

Staff Personnel Manual (SPP)

SPP 309–01: Classified Staff Performance Evaluation

Effective: 5/1/1984

Revised: 7/1/2021

Purpose

To define the policy, accountability, scope, frequency, documentation, and appeal process for classified employee performance.

Sources

Arizona Board of Regents Policy Manual - 6–404

University policy

Applicability

Regular classified employees. **Note: This policy does not apply to [university staff](#).**

Policy

ASU seeks to promote a culture where staff contributions are recognized and rewarded, staff development goals are articulated and supported, and effective supervisory coaching leads to a high performing workplace. ASU believes that such a workplace encourages employee engagement, improves service to students and faculty, and greatly aids in the recruitment and retention of the most talented employees.

Accountability and Scope

All ASU classified staff are expected to be familiar with performance management tools. Supervisors are accountable for understanding and implementing the university’s continuous performance management program known as EDGE Conversations, which includes accurate and timely feedback to their direct reports.

Performance Development Tools

OHR recommends the utilization of the EDGE Conversation tools to assist employees in taking pride and ownership of their work experience consistent with ASU’s policies, to remediate performance issues, and to address employee conduct.

All relevant facts, including prior performance history and length of services/experience to the university, shall be considered when using these performance development tools.

Process

All classified staff employees shall engage in EDGE Conversations every 3 months. EDGE Conversations shall include the following:

- A discussion regarding the employee’s performance, which shall include coaching and feedback on the employee’s performance, accomplishments, and developments.
 - The discussion shall focus on the employee’s specific job responsibilities and must be related to measurable, observable work outcomes and work behaviors.
- When coaching an employee, the discussion should be specific, honest, and respectful to ensure the employee clearly understands the established standards and expectations with respect to his or her performance or conduct. A brief summary of job-related goals and development opportunities for the upcoming quarter.

EDGE Conversations should be completed no later than 30 days following the quarter in which the conversation occurred.

Documentation

Each Conversation should be documented using the EDGE Conversations summary form (or equivalent) for each quarter. The EDGE Conversations summary form is maintained electronically in PeopleSoft.

Review Process

An employee who disagrees with his or her EDGE Conversations summary from their supervisor may submit a formal written request for a thorough review by their second-level supervisor (i.e., the immediate supervisor’s supervisor) within three working days after the receipt of their supervisor’s EDGE Conversations summary.

The second-level supervisor shall schedule a meeting with the employee to discuss the Edge Conversations summary within five working days of receiving the written request and may modify the summary if deemed appropriate. The second-level supervisor is responsible for communicating their decision, in writing, to the first-level supervisor and to the employee.

If the employee is not satisfied with the second level review, the employee may submit a formal written request to their third-level supervisor (i.e., the second-level supervisor’s supervisor) within three working days after receiving the second-level supervisor’s written decision.

The third-level supervisor shall schedule a meeting with the employee to discuss the EDGE Conversations summary within five working days of receiving the written request and may modify the summary if deemed appropriate. The third level supervisor is responsible for communicating their decision, in writing, to the first-level and second level supervisors and to the employee.

The third-level supervisor’s decision is final.

If unlawful harassment or discrimination is alleged, the employee may file a complaint with the Office of University Rights and Responsibilities.

Cross-Reference

For more information on resolving discrimination complaints, see the *Academic Affairs Policies and Procedures Manual*—[ACD 401](#), “Prohibition Against Discrimination, Harassment, and Retaliation.”