
	Florida State University Police Department	
Performance Evaluations		
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Policy - Performance Evaluations

The reputation and excellence of the Florida State University Police Department are, in part, reflections of the professionalism, competencies, and behaviors of its personnel—sworn and non-sworn. Performance evaluations not only measure personnel performance, they facilitate communications concerning job performance between supervisors and employees. It is the explicit policy of the FSU PD to evaluate its employees in accordance with University rules and regulations, Florida Statutes 110.224 & 1001.706, and the provisions of the FPBA Collective Bargaining Agreement. Documented performance evaluations for each full-time paid member shall be conducted annually. For both A&P and USPS employees, the documentation of the performance review must be completed using the ePerformance module in OMNI HR.

Procedure

A. Goals of The Performance Evaluation System [CFA 12.01 A]

1. The FSU PD must be able to depend on satisfactory job performance from its members in order to achieve agency objectives. The goals of the performance evaluation program are to:
 - a. Maintain and improve member performance;
 - b. Foster and standardize fair and impartial personnel decisions;
 - c. Provide a medium for member counseling, coaching, and dialogue;
 - d. Facilitate proper decisions regarding member retention during probationary periods;
 - e. Provide an objective and fair means for measuring and recognizing individual performance;
 - f. Identify training and retraining needs;
 - g. Ensure the proper utilization of human resources; and
 - h. Assure the public that members are qualified to carry out their assigned duties.
2. Identifying a member's performance deficiencies allows the Department to avoid similar problems in the future. Evaluating the performance of each member creates better communication and understanding between subordinates and supervisors. Performance evaluation results may be used in the following manner:
 - a. Identification of individual performance that is worthy of recognition and reward;
 - b. Identification of individual and Department-wide performance deficiencies; and
 - c. The creation of a documented record of member performance for consideration in various administrative decisions including, but not limited to [CFA 12.03]:

- 1) Retention;
- 2) Promotion;
- 3) Special assignments;
- 4) Disciplinary actions for substandard performance; and
- 5) Awarding of merit pay for consistent exceptional performance.

B. Appraisal Criteria and Performance Ratings for USPS and A&P Employees

Performance evaluations shall be based on total performance in fulfilling assigned responsibilities. The purpose of the evaluation is to assess performance, to communicate performance effectiveness, and to aid in improving performance in the areas of behavioral expectations, assigned duties and responsibilities, and position competencies. Employees will be evaluated based on the duties and responsibilities listed on the position description of the position that the employee occupied during the appraisal period [CFA 12.01E].

1. An employee's overall performance regarding his/her duty or responsibilities shall be rated at one of the following levels [CFA 12.01 B]:
 - a. (4) Exemplary – The employee's performance level exceeds expectations, surpasses requirements, and is at the highest level of performance. Work serves as an example to others. When an employee is rated at the "Exemplary" level, a narrative explanation supporting that rating shall be included as part of the appraisal. [CFA 12.01 C]
 - b. (3) Above Satisfactory – The employee's performance level is higher than adequate expectations and requirements for the position, and approaching the highest levels of performance. Working towards an exemplary rating.
 - c. (2) Satisfactory – The employee's performance level meets adequate expectations and requirements for the position but not approaching higher levels of performance. Working towards an above satisfactory rating.
 - d. (1) Below Satisfactory – The employee's performance level fails to meet adequate expectations and requirements for the position. Sustained improvement is needed. When an employee is rated at the "Below Satisfactory" level, a narrative explanation supporting that rating shall be included as part of the appraisal [CFA 12.01 C]
2. Prior to rating an employee who has permanent status in his/her current class at the "Below Satisfactory" level, the immediate supervisor shall with the cooperation of higher level Supervisors, communicate in writing to the employee a Performance Improvement Plan (PIP) to assist in correcting the noted deficiencies. The supervisor should contact Employee/Labor Relations for assistance in developing the (PIP) prior to giving a Below Performance Standards rating.
3. If the overall performance of an employee who has attained permanent status in his/her current class is deemed to be at the "Below Satisfactory" level, the employee shall be issued a special performance evaluation to rate the employee at that level.
4. A special evaluation shall not cover more than a 60-day period immediately preceding the special evaluation.
5. The rater, with cooperation of a higher-level supervisor and assistance from the Employee/Labor Relations Section of the Department of University Human Resources, shall communicate in writing to the employee a Performance Improvement Plan (PIP) to assist in correcting the noted deficiencies in order for the employee to receive at least a rating of "Satisfactory". A "Below Satisfactory" rating must be accompanied by a Performance Improvement Plan (PIP) when it is submitted to University Human Resources. [CFA 12.05]

