

# Delta College Performance Evaluations

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How to Conduct Effectively



# Session Objectives

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You will be able to:

- Identify the importance and benefits of PEs
- Assess and prepare necessary documentation
- Set motivational performance goals which are part of Delta's strategic plans
- Plan for effective evaluation interviews
- Conduct fair and beneficial evaluations

# Session Outline

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- Importance and benefits of evaluations
- Measuring and documenting performance
- Setting performance goals (do they address areas we need to improve upon as a college)
- Preparing for and conducting evaluation interviews (collecting the data you need)
- Dealing with different levels of performance
- At Delta every employee needs an area to improve upon

# Why evaluations Are Important

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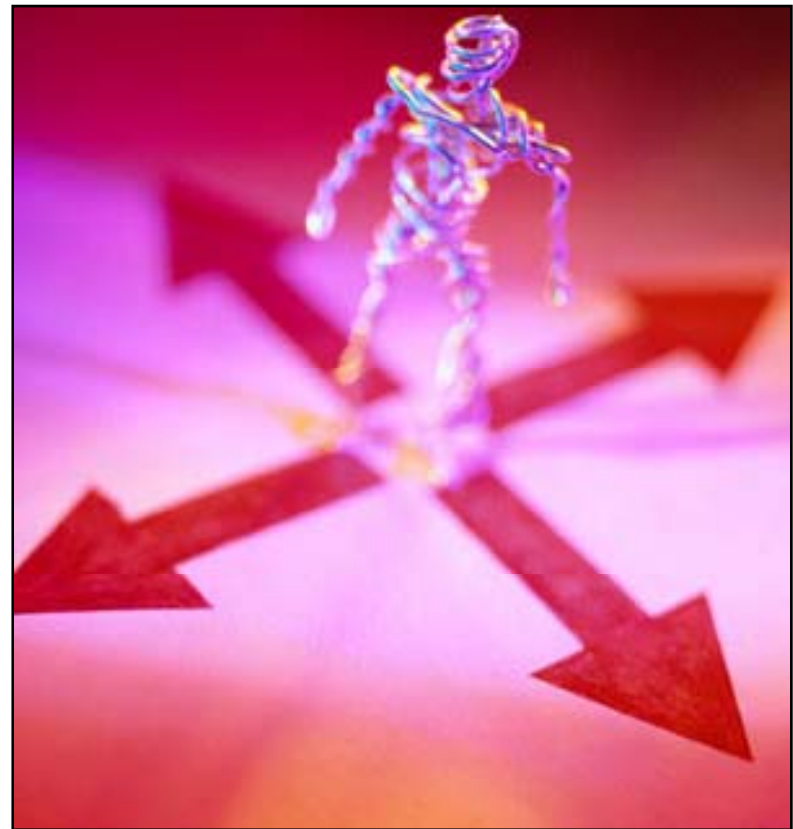
- Review performance
- Set goals
- Identify problems
- Discuss career advancement
- Focus Delta employees as participants in our efforts to secure accreditation, improve Delta's many learning outcomes and optimize the AI process by making it part of our strategic planning process

# Evaluation Benefits

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evaluations offer employees:

- Direction
- Feedback
- Input
- Motivation
- Focus
- Opportunities to discuss what the feedback on Delta has been from the outside



# Measure Performance

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Measurement systems need to be:

- Specific
- Fair
- Consistent
- Clear
- Useful



# Measure Performance (cont.)

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Systems can be:

- Numerical
- Textual
- Behavior oriented
- Accreditation observations and suggested solutions



# Document Performance

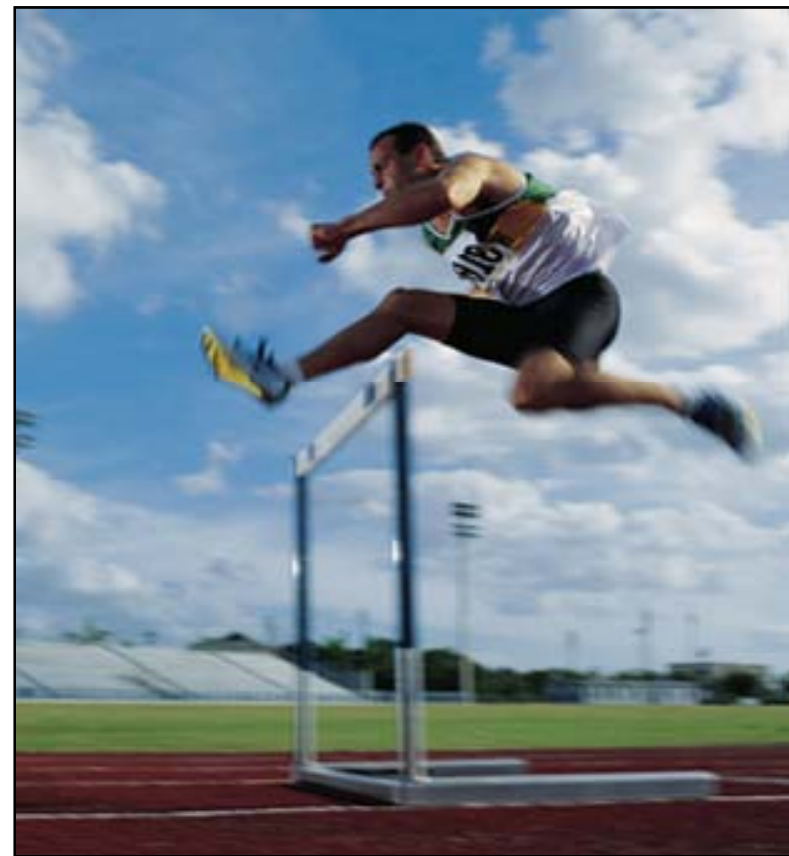
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- Make sure documentation is objective
- Document performance of all employees
- Provide complete and accurate information
- Document performance on a regular basis
- Collect data from students, peers, co-workers
- Look to other departments or functions in the college are your employees giving good service?

