **Human Relations Skills:** Develops and maintains effective and positive working relationships with others. Seeks to repair strained relations. Models behavior that values others—asks what they think, how they feel, and how they see things. Treats everyone fairly.
Rating Scale Definitions

- E  (EXCEEDS EXPECTATIONS)
- A  (ACCEPTABLE)
- NI (NEEDS IMPROVEMENT)
- X  (UNKNOWN or Not Observed)
Remember

- Evaluate your employees each year
- Be objective
- Be sure to use the 360 feedback
- Be sure to go over last years data
- Don’t store up concerns, this is a daily responsibility
- Do not rush the process
- You and the employee select the 360 feedback together
- The employee sends out the evaluation materials
- An unrelated 3rd party receives the information!!
Remember...

- This is about continuous improvement and not about bashing an employee.
- We have Due Process, the EED process should not be utilized because you haven’t used DP.
- The Professional Development information goes to Brian Miller for budget consideration.
- The employee gets a copy of the Record of the Evaluation Conference.
- HR gets a copy of the Record of Occurrence.
- Supervisors complete and forward the Evaluation Summary Report to their supervisors.

Good Luck!
Thank you for what you do for Pitt Community College😊