

1 25 NCAC 01O .0211 is proposed for adoption as follows:  
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3 **25 NCAC 01O .0211 ANNUAL PERFORMANCE EVALUATION**

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

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

14 a. “Exceeds Expectations” means performance consistently exceeds documented expectations and  
15 measurements. The employee consistently does work going far beyond what is expected in terms  
16 such as quantity, quality, timeliness, cost, and customer satisfaction. Performance that “Exceeds  
17 Expectations” is due to the effort and skills of the employee. Performance is consistently  
18 characterized by exceptionally high quality work that requires little or no improvements or  
19 corrections. An employee at the “Exceeds Expectations” level repeatedly makes exceptional or  
20 unique contributions to the organization that are above the requirements of his/her duties and  
21 responsibilities. An employee performing at the “Exceeds Expectations” level should be readily  
22 recognized by their organization as an outstanding contributor to the organization’s mission.

23 b. “Meets Expectations” means performance consistently meets and occasionally exceeds the  
24 documented job expectations and measurements. The employee performs according to expectations.  
25 The employee does the job at the level expected for this position and consistently meets what is  
26 expected in terms such as quantity, quality, timeliness, cost and customer satisfaction. The  
27 performance is due to the employee’s own effort and skills. An employee performing at the “Meets  
28 Expectations” level is dependable and makes valuable contributions to the organization. His or her  
29 judgments are sound, and he or she demonstrates knowledge and mastery of duties and  
30 responsibilities. Most employees should meet expectations in a functional, performing work unit.

31 c. “Does Not Meet Expectations” means performance does not meet job expectations and  
32 measurements and supervisory attempts to encourage performance improvement are unsuccessful.  
33 The employee is performing the job at an unsatisfactory performance level in terms such as quantity,  
34 quality, timeliness, cost, and customer satisfaction and performance improvement counseling by the  
35 manager or supervisor has not resulted in adequate employee performance improvement. Manager  
36 or supervisors are required to continue addressing performance issues with an employee with this  
37 rating level, documenting management efforts to encourage satisfactory performance, and

1 documenting subsequent results on a Performance Improvement Plan. Failure to perform is due to  
2 the employee's lack of effort or skills. Performance counseling sessions shall be guided by next-  
3 level management or Human Resources, and may result in disciplinary action for the employee who  
4 fails to demonstrate improvement.

5 (c) The employee's final overall rating shall be based on results achieved relative to his or her individual goals and  
6 organizational values. The final overall rating must reflect both quantity and quality of job performance relative to  
7 established goals and identified values. A final overall rating of "Exceeds Expectations" shall be supported by  
8 appropriately documented results and accompanied by demonstrated adherence to organizational values. An employee  
9 who does not at least "Meet Expectations" on all organizational values shall not be awarded a final overall rating of  
10 "Exceeds Expectations," regardless of level of results achieved on goals. An employee who receives a "Does Not  
11 Meet" on any goal shall not be awarded an overall rating of "Exceeds Expectations," regardless of the level of results  
12 achieved or adherence to values.

13 (d) Upon completion of calibration, a final overall rating shall be assigned and entered into the appropriate system of  
14 record. Managers or supervisors shall not submit final overall ratings for employees unless an annual performance  
15 plan, supported by ongoing performance documentation, has been completed in compliance with this Subchapter.

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