

Title: #IV-14. Classified and Non-Classified Staff Performance Evaluations

Date: September 22, 2025 (replaces version dated January 25, 2011)

Most people share a desire to know the answer to the question, "How am I doing?" They want to know what is expected of them, how well they are meeting the expectations, how they can improve, and how they might qualify for higher responsibilities. The process of performance evaluations should provide the opportunity to celebrate work performance, identify areas of improvement and develop a plan to achieve that improvement. The process should also provide the basis for enhanced communication among college personnel.

- I. Goals – Performance evaluations should:
 - a. Promote self-improvement.
 - b. Evaluate position expectations and objectives through goal achievement.
 - c. Use core competencies to evaluate regular and supervisory staff as described below.
 - d. Align goals with the strategic plan.
 - e. Emphasize strengths and identify areas of improvement through positive feedback.
 - f. Collaborate to overcome challenges and road blocks.
 - g. Develop a plan for continued improvement.
 - h. Include an option for self-evaluation.
 - i. Allow for supervisor assessment.
 - j. Provide information for possible merit-based pay increases.
2. Process
 - a. An annual review of the position description should take place collaboratively involving the employee and the supervisor. Employees may seek clarification at any time during the year.

- b. There should be periodic sessions (formal and informal) between employees and supervisors for the purpose of discussing mutual expectations and progress. These sessions should be conducted in a manner consistent with the principles of open communication and respect.
- c. In conjunction with a summary appraisal interview involving the employee and his or her supervisor, all employees shall receive an annual performance appraisal in writing from the appropriate supervisor.
- d. An opportunity shall be provided for subordinates to complete a written assessment of the supervisor at the time of the evaluation. It is suggested that these assessments provide a basis for discussion and a more open work environment. These comments are reviewed by the President's Office and HR Office.
- e. The following elements shall be included in the annual performance review:
 - An assessment by the supervisor,
 - Evidence of achievement, results, or outcomes,
 - Self-appraisal (optional)
- f. Each employee shall, prior to an evaluation interview, be given the opportunity to submit all material which he or she deems relevant to total performance and to reflect and offer comments in the narrative portion of the evaluation form as indicated.
- g. Annual evaluation forms for non-supervising staff shall contain a section which includes the following eight performance competencies:
 - **Collaborates** - Builds partnerships and works collaboratively with others to meet shared objectives.
 - **Communicates Effectively** - Develops and delivers multi-mode communications that convey a clear understanding of the unique needs of different audiences.
 - **Customer Focus** - Builds strong customer relationships and delivers customer-centric solutions.
 - **Drives Results** - Consistently achieves results, even under tough circumstances.
 - **Ensures Accountability** - Holds self and others accountable to meet commitments.

- **Optimizes Work Processes** - Knows the most effective and efficient processes to get things done, with a focus on continuous improvement.
- **Plans and Aligns** - Plans and prioritizes work to meet commitments aligned with university goals.
- **Self-Development** - Actively seeks new ways to grow and be challenged using both formal and informal development channels.

Two additional competencies for Supervising staff:

- **Develops Talent** - Develops people to meet both their career goals and the college's goals.
- **Manages Conflict** - Handles conflict situations effectively, with a minimum of noise.

h. Each performance indicator shall be evaluated using the following rating criteria using the assigned point values for performance-based salary increases, as applicable:

- **4 - Sets a new standard** - Consistently exceeds expectations and delivers to the goals of the position, or consistently delivers beyond the goals of the role. Influences others to perform better.
- **3 - Often exceeds expectations** - Regularly exceeds expectations. Requires little to no additional direction to achieve the core goals of the role.
- **2 - Consistently meets expectations** - Consistently meets expectations and sometimes exceeds expectations. Achieves a majority of core goals for the role.
- **1 - Needs Development** - Does not consistently meet expectations that are appropriate for the position. Additional direction and support are needed. Willing or able to improve but lacks results required for the role.
- **0 - Does Not Meet** - Performance fails to meet minimum position requirements; employee lacks skills required or fails to utilize necessary skills.

Areas for improvement should be identified and a plan formulated for addressing growth and development. Any area that is identified as

“Unsatisfactory” should have specific strategies developed for improvement. Any competencies that are rated 1 or 0 require a Performance Improvement Plan with dates set for follow-up.

The narrative portions of the evaluation summary form shall provide the opportunity to address areas of strength, areas for improvement, progress toward achievement of goals outlined in the last evaluation, accomplishments since the last evaluation, and goals for the next evaluation period.

- i. Each employee shall be expected to sign and date the completed appraisal form to acknowledge that he or she has read the form. Each person shall also have the opportunity to indicate agreement or disagreement and add comments to the appraisal.
- j. An indication of disagreement leads to a conference involving the employee, the supervisor, and the person at the next level of supervision. Persons who disagree with the outcome following the conference may then use the mechanism of the grievance procedure to appeal.
- k. The completed form must be signed by the person at the next level of supervision and by the President.
- l. Completed appraisal forms shall be submitted to the Human Resources Office for the official file according to the timeline provided in Section 3. The employee and the supervisor should keep copies of appraisals for their own records. Documentation in addition to the summary form shall be forwarded to the Human Resources Office to become part of the official file.
- m. Employees may add items to the official personnel file at any time, but supervisors shall be required to secure the signature and date of signature of the employee (to acknowledge receipt of a copy) on an item being made a part of the file. In addition, comments from the employee may be added to the document.
- n. The Human Resources Office will distribute, monitor, and insure the completion of all annual performance appraisal forms for classified/non-classified staff and administrators.
- o. Update of personnel files (transcripts, change of status, etc.) should be completed for all classified and non-classified staff by August 31 of each year.

3. Annual Performance Review Deadlines

Executive-Level Administrators

July 15

Classified and non-classified staff

April 30 (see timeline below) With exceptions for some programs which have year end closing performance indicators.

March 1	Human Resources Office provides appraisal forms to supervisors
April 1	Supervisors submit completed appraisal forms (with attachments) to next level administrator
April 15	Administrators sign and submit appraisal forms (with attachments) to the Campus President
April 30	President signs and submits appraisals to Human Resources Office for personnel files

If a deadline date falls on a Saturday, Sunday or holiday, the preceding workday shall serve as the intended date.

4. Other Performance Reviews

Probationary

There shall be a written evaluation, which shall be prompted by the Human Resources Office, prepared by the supervisor for probationary classified, non-classified and administrative staff prior to the end of the first 90-day period of employment in a given position and again prior to the end of the six-month probationary period. In accordance with WV Code [§18B-9-12](#), the employee shall be informed of whether he or she is being offered regular employment at the end of the probationary period.

Administrators

In addition to annual performance reviews conducted for each administrator reporting directly to the President, a major review is conducted in the fifth year of the administrator's term with subsequent major reviews on a five-year cycle. Details of the five-year administrator evaluation process are provided in Answer Book [#IV-14A](#).

Faculty

The process for faculty evaluation is described in Answer Book [#IV-8](#).

Responsible Administrator: Executive Director Human Resources, 304-424-8212