




UNIVERSITY OF PASADENA (UPAS)
Operational Procedures

Doc # :PO-OP-06.2	Title: Human Resource Performance Evaluation Policy	
Rev # : 08	Approved By: Chief Executive Officer (CEO)	Date : 15 Sep 2022

REVISION HISTORY

Rev No	Description of change	Author	Effective Date
1	New Procedure	Chief Operations Officer (COO)	14 Oct 2015
2	No Change	Chief Operations Officer (COO)	12 Oct 2016
3	No Change	Chief Operations Officer (COO)	11 Oct 2017
4	No Change	Chief Operations Officer (COO)	10 Oct 2018
5	No Change	Chief Operations Officer (COO)	09 Oct 2019
6	No Change	Chief Operations Officer (COO)	07 Sep 2020
7	No Change	Chief Operations Officer (COO)	06 Sep 2021
8	No Change	Chief Operations Officer (COO)	15 Sep 2022

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1. Purpose

1.1 The University performance evaluation program has been established to enable each Employee to receive regular feedback on his/her job performance, to assist him/her to become more effective in his/her position and for supervisors to understand the Employee's career aspirations.

2. Scope

2.1 This procedure defines the actions and responsibilities of department heads, in identifying the training needs of staff and evaluating the effectiveness of the programs. This procedure applies to all academic and non-academic staff of University of Pasadena (UPAS).

3. Definitions

3.1 Performance evaluation system is a systematic way to examine how well an employee is performing in his or her job

4. Responsibility

4.1 The chief Operation Officer (COO) is responsible for the effective and efficient implementation of the policy.


5. Procedure/Process

5.1 The objectives of performance evaluation are to

- evaluate and improve performance,
- facilitate mutual feed-back and communication between the Employee and the supervisor,
- develop or modify objectives, and the means to implement those objectives,
- plan Professional Development and Training,
- ensure Position Descriptions are accurate,
- Provide a basis for salary recommendations.

5.2 Performance management process

- Supervisors should communicate the department’s performance appraisal timeline and process to employees on an annual basis.
- Goals and expectations should be clearly defined and communicated at the start of the performance management cycle and should tie to university/department/ university goals as well as the employee’s job description
- Supervisors should provide performance criteria, standards and/or metrics so that

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employees understand what the various performance rating levels “look like” in terms of performance and actions (e.g. what would it take to be considered an “outstanding” performer)

- Goals and expectations should be monitored throughout the performance cycle. This should occur as two-way dialog between the supervisor and the employee regarding progress against the established goals.
- Supervisors should apply the performance appraisal process consistently among employees within their respective department.
- Performance appraisals should include an assessment of the employee’s demonstration of the university’s core values, with specific attention to diversity and inclusion.
- Staff are encouraged to seek input from others with whom they work and interact (key “customers” and/or teammates) on their performance.

5.3 The institution makes sure that the faculties are regularly evaluated and following are the criteria for evaluation for every course they handle

- Goals & Objectives: Instructor has well-described goals, which strongly support the online course objectives.
- Organization of lesson plan: Instructor’s lesson is very well organized and builds the lesson utilizing previous online lessons to support students’ learning of the material.
- Response Time: Instructor utilizes every moment of student contact as a learning opportunity. Instructor response time is quick and optimal for online learning.
- Course Management: Instructor is in control of all online activities and actively monitors student postings. Instructor actively searches for ways to improve the online course. Instructor manages online discussions very well.
- Subject Matter Expertise: Instructor demonstrates superior knowledge of the subject matter and explains it very well.
- Teaching Methodologies: Instructor demonstrates superior knowledge of online teaching techniques and practices demonstrating them at all times.
- Presentation & Delivery: Instructor’s presentation is professional, clear and eloquent.
- Student feedback on faculty performance

6. Review

The University of Pasadena reviews its human resource performance evaluation policy every year.