



ADMINISTRATIVE STAFF SUPERVISION AND EVALUATION POLICY

Cultural Center for Language Studies

1. **General Statement**

The Cultural Center for Language Studies (CCLS) strongly believes that in order to achieve excellence in service, an efficient, well trained staff is needed to optimize job performance. The purpose of the administrative staff supervision and evaluation policy is to provide guidance for performance improvement and development of employees.

2. **Administrative Supervision of Employees**

All administrative staff will be evaluated by the Vice President or President at least once a year or as deemed appropriate by management. The evaluation will be conducted on or around the anniversary of employment. The employee evaluation is based on the duties listed within the appropriate job description and observation of performance.

2.1. **Performance Review Procedures**

- Request employee's view of his/her performance.
- Inform employee of the results of the evaluation.
- Discuss areas for performance improvement.
- If applicable, state outcome if the expected improvement is not achieved.
- Sign and date the evaluation.
- A copy of the evaluation is provided to the employee.

Periodic evaluations may also be held, as deemed appropriate by the supervisor, to evaluate performance improvement.

Performance is evaluated as follows:

1. *Unsatisfactory*: Does not perform required tasks. Requires constant supervision.
2. *Marginal*: Needs improvement in quality of work. Completes tasks, but in an untimely manner or of a marginal quality.
3. *Meets requirements*: Tasks are completed on time.
4. *Exceeds Requirements*: Goes above and beyond expectations, has initiative, anticipates needs, and proposes courses of action.

Employee Performance Reviews are considered confidential and kept in the employees' personnel file.