1. Policy Purpose Statement

Kennesaw State University (KSU) is committed to fostering a high-performance culture. Each employee shall be provided with clear performance objectives, ongoing coaching and feedback, and recognition for outstanding work. Additionally, an important component of successful performance management is appropriate professional development options.

2. Background

The performance management process includes setting clear expectations and providing specific and ongoing formal and informal feedback. The performance management process is used for both employee performance (substandard performance) and discipline issues (e.g., unacceptable behavior, attendance). Employees and supervisors should contact their Human Resources Business Partner (HRBP) for effective administration and assistance with understanding this policy.

3. Scope (Who is Affected)

This policy applies to staff and KSU students who are also employed as a Student Assistant by the University.

4. Exclusions or Exceptions

For faculty policies, refer to the Faculty Handbook.

For student policies, outside of student employment, refer to the Student Employment Handbook.

5. Definitions and Acronyms

**ePerformance**: A module within OneUSG that supports individual and team goal setting, feedback notes, and annual performance reviews.

**Human Resources (HR)**: KSU Office of Human Resources.

**SMART Goals**: Concrete targets that employees strive to achieve over a certain period. "SMART" is an acronym that describes the most important characteristics of each goal. The acronym stands for specific, measurable, attainable, relevant, and time-based.
**Competencies:** Competencies are the key capabilities, characteristics, and behaviors that all KSU employees need to develop and demonstrate to drive superior work performance.

6. **Policy**

Managers must ensure staff members understand how their work relates to the mission, vision, values, and goals of the University. Additionally, managers are required to define the competencies needed to excel in the position. These competencies are outlined in the job description.

Coaching and feedback discussions must occur throughout the year to provide guidance, direction, and correction, as needed, and to recognize a job well done. The annual performance review process should be formal meetings to reflect on past accomplishments, identify potential barriers, discuss changes in priorities, and determine plans for going forward. All KSU employees are required to receive an annual Performance Review. Managers are responsible for initiating, managing, and completing the Performance Review process.

The annual Performance Review is used to:

- Clarify and align annual individual SMART goals with department and University goals;
- Provide feedback on progress towards and/or accomplishment of goals;
- Measure and document performance;
- Promote the improvement of individual performance; and
- Encourage and foster continued professional development.

Content of the performance review is maintained in the employee personnel files. The reviews may be used in decisions made by Human Resources and Finance (compensation, recognition, etc.).

7. **Associated Policies/Regulations**

   University System of Georgia (USG) Human Resources Administrative Practice Manual, Employee Relations: Performance Evaluation

8. **Procedures Associated with this Policy**

   a. USG Performance Factors
   b. ePerformance PowerPoint Presentation

9. **Forms Associated with this Policy**

   a. Performance Improvement Plan (PIP): Partner with your HRBP to create and execute a PIP.
   b. Additional resources available at https://hr.kennesaw.edu/eperformance.php

10. **Violations**

    Violators of the Performance Management Policy may be subject to disciplinary action up to, and including, dismissal. Some violations may result in no merit payout if applicable at the time of violation.
11. Review Schedule

This policy is reviewed annually by the Chief Human Resources Officer or designee.