

Staff Personnel Manual (SPP)

SPP 309–01: Classified Staff Performance Evaluation

Effective: 5/1/1984

Revised: 9/1/2025

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. Managers are accountable for understanding and implementing the university’s continuous performance management program, which includes accurate and timely feedback to their direct reports.

Performance Development Tools

OHR recommends the following tools to help employees take ownership of their work experience, align with ASU’s policies, and support both performance improvement and conduct-related conversations.

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

Check-In

All classified staff are expected to participate in Check-Ins. Check-Ins focus on performance, accomplishments, progress toward goals, and professional development. The discussion is documented in the Human Capital Management (HCM) system and serves as a record of the employee’s performance.

Timeline and Documentation

Each Check-in will be submitted twice per year using the process through Workday. Employees have 30 days to complete the Check-In before it is routed to the manager. The manager also has 30 days to complete the Check-In.

Review

Employees who disagree with their Check-In may submit a request in writing for a review by their manager's manager (the second-level manager) within three working days after receipt of their manager's summary.

The second-level manager will schedule a meeting to discuss the summary with the employee promptly, normally within five working days of receiving the request for review. The second-level manager will conduct additional inquiry including modifying the summary, if considered appropriate. The second-level manager is responsible for communicating the decision, in writing, to the first-level manager and the employee.

The second-level manager's decision is final and concludes the process.

If unlawful 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."