

Operating Staff Performance Review Process

Operating Staff performance reviews take place at three months and six months of employment in a position, and annually thereafter. The Department Supervisor and Principal Administrator agree on the month that the annual performance reviews will take place.

Materials to conduct performance reviews are available in Outlook→Public Folders→Human Resources→Performance Reviews.

Human Resources will maintain a schedule of the annual reviews by department and notify departments when it is time to plan and conduct performance reviews. Human Resources will conduct an orientation session for department members and are available to assist supervisors and employees with planning for and conducting the review meetings.

It is important to remember that the performance review process has different purposes. It provides....

- ...an opportunity for a high-quality discussion and sharing of ideas that relate to the employees' performance,
- ...an opportunity to review the goals, missions and values of Keene State College, the division, department and how the individual employee goals support the bigger picture
- ...an opportunity to discuss growth and development opportunities for the employees
- ...a document that records what was discussed for future reference

The performance review form is a map or outline to help guide us through the process.

Preparing for the Review

The supervisor will initiate the performance review meeting by conferring with the employee and setting a time and date for the performance review. Items that the employee and the supervisor may want to review in preparation for the meeting include: the last performance review, the current PDQ, any work records such as calendars, e-mails, notes from meetings, etc. that will help people to remember what has happened since the last review. It also may be helpful for both the supervisor and the employee to review a full set of the performance review documents, and for one of them to complete the top section of the cover sheet. Two weeks prior to the performance review meeting, the supervisor completes a draft of Part 1 :The Objectives Checklist. At the same time, the employee completes Part 2: Discussion Questions. At least one week prior to the meeting,

the supervisor and employee exchange copies of these documents, and review the other person's document in preparation for the meeting.

The Performance Review Meeting

The supervisor and the employee meet to review and discuss what each person has written. Identify areas of excellence, competency and improvement. Remember to discuss areas of agreement and disagreement, areas where performance has improved or fallen off, department, division and college goals, professional growth opportunities and desires. Since Part 1: Objectives Checklist was done as a draft, it is possible to make changes to this document during the meeting and before finalizing. The supervisor is responsible for taking notes on this discussion and summarizing it on Part 3: The Supervisor Summary Page. This summary may be completed after the performance review meeting.

Part 4: Goals is a section that the employee and supervisor will complete together based on their discussion. Remember that goals need to be specific and supported with details such as timelines/dates, methods or ideas for achieving the goals and identified support from the supervisor. Employees also have the option of listing contributions and accomplishments that fall outside their regular job duties on this page. Examples include work on councils or committees, advising student organizations, participation in planning sessions, assisting at functions, etc.

Final Steps

Once parts 1 through 4 have been completed, the supervisor should make a copy for the employee to review. Both the supervisor and the employee need to sign the performance review on the cover page. *Signing the performance review does not indicate agreement with its contents but rather acknowledgement of having read the document.* The employee has the option of responding to the performance review in writing if they disagree with it. A response should be written to the Principal Administrator, signed by the employee with a copy to the supervisor.

The supervisor may make additional copies at that time if necessary. The original document with the original signatures is then forwarded to the Principal Administrator who forwards it onto Human Resources for inclusion in the Personnel File. Human Resources will notify the employee and supervisor when the review is received and filed in HR.