A. The College’s performance management system is intended to ensure the continued quality of educational and educational support services by providing performance feedback.

B. The performance management process helps to identify strengths and areas for improvement; determine professional development needs; foster communication between supervisors and employees; and enhance performance to better serve students, faculty, staff, and the community.

C. President

The Board of Trustees evaluates the performance of the President on an annual basis in accordance with the North Carolina Administrative Code, Title 23, Subchapter 2 C, section 0209 (Evaluation of Presidents). The evaluation of the President shall be completed annually by June 30 and forwarded to the Chair of the State Board of Community Colleges as required by law.

D. Staff

All full- and part-time staff personnel are evaluated annually.

E. Faculty/Instructors

Full-time and part-time faculty are regularly evaluated and assessed using a variety of sources, which may include student evaluations of course and instruction, self-assessment, classroom observations, and supervisor evaluations.

F. Faculty/Instructor Evaluation Procedure

1. All full- and part-time faculty/instructors are evaluated for each course. Evaluation is primarily based on student feedback and includes
   a. overall ratings;
   b. course organization and content ratings; and
   c. instructor ratings.

2. Each spring and fall semester, the Office of Institutional Effectiveness prepares and distributes the designated evaluation form for each class with six or more students.
3. Faculty/Instructors are responsible for forwarding evaluation forms to a student in the course being evaluated for distribution to the other students in the course. Faculty/Instructors are required to leave the room while the evaluation forms are completed.

4. The student will collect all evaluation forms, seal them inside the envelope provided, and place it into a designated locked collection box.

5. The Office of Institutional Effectiveness will collect all evaluations and summarize the data for each course and submit the summary to the appropriate supervisor.

6. The supervisor is responsible for reviewing the evaluation feedback with the faculty/instructor. Each faculty/instructor should be given a copy of course evaluations.

7. As necessary, the supervisor will formulate measures to address concerns.

8. All evaluation materials are then sent to the appropriate next level supervisor for review.

9. After the next level supervisor’s review, the evaluation materials are to be forwarded to the Office of Institutional Effectiveness for recording.

G. Recordkeeping

Original performance management-related documents are filed in the Human Resources Office and are accessible only to the employee, the employee’s supervisor(s), vice presidents, the President, or the Board of Trustees.