6. If, at the time of receiving such a Below Satisfactory evaluation, the employee is retained by the University, the employee's performance must be reappraised at least each 60 days thereafter until either:
 - a. The employee is appraised at the "Satisfactory" level or;
 - b. 120 days have elapsed without the employee receiving a rating of "Satisfactory", Above Satisfactory" or "Exemplary". Should the employee be unsuccessful in attaining at least a "Satisfactory" rating, the Department shall initiate action to remove the employee from the class by contacting the Employee/Labor Relations Section in University Human Resources.
7. The Chief may dismiss an employee from his/her class if adequate improvement is not made in the employee's performance at any time during the subsequent appraisal period following the initial "Below Satisfactory" rating.

C. Administration of Performance Appraisals

1. At the beginning of the rating period and when members are assigned to a new supervisor, the supervisor shall be responsible for informing the employee of the following:
 - a. Tasks of the position occupied [CFA 12.04 A.];
 - b. Level of performance expected of the member [CFA 12.04 B.];
 - c. Written criteria to be used for ratings on the evaluation [CFA 12.04 C.].
2. Employees will be appraised by their immediate supervisor [CFA 12.01 G.].
 - a. Every appraisal will cover a specific period of time. The actual beginning and ending dates of the evaluation will be identified on the USPS or A&P evaluation form.
 - b. Only that work performed during the appraisal period may be considered for the appraisal.
 - c. Supervisors charged with appraising employees must be trained by the Department of University Human Resources in the methods of providing fair and impartial appraisals [CFA 12.01 F.].
 - d. After the supervisor has completed a performance appraisal, the supervisor will sign the evaluation form and have an in person interview with the employee to review the completed evaluation [CFA 12.02 A]. The responsibilities of the supervisor regarding this review shall include:
 - 1) The results of the appraisal just completed;
 - 2) The level of performance expected and rating criteria or goals for the next rating period;
 - 3) Career counseling on topics such as advancement, specialization, or training (if appropriate).
3. Following the review, the employee shall be given the opportunity to sign the evaluation. The signature of the employee shall indicate only that the employee's performance and the evaluation form have been discussed with the employee and does not imply that the employee agrees or disagrees with the appraisal [CFA 12.02 C.].
4. If the employee refuses to sign the appraisal, the supervisor shall make a notation of such refusal on the appraisal.
5. The employee shall be provided an opportunity to make written comments to supplement his/her performance evaluation [CFA 12.02 B.].

6. Each performance evaluation shall be reviewed and signed by the next level supervisor. The next level supervisor shall ensure that performance evaluation ratings are applied uniformly and that the supervisor conducting the evaluation is able to evaluate subordinates in a fair and impartial manner.
7. The employee shall receive a copy of the completed appraisal [CFA 12.01 H].

D. Probationary Performance Appraisals (USPS)

Sworn USPS Employees. All sworn employees must serve a twelve-month probationary period. During the probationary period, sworn probationary employees will be evaluated within the thirty (30) days prior to the end of the probationary period for the designated class or prior to the end of any probationary period extension. Employees will be evaluated using job related measures. [CFA 12.06].

1. Thirty days before the probation period is to end, the supervisor for the probationary employee shall review the employee performance and productivity to determine if the employee will be recommended for permanent status or if other actions pertaining to the employee's status should be considered. The recommendation shall be made to the Chief for final determination of employment status.
2. The Florida State University yearly evaluation shall not be finalized until the review and recommendation phase has been completed.
3. The Chief shall make the final determination of the probationary officer's employment status.
4. The form shall be filed in the individual employee's personnel file.

E. Non-sworn USPS employees. Non-sworn employees must serve a six-month probationary period. During the probationary period, the immediate supervisor shall closely monitor the progress of the probationary employee to ensure that the employee knows what level of performance is expected and what areas need improvement.

1. If any particular area of a probationary employee's performance during his/her initial probationary period as a "new hire" is consistently "Below Satisfactory", the supervisor shall follow the procedures for "Below Satisfactory" or initiate a probationary dismissal of the employee as discussed within Section H of this General Order.
2. If a probationary employee's performance correlates with the "Satisfactory", "Above Satisfactory", or "Exemplary" ratings, the probationary employee shall attain permanent status upon completion of the required probationary period.
3. Probationary performance evaluations shall be received by the Department within 30 days prior to the end of the probationary period and shall be completed during this 30-day period. Probationary performance evaluations are generated by the Department of University Human Resources and subsequently forwarded to the Department.
4. Employees shall not be evaluated for a period not yet worked.