# Set Goals

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- Based on job requirements
- Realistic
- Measurable
- Observable
- Challenging
- Prioritized
- Time Specific Conclusions



# Employee Input

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- Employees take an active role:
  - Setting goals
  - Designing action plans
  - Identifying strengths and weaknesses
- Employees participate in the performance evaluation meeting



# Preparation

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- Review performance
- Think about new goals
- Think about our accreditation report and our strategic planning objectives

# Start the Meeting

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- Lay out agenda
- Talk about Delta's challenges
- Encourage input
- Give good news first
- Remind the employee that all of us need to make improvements on something

# During the Meeting

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Review performance:

- Based on previous goals
- Noting strengths and accomplishments
- Identifying areas for improvement
- Addressing areas Delta has been requested to improve
- SLO's, enrollment mgmt., Munis, KFS implementation, Delta strategic planning as part of the AI process

# During the Meeting (cont.)

Set goals:

- Based on SJDC goals
- Building on areas that need improvement
- SLO's
- Program Review
- Measure L Bond wins
- Accreditation Deliverables
- Strategic Planning Goals



# End the Meeting

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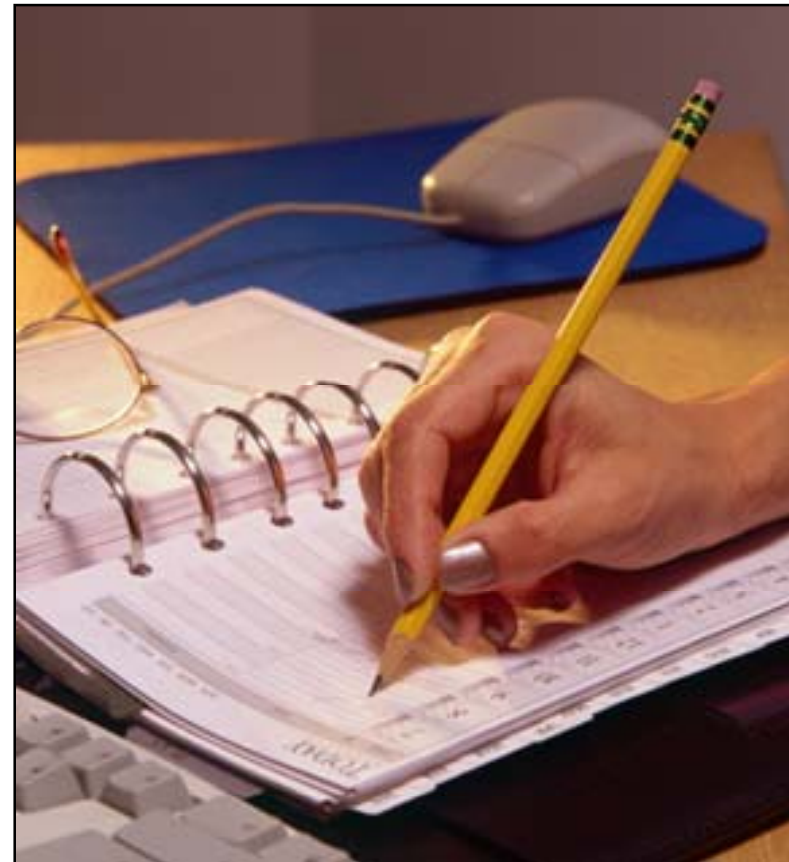
- Encourage good performance
- Lay out action plan
- Communicate outcome of goals not met
- Confirm understanding
- Let Delta employee know that they can be a key part of helping the college “step-up”



# Continuous Feedback

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- Formal evaluations
- Informal evaluations
- Open communication
- Transparent discussions on what each employee can do to be part of Delta's solutions and not just "business as usual"



# Recognize Good Performance

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- Verbal
- Promotional Opportunities
- Board of Trustee Recognition
- President's Recognition
- Offer mentoring

# Identify Poor Performance

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- Act early
- Take the right approach – have the data
- Deal with the problem(s) not the personality
- Get them to recognize the problem
- Set a follow-up meeting to talk about improvement



# Key Points to Remember

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- You must conduct objective evaluations on a scheduled basis
- evaluations tell employees how they're doing and how they can improve
- evaluations help create a system of motivation and rewards based on performance
- One end of the boat does not float while the other sinks to the bottom
- We are all one Delta College