Purpose: To outline the policies for Facility Operations staff evaluations & audits

Scope: Facility Operations staff

Policy OR Procedure

I. EMPLOYEE EVALUATIONS
   a. Evaluations are conducted once during both fall and spring semesters in the middle of the
      semester due to the large volume of student employees in the Facility Operations area. Evaluations
      are not conducted in the summer semester due to the inconsistency of scheduling during these
      months. Direct employee contact is more achievable during this time, so any issues needing to be
      addressed are directly discussed with employees.
   b. The professional staff conducts all evaluations. Manager evaluations are conducted directly
      by the professional staff. Staff evaluations are conducted by the professional staff and a
      student manger.
      i. For facility technician evaluations, the process is the same, but the professional staff
         is replaced with the Maintenance Foreman.
   c. There is one single document that is used to specifically evaluate the employee based on the
      job description and expectations. See employee evaluation documents attached. Other forms
      of self/peer evaluation may be used to supplement, but these vary from semester to semester
      in an effort to encourage critical thinking and self-reflection among employees.
   d. There is a scaling matrix where meets requirements is considered the “A” standard. See
      evaluation sheets for more information.
   e. Performance evaluations are added to the employee’s folder (each employee has a folder
      from the initial hire to the termination of the employee). These folders, including
      performance evaluations, are kept for three years after the employment has been terminated.

II. SAFETY AUDITS
   a. Facility Operations will conduct safety audits in First Aid and CPR each semester. Audits
      are used to evaluate and assess proper knowledge of emergency skills. Audits will be
      reviewed with the student staff member upon completion. The recommended score for all
      audits is 80% competency. Audits will be conducted randomly each semester.

III. POLICY & CUSTOMER SERVICE AUDITS
   a. Policy audits will be conducted each semester. Audits are used to evaluate and assess proper
      knowledge of policies and daily job-related tasks. Audits will be reviewed with the student
      staff member upon completion. The recommended score for all audits is 80% competency. Audits
      will be conducted randomly each semester.