



Clackamas

Community College

HUMAN RESOURCES

Classified Employee Performance Reviews

Process Guidebook

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Introduction

Performance reviews provide employees with the opportunity to receive formal, formative feedback about their performance from their supervisor. This guidebook provides an overview of the classified employee performance review process, which is conducted through NEOGOV.

The performance review process for ACE employees is defined in detail in Article 15, Performance Evaluation, of the collective bargaining agreement. The contract language from Article 15, Performance Evaluation, can be found in [Appendix B](#). Other classified staff (ie. grant-funded classified staff) follow the ACE employee review process.

Performance Review Cycle/Frequency

The cycle or timing of performance reviews is tied to an employee's length of service. Employees who are in their first three years of service at the college receive more frequent performance reviews.

Probationary Performance Reviews

Employees new to the college or promoted into new positions who are on probation will receive a performance review:

- Six (6) months from their date of hire. The employee and supervisor receive notice of the required probationary performance review at 4.5 months to provide time for the review to be completed by the time an employee has reached 6 months of service.

Regular Employee/Post-Probation Performance Review Cycle

After an employee has passed probation, employees receive performance reviews:

- One time in their second year of service (due at 15 months);
- One time in their third year of service (due at 27 months);
- Every two years thereafter (due April 15 of applicable year).

Performance Review Components

It's important to note that how and when an employee engages in the performance review process is dependent on the employee. The employee decides whether they wish to provide their supervisor with coworker feedback and a self-evaluation.

Therefore, an employee can:

- Ask for coworker feedback and complete a self-evaluation;
- Skip the coworker feedback and complete a self-evaluation;
- Ask for coworker feedback and skip the self-evaluation;
- Skip both the coworker feedback and self-evaluation; or
- Wait until they receive notice from NEOGOV that their supervisor has completed their performance review to engage in the process.

(Optional) Coworker Feedback

Classified employees can request that coworkers who have experience working with them provide feedback so that the supervisor can gain insight into how coworkers view their experience working with the employee.

Classified employees can request feedback from up to two (2) coworkers regarding their performance. Employees are responsible for selecting the coworkers to provide feedback, soliciting the feedback and providing the feedback to their supervisor. Coworker feedback is not collected or stored in NEOGOV.

Asking for coworker feedback is optional and not required for an employee to receive a performance review.

(Optional) Self-Evaluation

Self-evaluation provides an employee with the opportunity to reflect on their own performance and share their voice in the performance review process.

Completion of the self-evaluation is optional for classified employees. Self-evaluations are completed in NEOGOV.

Supervisor Evaluation

The supervisor evaluates an employee based on the areas and rating scales described later in this guidebook. When applicable, the supervisor will incorporate any coworker feedback and self-evaluation content into their evaluation.

Job Description Review

A key, required component of a classified employee's performance review is the employee and supervisor spending time assessing the employee's job description to ensure the job description is still an accurate representation of the employee's tasks and responsibilities.

Access to the job description and the job description sign-off have been built into the NEOGOV performance review process for classified employees. You may also access CCC job descriptions through NEOGOV ([view job descriptions](#)).

If the employee or the supervisor believes that there have been significant changes in the employee's job responsibilities, the employee or supervisor can initiate the reclassification process outlined in the ACE collective bargaining agreement: Article 8, Position Vacancies, Job Bidding, Reclassification, Section 10. Reclassifications.

Performance Review Competencies and Ratings

Performance Areas

Classified employees are reviewed on six (6) performance areas. These performance areas, described here, are the same for all classified employees.

Performance Area	Description
Organization	Organizes the job so that necessary tasks are completed on time.
Dependability	Demonstrates dependability.
Cooperation	Cooperates with staff and public as required by the job.
Job Knowledge & Skills	Has the necessary technical skills and uses them effectively.
Initiative	Takes the initiative to make decisions appropriate to the job.
Communication	Communicates effectively and constructively with the staff and public.
Adaptability	Adapts to change in the job environment.

Rating Scale and Definitions

Ratings aid supervisors by describing and defining levels of performance. The college utilizes a five-tier rating scale for classified employees. The rating levels are excellent, good, satisfactory, needs improvement and unsatisfactory.

Rating	Description
Excellent	Frequently exceeds expectations. Exceptional contributor to the success of the department and CCC. Requires almost no supervisory effort.
Good	Meets all established expectations and timeliness in areas of responsibility. Exhibits proficiency in all work performed. Achieves and occasionally exceeds established goals. Contributes to the success of the department and CCC. Requires very limited supervision.
Satisfactory	Meet most expectations. Solid contributor to the success of the department and CCC. Requires general direction from supervisor.
Needs Improvement	Occasionally meets expectations. Needs further development in one or more areas. Working on becoming a solid contributor to the success of the department and CCC. Requires moderate, routine direction.
Unsatisfactory	Consistently fails to meet expectations in multiple performance areas. Needs significant improvement in critical performance areas. Does not contribute to the success of department or CCC. Requires considerable supervisory effort.

Performance Review Process

1. Optional Employee Steps

- a. Coworker Feedback
 - i. Employees may request coworker feedback.
 - ii. Employees are responsible for reaching out to coworkers and asking them to send feedback directly to their supervisor.
- b. Self-Evaluation
 - i. The employee completes ratings (and optionally, comments) for themselves in the system.
 - ii. The employee “submits” the review to their supervisor.

