STAFF EVALUATIONS & AUDITS

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

Scope: Facility Operations Staff

Policy:

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, graduate assistants, and program assistants conduct all evaluations. Manager evaluations are conducted directly by the professional staff or graduate assistant with a program assistant. Guest Sales evaluations are conducted by the professional staff, graduate assistant, or program assistant. Staff evaluations are conducted by the professional staff, graduate assistant, or program assistant.

   c. For facility technician and event management evaluations, the process is the same, but the evaluations are conducted by professional staff, maintenance foreman for facility technicians, or program assistant.

   d. There is one single document that is used to specifically evaluate the employee based on the job description and expectations. 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.

   e. There is a scaling matrix where meets requirements is considered the “A” standard. See evaluation sheets for more information.

   f. 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.