

## **Support Staff Evaluation**

### **Policy 4080**

**March 26, 1996**

**Revision Date: January 17, 2017**

The Board of Education believes that a competent support staff is essential to the success of the school system. An evaluation program for support staff should be of benefit to both the employee and the school system. Support staff evaluation should foster development in support staff functions, establish a standard of performance for all support staff, and provide ~~for~~ recognition of exceptional service.

The Superintendent of Schools is responsible for the implementation of the Support Staff Evaluation Policy. To the greatest extent possible, the evaluation of an employee's performance shall be conducted in an atmosphere of trust, confidence, and support.

For purposes of this policy, support staff includes all members of the B.C.G.E.U.

#### **Guidelines:**

1. Each employee shall be provided with a copy of his/her job description.
    - 1.1. A supervisor shall clarify and delineate specific tasks or assignments as they arise.
    - 1.2. A supervisor shall clarify expectations on an ongoing basis, as required or requested.
  2. Every support staff member shall be evaluated.
    - 2.1. New employees can expect to be evaluated in their first year of employment.
    - 2.2. Tenured employees can expect to be evaluated every 4 years.
    - 2.3. Tenured employees may request, in writing, an evaluation of their performance.
    - 2.4. Notwithstanding the above, the Superintendent of Schools may initiate an evaluation of any support staff member's performance at any time.
  3. Prior to commencing an evaluation, an employee shall be notified in writing.
    - 3.1. Notification of evaluation will include the personnel assigned as evaluators.
    - 3.2. Each evaluator shall review and discuss the evaluation process, timelines, criteria with the employee.
  4. Criteria to be considered in the evaluation process of a support staff employee's performance are:
    - 4.1. Job Performance
      - 4.1.1. Knowledge of work (understands tasks and procedures)
      - 4.1.2. Productivity (meets deadlines/uses time wisely/minimal errors)
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- 4.1.3 Maintains confidentiality
  - 4.1.4 Organizational skill (ability to plan and prioritize)
  - 4.1.5 Initiative (enthusiastic, self starting)
  - 4.1.6 Resourcefulness (investigates alternate solutions)
  
  - 4.2 Work Habits
    - 4.2.1 Attendance/Punctuality
    - 4.2.2 Perseverance (thoroughness)
  
  - 4.3 Work Relationships
    - 4.3.1 Ability to take direction
    - 4.3.2 Effectiveness in directing others (colleagues, students)
    - 4.3.3 Ability to work with others (colleagues, parents)
  
  - 4.4. General
    - 4.4.1 Decisiveness (uses judgment wisely)
    - 4.4.2 Communication skills (written and oral)
    - 4.4.3 Attitude (contribution to morale)
  
  - 5. The evaluation process for support staff shall include:
    - 5.1 A review with the employee of the job description and specific tasks in which the employee is engaged.
  
    - 5.2 An assessment by the supervisor(s) of the employee's performance.
      - 5.2.1 The assessment shall indicate:
        - 5.2.1.1 Comments in respect of each of the criteria established.
        - 5.2.1.2 Any recommendations for improvement along with specific timelines.
        - 5.2.1.3 Any commendations indicative of exceptional service.
        - 5.2.1.4 A statement indicative of the Supervisor's opinion on the employee's overall performance; either satisfactory or less than satisfactory.
  
      - 5.2.2 A draft assessment shall be discussed by the evaluator with the employee.
        - 5.2.2.1. Employees shall be given 48 hours after the meeting to read and review the report prior to it being finalized.
  
      - 5.2.3 The employee shall sign the final report indicating receipt and agreement or non agreement.
        - 5.2.3.1 A copy of this report shall be placed on the employee's personnel file.
  
  - 6. An employee who wishes to appeal an evaluation must do so in writing to the Superintendent of Schools.
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- 6.1 The letter of appeal must be received within fifteen (15) days after receipt of the final evaluation report.
  - 6.2 The letter of appeal must state specific reason(s) consideration should be given to the appeal.
  - 6.3 The Superintendent of Schools will review the evaluation report.
    - 6.3.1 The Superintendent of Schools shall advise the employee of any subsequent actions as a result of the appeal within fifteen (15) days after receipt of the request.
      - 6.3.1.1 The Superintendent of Schools may rule the evaluation will stand or designate an alternate evaluator to reassess the employee's performance.
    - 6.3.2 An employee may appeal the Superintendent's decision to the Board of Trustees, in writing, within fifteen (15) working days upon receipt of the decision.
      - 6.3.2.1 The letter shall be addressed to the Superintendent.
      - 6.3.2.2 The Board shall grant a hearing with the employee.
      - 6.3.2.3 The Board shall, in consideration of the appeal, ensure fair and just treatment has been received through application of this policy.
7. When the results of an evaluation program conclude a tenured employee's performance is less than satisfactory, the Superintendent may recommend remedial action or termination of the employee's employment to the Board.