2. Supervisory Review

- a. The supervisor reviews any submitted coworker feedback and employee self-evaluation content.
- b. The supervisor completes ratings and comments in the system.
- c. The supervisor “submits” the review to the employee.

3. Performance Review Meeting

- a. The supervisor and employee meet to discuss the supervisory review.
- b. The supervisor and employee review the employee’s job description. If significant changes are needed, either party can request a reclassification under Article 8, Section 10.
- c. (If applicable) The supervisor makes any agreed upon changes to the review then submits it to the employee.

4. Review Approval

- a. The supervisor approves and signs the review (with the option to provide final comments).
- b. The employee has ten (10) days to add comments and sign the review.

5. Congrats! The review is complete!

Appendix

Appendix A: Process Scribe (Screenshot Walkthroughs)

- [Classified Employee Performance Reviews – Employee Steps](#)
- [Classified Employee Performance Reviews – Supervisor Steps](#)

Appendix B: Article 15 of ACE Collective Bargaining Agreement

Article 15. PERFORMANCE EVALUATION

The purpose of the Performance Evaluation is to ensure the classified employee’s ongoing success by providing an opportunity for the supervisor and classified employee to discuss areas of strength, possibilities for growth and areas needing improvement in the classified employee’s performance. Ratings or comments made by a supervisor in a Performance Evaluation are not considered discipline as defined in **Article 16, Due Process Rights and Termination for Just Cause**.

Section 1. Performance Evaluation Form

Supervisors and classified employees will utilize the Performance Evaluation form provided by the Office of Human Resources.

Section 2. Performance Evaluation Cycles

A. Probationary Classified Employees

Probationary classified employees will receive a minimum of one (1) Performance Evaluation within the probationary classified employee's first six months of employment.

B. Regular Classified Employees

Regular, non-probationary classified employees in their second and third years of employment in a position will be reviewed by their supervisor in NeoGov at least once (1) per year, no later than April 15th, or one (1) month prior to the end of the classified employee's contract year whichever is sooner.

In their fourth (4th) year in a position and thereafter, a classified employee's performance will be reviewed at least every two (2) years.

Section 3. Preparation for the Performance Evaluation Meeting

To prepare for their Performance Evaluation, the classified employee may complete a self-evaluation. The classified employee will be provided with the Performance Evaluation form guidelines and job description at least five (5) working days prior to the scheduled Performance Evaluation. If completed in NeoGov, the classified employee's self-evaluation will be shared with the supervisor.

Classified employees may ask up to two (2) peers that know the classified employee's work to provide input directly to their supervisor. The gathering of this input is the responsibility of the classified employee and will be submitted outside of the Human Resources information system.

Section 4. The Performance Evaluation Meeting

The supervisor will schedule a Performance Evaluation meeting with the classified employee to discuss the supervisor's review and the classified employee's self-evaluation, if one was provided.

- The classified employee and supervisor will review the job description, to ensure the job description is still an accurate representation of the position.

If the review shows significant changes and a reclassification should be considered, refer to **Article 8, Position Vacancies, Job Bidding, Reclassification, Section 10. Reclassifications.**

The job description will be signed and dated by the classified employee and supervisor to indicate that it has been reviewed at the time of evaluation.

- If the supervisor has rated any portion of the classified employee's job performance as less than Excellent, the classified employee may ask the supervisor to provide, in writing, specific suggestions for improvement.
- If the supervisor has rated any portion of the Performance Evaluation form as "Needs Improvement" or "Unsatisfactory" the supervisor must provide, in writing, specific example(s) demonstrating the reason for the rating.
- A classified employee who receives a rating of "Needs Improvement" or "Unsatisfactory" may request a meeting with their supervisor to discuss the classified employee's progress within six months of the evaluation. If a classified employee requests a meeting to discuss their progress after receiving a "Needs Improvement" or "Unsatisfactory" rating, the supervisor shall comply.

- No example(s) of unsatisfactory job performance shall be listed on the evaluation form unless prior discussion(s) have been held with the classified employee.
- The classified employee shall sign the Performance Evaluation Review form after meeting with their supervisor unless the supervisor and the classified employee agreed to changes to the evaluation, in which case the classified employee will sign after all changes are made.
- The classified employee's signature on the Performance Evaluation form indicates that the Performance Evaluation has been discussed with the classified employee and does not indicate that the classified employee agrees with the ratings or comments in the Performance Evaluation. The classified employee will have access to the fully executed evaluation in NeoGov.

Section 5. Classified Employee Comments

The classified employee shall have ten (10) working days from the Performance Evaluation meeting to add comments to the Performance Evaluation form. At the classified employee's request, the supervisor will schedule a meeting with the classified employee to discuss the classified employee's written comments.

Section 6. Lead Person/Team Leader

For classified employees who have a regular lead assignment as defined in **Article 7, Employee Categories, Section 2. Lead Person/Team Leader**, the Performance Evaluation will include the classified employee's performance of the duties of the lead assignment.

Classified employees in a temporary or interim lead assignment, as defined in **Article 7, Employee Categories, Section 2. Lead Person/Team Leader**, will not be reviewed on the classified employee's performance of the duties of the lead assignment.

Section 7. Grievances

The process, and not the contents of a classified employee's Performance Evaluation are subject to the Grievance Procedure established in **Article 17** of this Agreement.