F. Annual Performance Evaluations for USPS Employees

1. USPS Employees who have permanent status in their current class will receive a performance evaluation annually. The annual evaluation cycle for USPS performance reviews is January 1st through December 31st of each year. USPS performance evaluations will be due to the Office of Human Resources by March 1st of each year. When conducting the evaluation, the supervisor

shall base his or her evaluation solely upon criteria specific to the employee's job description during that rating period. [CFA 12.01 D & E.].

2. An employee's performance level while on military leave shall be considered to be at the same rating level as the employee's preceding evaluation.

G. Special Performance Evaluations for USPS Employees

A special evaluation for a USPS employee with regular status may be completed at any time. Whenever the rater determines that the employee's performance has changed from the rating level reflected on the most recent evaluation a special evaluation may be completed.

When an employee's most recent evaluation is at a Satisfactory rating or higher and a special performance evaluation is completed, the rating period may only cover the day after the last rating period to the date the evaluation is discussed with the employee. The exception is when an employee's performance has dropped to Below Satisfactory level rating. When a special performance evaluation is completed rating the employee Below Satisfactory overall, the evaluation shall not cover more than a 60-day period immediately preceding the date the special evaluation is discussed with the employee

H. Below Satisfactory Evaluation for USPS Employees

If a USPS employee who has attained regular status in the job classification receives a special evaluation of Below Satisfactory, the rater, with cooperation of higher level supervisors, shall communicate in writing to the employee, a Performance Improvement Plan (PIP) to assist in correcting the noted deficiencies. A Below Satisfactory rating must always be accompanied by a PIP when it is submitted to Human Resources. Employee and Labor Relations will assist in developing the PIP. In all instances, the supervisor must contact Employee & Labor Relations prior to initiating a Below Satisfactory evaluation.

For employees covered by an applicable collective bargaining agreement, an employee may be removed from the job classification no sooner than 60 days after receipt of the PIP if adequate improvement in performance is not achieved. Otherwise the employee may be removed from the job classification at any time if immediate and sustained improvement in performance is not achieved.

An employee shall usually not remain at the Below Satisfactory rating for more than 120 days and, as noted above, may be removed from the job classification at any time if adequate improvement in performance is not achieved. Employees covered by an applicable collective bargaining agreement may be removed no sooner than 60 days after receipt of the performance improvement plan. If the employee's performance has not improved to at least a Satisfactory rating within the designated improvement period(s), the University shall initiate action to remove the employee from the job classification. Such action will normally be completed within 45 days of being initiated.

Rating periods may be extended in accordance with the conditions stated above relative to the extension of the probationary period.

I. Administrative & Professional (A&P) Employees

Annual Evaluations: A&P employees will receive annual evaluations. The annual evaluation cycle for A&P performance reviews is August 8th through August 7th of each year, and will be due on a

designated date in September of each year. When conducting the evaluation, the supervisor shall base his or evaluation solely upon criteria specific to the employee's position [CFA 12.01 D & E].

Mid -Year Evaluation: A mid-year evaluation may be completed whenever the rater determines that the A&P employee's performance has changed from the rating level reflected on the most recent evaluation or if a newly hired employee did not receive an evaluation during the annual A&P evaluation cycle. Supervisors must contact Employee & Labor Relations to request a mid-year evaluation form for an A&P employee.

J. Absence of an A&P or USPS Evaluation

In the absence of a required evaluation, the following shall apply:

1. USPS employees who have not yet received an evaluation shall be designated a Satisfactory rating.
2. USPS employees with a previous evaluation in their current job classification shall be considered to be at the same level as the preceding evaluation, except when the preceding evaluation is rated Below Satisfactory. When an USPS employee has a Below Satisfactory rating and a required evaluation is not completed, the employee shall be designated a Satisfactory rating.
3. A&P employees who do not have an evaluation completed during the required annual period will be designated at the most recent evaluation rating on file.

An employee may make a written request for a performance evaluation to replace a rating received through the provisions above, within 30 days following the original due date of the evaluation. If an employee makes such a request, the rater shall complete the evaluation within 30 days of receipt of the request.

