

## **25 NCAC 010 .0211 ANNUAL PERFORMANCE EVALUATION**

(a) At the end of the performance cycle, the manager or supervisor shall evaluate employee performance relative to the three to five individual goals as well as the selected organizational values. The manager or supervisor shall use quantitative and qualitative information collected throughout the cycle and documented by various sources, including information documented by the employee, to determine the extent to which the employee's actual performance has met the expectations defined in the performance plan. The manager or supervisor shall evaluate performance based on the collected performance information and assign ratings to each goal and value to determine an overall annual performance evaluation rating. Agency or University Human Resources personnel shall facilitate calibration discussions to systematically assess rating validity and ensure organizational consistency.

(b) Each individual goal and value shall be rated using the standardized rating scale. The standardized rating scale will consist of three levels defined as follows:

(1) "Exceeds Expectations" means performance consistently exceeds documented expectations and measurements. The employee consistently does work going far beyond what is expected in terms such as quantity, quality, timeliness, cost, and customer satisfaction. Performance that "Exceeds Expectations" is due to the effort and skills of the employee. Performance is consistently characterized by high quality work that requires little or no improvements or corrections. An employee at the "Exceeds Expectations" level repeatedly makes exceptional or unique contributions to the organization that are above the requirements of his/her duties and responsibilities. An employee performing at the "Exceeds Expectations" level should be recognized by their organization as an outstanding contributor to the organization's mission.

(2) "Meets Expectations" means performance consistently meets and occasionally exceeds the documented job expectations and measurements. The employee performs according to expectations. The employee does the job at the level expected for this position and consistently meets what is expected in terms such as quantity, quality, timeliness, cost and customer satisfaction. Performance that "Meets Expectations" is due to the employee's own effort and skills. An employee performing at this level is dependable and makes valuable contributions to the organization. His or her judgments are sound, and he or she demonstrates knowledge and mastery of duties and responsibilities. Most employees should meet expectations in a functional, performing work unit.

(3) "Does Not Meet Expectations" means performance does not meet job expectations and measurements and supervisory attempts to encourage performance improvement in accordance with 25 NCAC 010 .0210 are unsuccessful.

The employee is performing the job at an unsatisfactory performance level in terms such as quantity, quality, timeliness, cost, and customer satisfaction and performance improvement counseling by the manager or supervisor has not resulted in employee performance improvement. The manager or supervisor shall continue to address performance issues with the employee with this rating level, document management efforts to encourage satisfactory performance, and document subsequent results on a Performance Improvement Plan. Failure to perform is due to the employee's lack of effort or skills. Performance counseling sessions shall be guided by next-level management or Human Resources, and may result in additional disciplinary action for the employee who fails to demonstrate improvement.

(c) The employee's final annual performance evaluation rating shall be based on results achieved relative to the employee's individual goals and organizational values. The final annual performance evaluation rating must reflect both quantity and quality of job performance relative to established goals and identified values. A final annual performance evaluation rating of "Exceeds Expectations" shall be supported by documented results and accompanied by demonstrated adherence to organizational values. A final annual performance evaluation rating of "Does Not Meet Expectations" shall be supported by documented failure to achieve results and accompanied by lack of demonstrated adherence to organizational values. An employee who does not "Meet Expectations" or "Exceeds Expectations" on all organizational values shall not be awarded a final annual performance evaluation rating of "Exceeds Expectations," regardless of level of results achieved on goals. An employee who receives a "Does Not Meet" on any goal or value shall not be awarded an annual performance evaluation rating of "Exceeds Expectations," regardless of the level of results achieved or adherence to values.

(d) Upon completion of calibration, the manager or supervisor shall hold an annual performance evaluation meeting with each employee, and a final annual performance evaluation rating shall be assigned and entered into the system of record. The manager or supervisor shall not submit a final annual performance rating for an employee unless an

annual performance plan, supported by ongoing performance documentation, has been completed in compliance with this Subchapter.

(e) The manager or supervisor and the next-level manager or supervisor shall sign the annual performance evaluation. The employee shall review, sign, and date the annual performance evaluation. If the employee refuses to sign the annual performance evaluation, the manager or supervisor shall document the refusal on the annual performance evaluation.

(f) The employee shall have physical or electronic access to the employee's annual performance evaluation.

*History Note:* Authority G.S. 126-4;  
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