

ACADEMIC _Academic Support Staff Performance Development_052

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Purpose

The aim of this policy is to encourage a performance driven culture and open communication within QU. The annual performance appraisal must be fair and accurate. It encourages high performers through appropriate rewards. It also helps to identify areas of improvement and meet the developmental needs of academic support staff. It also provides means by which the organization can identify those whose performance are below expectations in order to take appropriate corrective action(s).

Who Should Know This Policy

- President
- Vice President
- Legal Advisor
- Dean
- Center director/Department Head
- Faculty Member
- Accounting/ Finance Personnel
- Student
- All Employees

Policy Description

QU is committed to evaluating the performance of each academic support staff (teaching and none teaching) annually to ensure efficiency, productivity and continuous development and improvement. The appraisal process identifies job accountabilities and performance objectives and measures results against expectations.

Definitions

Academic Support Staff: TA (Grade G and F) Teaching – non-teaching

Responsibility

This policy was developed by the Office of the Vice President for Academic Affairs. The office of the Vice President for Academic Affairs is responsible for overseeing and monitoring the implementation of this policy.

Policy Statements

1. All QU academic support staff (teaching and non-teaching) will be subject to annual performance evaluation and development process.
2. Academic support staff who are involved in teaching will be evaluated on their teaching effectiveness, service contribution to the entity, college and university, and professional development;
3. Academic support staff who are not teaching will be evaluated based on their job objectives set annually in agreement with their direct supervisor;
4. Evaluation process, rubrics and guidelines have to be made available to academic support staff before the beginning of the evaluation cycle.
5. The university, in coordination with the academic entity, will develop performance review and development guidelines that include evaluation baseline criteria. Academic entities may modify these guidelines; however, any modification must be approved by Vice President for Academic Affairs and distributed to academic support staff before the beginning of the evaluation cycle.
6. Academic support staff will be evaluated on a scale of 4 as indicated in the table below.

Qualitative Evaluation	Score
Exceptional	3.8 - 4.0
Exceed Expectations	3.4- 3.7
Meet Expectations	2.5 - 3.3
Below Expectations	2.4and below

7. At the beginning of each evaluation cycle, academic support staff will meet with the direct supervisor to agree on objectives and weights for the various components of the evaluation.
8. Academic support staff who are in their probation year will be evaluated based on a process, criteria and required documentation that shall be shared with them at the start of their appointment.
9. Academic support staff who are on approved leave (most of the year) shall be given the evaluation score of the previous year.
10. Academic support staff who are pursuing their graduate education abroad will be evaluated based on their supervisor progress report. Those who are enrolled in course based master degrees, their evaluation will be based on their course grades.
11. The evaluation period for all categories of academic support staff is based on a calendar year; it begins with the start of the spring semester and ends with the conclusion of the fall semester.
12. Academic support staff may appeal their performance evaluation by submitting an official appeal letter to the next level of supervisory.

Procedures

Academic support staff:

1. At the end of the week before the start of classes of the spring semester, academic support staff member shall submit online to the HoD/supervisors all required materials relating to their performance review and professional development through approved university system (currently Digital Measures);
2. Four weeks before the spring mid-semester break, the HoD will send a statistical overview report to the Dean (not a detailed report). This allows Deans to check for possible inconsistencies or discrepancies;
3. Three weeks before the spring mid-semester break, the HoD should have posted online the preliminary performance appraisal reports for individual academic support staff;
4. After posting the preliminary reports, the HoD shall meet with academic support staff member and discuss their performance evaluation. At the end of the meeting, the staff member shall sign the evaluation document indicating that he/she agrees/disagrees to the appraisal outcome;
5. Before the spring mid-semester break, the HoD submits the final appraisal reports to the Dean for endorsement;
6. Academic support staff member may appeal the evaluation of the HoD by submitting an appeal form to the Dean. Appeal requests should be made during the first week after the mid-spring break;
7. The Dean reviews the appeal applications and decides on appeals within ten working days of receiving the appeal. The decision of the Dean is final.
8. In coordination with the respective Head of the Department, the Dean specifies a date for meeting with those academic support staff whose performance is "Below expectation", and fills out the professional development plan form.
9. The college administration submits the general report on the academic support staff members performance to the Vice President for Academic Affairs.

Appraisal Timeline

Steps	Start ¹	End
Teaching Assistant submit all files online	Open	End of week before start of classes of the spring semester
HoD sends a statistical overview report to the Dean (Not a detailed report).	Before posting online the preliminary performance appraisal reports to Academic Support Staff	Four weeks before the spring mid-semester break
HoD posts online the preliminary performance appraisal reports	Beginning of the classes of spring Semester.	Three weeks before the spring mid-semester break
HoD shall meet with Academic Support Staff Members and discuss their performance evaluation	After posting the preliminary reports online	Before the spring mid-semester break
HoD submits final appraisal reports to the Dean for endorsement	Before the spring mid-semester break	
Possible appeals from Academic Support Staff Members	Open after the meeting with the HoD and signing the report	One week following the spring mid-semester break
The Dean reviews the appeal requests and decides	First week after the spring mid-semester break	Within ten working days of receiving the appeal.

¹ All dates are given in reference to the QU official academic calendar.