K. Contesting the Performance Evaluation by the Appeals Procedure (USPS & A&P) [CFA 12.01 I]

Employees may file a grievance regarding an appraisal through the University complaint procedure discussed in General Order, "Grievance and Complaint Procedures," if the employee alleges that the evaluation was based on factors other than the employee's performance.

1. Employees with regular status in the USPS shall have access to the full Complaint Procedure. Employees who have not achieved regular status in the USPS may pursue this Complaint Procedure only through their immediate supervisor and the next level supervisor whose decision shall be final. Employees who do not have regular status shall not have the right to a review of their complaint by a Complaint Review Officer
2. Employees whose classifications are covered by the Florida Police Benevolent Association (FPBA) Collective Bargaining Agreement may file a grievance regarding an evaluation in accordance with the provisions of those collective bargaining agreements. In order to file a grievance under a collective bargaining agreement regarding an evaluation, the employee must have attained permanent status in his/her current class. For a complete discussion of grievance procedures, see General Order, "Complaint and Grievance Procedures."
3. Employees who are on A&P Regular and Multi-Year appointments shall have access to the full Complaint Procedure. A&P employees on other appointments may pursue this Complaint Procedure only through their immediate supervisor and the next level supervisor whose decision shall be final. A&P employees in other appointments shall not have the right to review their complaint by a Complaint Review Officer.

L. Retention of Evaluations

The official performance evaluations for sworn and non-sworn probationary employees will be maintained in the employee's Department personnel file. Those files will be retained for the minimum time period established by the State of Florida retention schedule. The original of the performance evaluations shall be submitted to the Department of University Human Resources for inclusion in the employee's permanent personnel file.

The official performance evaluations for sworn and non-sworn permanent status employees will be maintained in the employee's personnel file for the minimum time period established by the State of Florida retention schedule. The original of the performance appraisal shall be submitted to the Department of University Human Resources for inclusion in the employee's permanent personnel file.

M. Probationary Period Extension (USPS)

A probationary period may be extended up to six (6) months when one of the following circumstances exist:

1. The employee is rated at the Below Satisfactory level, or;
2. The supervisor decides that additional time is needed for appropriate training or on-the-job experience.
3. The employee or rater is granted an authorized leave of absence [other than military leave for the employee in accordance with FSU Regulation FSU-4.0015] during the probationary period. The probationary period may be extended for the length of the period of an approved leave of absence; or
4. An employee without regular status in the current job classification is reassigned to a different position in the same job classification and makes a written request that the probationary period be extended for a period not to exceed six months.

Extensions: A request to extend the probationary period requires the approval of the Chief Human Resources Officer, or designee, and should be submitted to the Human Resources at least 14 days before the end of the probationary period to allow sufficient time to process the request for extension.

An employee serving a probationary period in the current class shall be removed from the job classification if his/her performance has not improved to a satisfactory rating within the probationary period or extended period.

An employee who is on military leave, as described in FSU Regulation FSU-4.0015, at the expiration of the probationary period shall be considered to have completed the probationary period with a Satisfactory rating on their evaluation. If an employee returns from military service prior to the expiration of the probationary period, the employee shall be required to complete the remainder of the probationary period.

N. Probationary Status After Promotion)

An USPS employee who is promoted to another USPS position is required to serve a probationary period of six (6) months in the different job classification (one year for Law Enforcement Personnel). However, this period may be extended if the employee is given a Below Satisfactory performance

evaluation during the probationary period. If the employee previously held regular status in the new classification, he/she would retain their regular status in the classification.

Glossary

Administrative and Professional (A&P) - The positions classified by the University that describe those employees who have been determined to be comparable to General Faculty classification in their effect on the accomplishment of the University's mission and goals.

Florida Police Benevolent Association (FPBA) - The exclusive representative for the purposes of collective bargaining with respect to wages, hours, and terms and conditions of employment for all employees included in the University's law enforcement bargaining unit.

Permanent Status - A status earned by an employee in a class after completing the specified probationary period for the class with satisfactory service, which provides the employee with rights to remain in the class or to appeal adverse action taken against the employee while serving in the class. Once attained in any USPS class, permanent status is retained throughout continuous employment in the USPS.


University Support Personnel System (USPS) - The classification and pay plan approved and administered by the University for all authorized and established positions of the University with the exception of those positions designated by the University as being included in either the General Faculty or Administrative and Professional classification and pay plans.

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