



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 70.12, **Staff Performance Management**

PURPOSE: Establish an effective performance management philosophy and policy that allows staff members to have a clear understanding of the work expected from them, to receive ongoing feedback regarding how they are performing relative to expectations, to identify development opportunities, and to address performance that does not meet expectations.

This policy does not apply to Faculty members. Please refer to [HSCEP OP 60.13 Annual Review of Faculty Members](#) and [HSCEP OP 60.03 Comprehensive Performance Evaluation of Tenured Faculty](#).

REVIEW: This HSCEP OP will be reviewed in March of every odd-numbered (ONLY) by the Vice President of Human Resources (VPHR), with recommendations for substantial revisions, forwarded to the Office of the President.

PHILOSOPHY: TTUHSC El Paso recognizes all staff members as essential to the institution's strategic goals, Values Based Culture and overall mission. By providing an environment where all staff members understand the impact of their contributions, they are empowered to have greater input to their personal career progression while enabling supervisors to better identify, recognize, and reward individuals based on established criteria.

POLICY:

1. Values Based Culture

Through our Values Based Culture, TTUHSC El Paso is committed to fostering a culture that is dedicated to Service, Respect, Accountability, Integrity, Advancement and Teamwork across all campus locations, and amongst all employees.

The TTUHSC El Paso values and guiding behaviors should be interpreted in a manner that is consistent with all federal and state laws and regulations, Regents' Rules, and TTU System Regulations.

2. Performance Evaluation Provisions and Procedure

a. Provisions

All staff members require an annual TTUHSC El Paso performance evaluation.

Performance Evaluations are an essential component of TTUHSC El Paso's performance management strategies to support personal growth and professional success. Annual Performance Evaluations provide an opportunity for staff members and supervisors to review, set goals, highlight accomplishments and strengths, clarify expectations, and identify potential areas of improvement.

Performance Evaluations must contain objective, measurable, and consistently applied criteria. Supervisors are encouraged to meet with a new staff member within the first month of employment to discuss performance expectations, individual goals, institutional development opportunities, and values-based behaviors documented in a formal training

plan.

The Performance Evaluation process requires staff members and supervisors to complete a minimum of one (1) Performance Evaluation within each fiscal year (September 1 – August 31). To allow for a sufficient review period, Performance Evaluations are required to be completed between January and February of the fiscal year in which they are due.

The Performance Evaluation system can be accessed through the WebRaider portal: <https://webraider.ttuhs.edu/>.

b. Procedure

1. Staff Members are required to complete a Self-Evaluation detailing their accomplishments; how they are living TTUHSC El Paso's values; growth/development areas; and work-related goals for the next year.
2. Upon completion of the Self-Evaluation, the staff member is required to submit a copy electronically (via the EPM system) to their supervisor.
3. A rating of the individual's work performance and, at minimum, feedback in the following areas will be completed by the manager:
 - Job knowledge and ability;
 - Compliance with policies and procedures;
 - Quality and excellence in work;
 - Values behaviors;
 - Communication and team relationships; and,
 - Position-specific performance feedback.
4. Supervisors are required to provide feedback via an interactive discussion with the staff member on how they can operationalize TTUHSC El Paso values in their roles.
5. This process does not remove or replace ongoing and regular interactive communications between the supervisor and staff member to clarify and guide the performance of job duties, clarify expectations, recognize accomplishments, or share other feedback to ensure the successful performance of the staff member, or to meet business needs.
6. The annual Performance Evaluation process is not meant to take the place of formal corrective actions, which are governed by Texas Tech University System Regulation [07.07](#). Questions related to performance or conduct shall be directed to Human Resources.
7. Supervisors are required discuss the completed Performance Evaluation with each staff member individually to ensure both parties have an opportunity for open, constructive dialogue. During the meeting, the supervisor will utilize coaching strategies to assist the staff member in their professional development while identifying and establishing goals for the next evaluation period.
8. Supervisors are required to retain copies of their staff members' Performance Evaluations along with notes from related discussions. Retention of these documents shall comply with all policy, regulatory, higher education accreditation or Human Resources requirements.
9. Upon completion of the discussion (of the completed Performance Evaluation) between the supervisor and the staff member, the supervisor will electronically sign and submit

the electronic evaluation back to the staff member for final signature.

10. Upon receipt of the electronically-signed Performance Evaluation, the staff is required to sign the evaluation electronically. The 2nd electronic signature by the staff member finalizes the completion of the Performance Evaluation.

A Performance Evaluation is not considered final until the staff member has electronically-signed twice. Additionally, staff members are not permitted to “Opt Out” of the electronic signature process.

A staff member’s electronic signature does not represent agreement of the evaluation contents but is required to demonstrate that the documentation has been shared.

11. Once all electronic signatures have been completed, the performance evaluation is finalized and submitted to the employee’s file for retention.

3. Staff Member Development

Staff member development is the responsibility of every supervisor.

Additional training and development opportunities for all staff members are offered by the TTU System Leader and Culture Development Office.

4. New Employee Orientation (NEO)

All new employees are required to complete TTUHSC El Paso’s online New Employee Orientation (NEO) within ten (10) days of their first day of employment. This orientation addresses benefits and registration, TTUHSC El Paso time reporting, and other pertinent resources to help staff members acclimate quickly.

5. Right to Change Policy

TTUHSC El Paso reserves the right to interpret, change, modify, amend, or rescind this policy in whole or in part at any time without prior notice to or consent of employees.