

Revised: October 1, 2014; October 1, 2018; October 3, 2022; October 23, 2024; September 25, 2026

I. Purpose and General Principles

1. The employee performance review process provides structured feedback, supports professional growth, clarifies expectations, and promotes accountability and alignment with the College's mission, strategic priorities, and Core Values of integrity, helpfulness, excellence, respect, and opportunity.
2. The review is intended to support meaningful communication between employees and supervisors and to identify accomplishments, goals, development needs, and areas requiring improvement.
3. A performance review is an evaluative process. It does not alter an employee's at-will or contractual status, create a guarantee of continued employment, extend an employment contract, or create a right to compensation, promotion, or contract renewal.
4. Human Resources shall establish the annual review schedule and may adjust forms, deadlines, or process requirements when operational needs, an employee's appointment schedule, leave, start date, or other circumstances warrant flexibility.

II. Employees Covered

1. All full-time employees shall participate in an annual performance review.
2. A part-time staff employee shall participate when the employee has an ongoing appointment and is regularly scheduled to work at least twenty (20) hours per week.
3. A part-time instructor shall participate when the instructor teaches an average of at least twenty-four (24) contact hours during the academic year.
4. Human Resources may require or approve a review for another part-time or temporary employee when the nature, duration, or responsibilities of the appointment make a review appropriate.
5. Employees who report directly to the President shall be evaluated annually using the instrument or process designated by the President.

III. Review Components

As applicable to the employee's position, a performance review may include:

1. A review of the employee's current job description and performance of assigned duties;

2. An assessment of the employee's contribution to departmental, divisional, and institutional goals;
3. A review of progress toward established individual goals;
4. Classroom observations, student evaluations, instructional outcomes, or professional-development activities for employees with teaching responsibilities;
5. The employee's self-evaluation;
6. Performance in relation to the College's Core Values; and
7. Other job-related information relevant to the employee's duties and performance.

IV. Annual Performance Review Cycle

1. Goal Setting
 - a. The employee shall develop at least three (3), but no more than five (5), measurable goals aligned with the employee's duties and applicable departmental, divisional, or institutional priorities.
 - b. An employee with teaching responsibilities shall include at least one goal related to instruction or student learning.
 - c. The employee and supervisor shall review and approve the goals during a performance-planning meeting.
2. Job Description Review
 - a. The employee and supervisor shall review the employee's current job description during the performance-planning meeting.
 - b. Proposed changes must be reviewed through the supervisor and submitted to Human Resources for approval and recordkeeping.
3. Mid-Year Check-In
 - a. The supervisor shall conduct a mid-year check-in to discuss progress, feedback, changes in priorities, needed support, and any performance concerns.
 - b. The supervisor shall document that the meeting occurred and any material changes to the employee's goals or expectations.
4. Employee Self-Evaluation
 - a. The employee shall complete and submit the approved self-evaluation by the deadline established by Human Resources.
5. Supervisor Evaluation and Meeting
 - a. The supervisor shall complete the approved evaluation instrument using job-related, accurate, and sufficiently specific information.
 - b. The supervisor shall meet with the employee to discuss the evaluation, acknowledge accomplishments, clarify expectations, and identify goals or needed improvements.
 - c. Evaluations for employees on nine- or 10.5-month appointments may be completed earlier when necessary to accommodate the appointment schedule.
6. Acknowledgment and Response
 - a. The employee shall be asked to sign the evaluation. The signature acknowledges receipt and discussion, not necessarily agreement.
 - b. If the employee declines to sign, the supervisor shall document the refusal. The refusal does not invalidate the evaluation.

- c. The employee may submit a written response for inclusion with the evaluation in the personnel file.
- 7. Review and Submission
 - a. The completed evaluation and supporting documents shall be reviewed by the supervisor's supervisor or appropriate Senior Leader before submission to Human Resources.
 - b. Human Resources shall receive the completed evaluation and required supporting documents by the established deadline.

V. Follow-Up and Relationship to Other Procedures

- 1. The supervisor and employee may identify professional development, coaching, revised goals, additional monitoring, or other appropriate follow-up based on the review.
- 2. The College may take action under Procedure 5.4.6, Disciplinary Action, Suspension and Dismissal, based on the circumstances.
- 3. A favorable evaluation does not guarantee continued employment, a salary increase, promotion, a new contract, or contract renewal.

VI. Human Resources Responsibilities

Human Resources shall:

- 1. Maintain approved forms, guidance, and the annual review schedule;
- 2. Provide training and consultation concerning goal setting, constructive feedback, documentation, consistency, and lawful evaluation practices;
- 3. Monitor completion and follow up on missing or incomplete documentation;
- 4. Assist supervisors and Senior Leaders in addressing performance, professional-development, or process concerns; and
- 5. Maintain completed evaluations and related records in accordance with applicable personnel records requirements.

VII. Approved Instruments and Records

- 1. Supervisors shall use only the performance-review instruments approved by Human Resources unless the President authorizes a different instrument or process for an employee who reports directly to the President.
- 2. Performance-review records are personnel records and shall be maintained, accessed, and disclosed in accordance with N.C.G.S. §§ 115D-27 through 115D-30 and applicable College procedures.
- 3. Supervisors and employees shall protect the confidentiality of evaluation information except as disclosure is authorized or required for college business or by law.

Legal References: N.C.G.S. §§ 115D-20 and 115D-27 through 115D-30.