



Framework for HCC Staff Ratings, 2018-2019

Updated October 23, 2017

Henderson Community College has two major goals in 2018-2019:

- 3% more students attend HCC; 100% of students succeed
- Reduce reliance on the state appropriation by 5% or \$250,000

See It, Own it, Solve It, Do It! HCC is focused on incorporating the personal accountability of the Oz Principle into all college actions instead of individuals choosing “below the line” behavior of blame or excuses.

When staff goals are developed, it helps HCC if the staff goals can relate to the college’s goals. As examples, a supervisor who provides outstanding financial leadership in their area, a staff member who provides outstanding customer service to students, and a staff member who ensures a clean, safe, and attractive college campus all contribute to one of HCC’s two major goals.

The new ratings for the PPE went from five ratings to three and include:

- 1 – failed to meet job requirements
- 2 – met expectations of job requirements
- 3 – consistently exceeded expectation of job requirements

The items below are designed to help the staff member and the supervisor understand how the ratings are defined and utilized.

CONSISTENTLY EXCEEDED EXPECTATIONS OF JOB REQUIREMENTS

An employee at this level **consistently** exceeds expectations for goals/objectives and job performance factors. Consistently is defined as “more often than not;” the employee has a track record of consistently-exceeding the job requirements. A performance at this level is clearly unique and the employee has given extraordinary effort or excelled due to effort, expertise, and sacrifice across the entire evaluation period. In addition to the “Fully Met” criteria outlined below, employees must also complete the following to be considered for “Consistently Exceeded.”

To be considered for a consistently exceeded rating, evidence of meeting one or more of the following criteria must be provided in addition to other criteria selected by the supervisor and the staff member:

- *Consistently* completes tasks in his/her job description in an outstanding way.
- *Consistently* demonstrates levels of effort/quality of work under stress or tight deadlines.
- *Consistently demonstrates* initiative, innovation, and leadership.
- *Consistently demonstrates* personal accountability that goes significantly beyond his/her job description.
- *Consistently* demonstrates types or levels of skill and knowledge that surpass his/her job description requirements relative to that responsibility or measure.
- *Consistently* performs actions that help lead to the college’s achievement of its two major goals and its desire for a culture of personal accountability.

The following are additional examples of, but are not limited to, criteria that can be utilized. *It will be left up to the supervisor as they work with each employee in determining the additional criteria to be used in measuring the individual's work performance.*

- Consistently demonstrates a willingness to accept extra work above regular position responsibilities.
- Consistently proposes new services or improved ways of performing functions within their departments.
- Completes a degree.
- Consistently attends job related professional development activities that are directly related to the job function and demonstrates how the PD activity is of benefit to both the employee and the College.
- Consistently serves as a college ambassador or advocate on campus and in the community; this could include internal service to the institution.
- Consistently communicates by engaging in the exchange of information and encourages this activity in supervised staff.
- Consistently viewed as an “exceptional performer” and receives accolades from leaders, co-workers, customers, and supervisors.
- In team assignments, consistently helps facilitate overall productivity and achieves outstanding results.
- Consistently demonstrates the ability to accept personal accountability and provide supportive feedback to others in an effort to See It, Own it, Solve It, Do It!

MET EXPECTATIONS OF JOB REQUIREMENTS

An employee at this level met position expectations for goals/objectives and job performance factors. Performance at this level is fully satisfactory and, on balance, met all expectations. Met expectations does not mean the staff member failed in some way; instead, it means that the individual does consistently-good work within the scope of the position. This rating does not denote an average performance; instead the individual has met college expectations.

The following are examples of, but are not limited to, criteria that can be utilized. *It will be left up to the supervisor to determine the type of criteria to be used in measuring the individual's work performance.*

- Met commitments in a timely manner that produced quantity and quality of job-related duties.
- Completes responsibilities with a thoroughness and accuracy as it relates to his/her job description.
- Demonstrates the degree of initiative and willingness to accept extra work within his/her job description.
- Identifies existing or potential problems and takes corrective action to solve them.
- Demonstrates a willingness to learn from mistakes when mastering new skills or knowledge.
- In team assignments, participated in overall team productivity.
- Listens to others; communicates appropriate information to others, and assists others with projects as needed.
- Demonstrates a willingness to accept personal accountability, i.e. See It, Own it, Solve It, Do It!

FAILED TO MEET JOB REQUIREMENTS

An employee at this level **fails to meet some significant job expectations**. Improvement in job duties at this level is required to fully meet the expectations of the position. While certain job duties are performed capably, performance at this level requires additional monitoring, and a performance improvement plan will be implemented and reviewed in six months. If performance does not improve, disciplinary action (up to and including termination) may be taken.

The following are examples of, but are not limited to, criteria that can be utilized. *It will be left up to the supervisor to determine the type of criteria to be used in measuring the individual's work performance.*

- Insubordinate—i.e. the individual does not do what is asked and within the job description.
- Requires ongoing supervisory monitoring, consultation, and modification to implement goals and priorities in a timely and/or effective manner beyond the six-month probation period.
- Wastes materials, damages equipment or property.
- Is unwilling to respond to crises, obstacles, and/or changes in program direction.
- Work is generally completed, however there are often inaccuracies requiring correction-- or work is not completed in a timely and/or effective manner.
- Mutually-agreed upon priorities as established by supervisor are not followed.
- Challenges authority of the supervisor without justification.
- Lacks initiative to complete tasks that may require urgent attention.
- Is non-compliant with KCTCS Policies.
- Does not have a professional demeanor; does not work to change one's personal accountability, i.e. See It, Own it, Solve It, Do It!