

UNIVERSITY POLICY



Performance Improvement Plan Policy

Responsible Office: Office of Human Resources
Effective Date: November 1, 2024

Policy Statement

The purpose of this policy is to provide supervisors and managers with guidelines to address unsatisfactory work performance.

Scope

All university employees.

Policy

Employees whose performance is not meeting expectations may be required to participate in a Performance Improvement Plan (PIP). The PIP is meant to articulate performance deficiencies and provide an opportunity for the employee to raise performance to acceptable standards. It is not intended to be used as disciplinary action to sanction an employee.

A PIP does not apply to all situations involving employee performance concerns, and the University reserves the right to take employment action without a PIP, during a PIP, and after completion of the PIP.

Procedures

1. Identification of Performance Concerns

Performance concerns may be identified through a combination of observations, performance evaluations, student feedback, or other relevant sources. Examples of performance or behaviors that may lead to the implementation of a PIP include, but are not limited to:

- Quality of work (including repeated errors)
- Consistently missed deadlines
- Decline in performance
- Policy violations
- Unprofessional conduct

2. Develop Performance Improvement Plan

Next, the supervisor will establish a provisional performance improvement plan using the established template (link when final), which may be adjusted based on the employee's feedback in the meeting. Making the process collaborative can help identify areas of confusion or misunderstanding on the employee's part and encourage ownership of the PIP. The plan should include specific and measurable objectives that are relevant to the underlying issues and a timeline for expected improvement. It should also include a description of resources, tools, or training the college, department, or program will supply to the employee to improve the likelihood of success.

In documenting the main performance issues, the supervisor should be objective, factual, and specific, and provide facts and examples to further clarify the severity or pattern of performance concerns and should include the following:

- Relevant dates
- Description of performance deficiency or gap
- Description of actual performance
- Description of expected performance
- Description of consequences if the employee fails to improve

Supervisors should work with their HR Business Partner to create the PIP document and ensure that division or college leadership is informed. HR will have the final review before the PIP document is delivered to the employee. Supervisors should consider including their HR Business Partner in the meeting when delivering the PIP document, capture notes, and answer any questions.

It is recommended that the PIP be established for a minimum of 60 days for staff and one semester for faculty; however, individual circumstances, the nature of the deficiencies, and the opportunities to observe improved performance may warrant a different timeline.

The PIP will help set performance expectations and include a statement about the consequences of not meeting those objectives. During the PIP, regular progress is expected. The consequences for failing to meet or exceed and sustain these expectations should be clearly stated in the PIP, including non-reappointment or termination of employment if these are possible outcomes.

3. Initial Meeting

During this meeting, the supervisor will outline the areas for improvement and plan of action. The employee will have the opportunity to ask questions and seek guidance or clarification on performance expectations. As an outcome of the meeting, the employee and supervisor will both sign the PIP form. A signed copy will be provided to the employee and placed in the employee's personnel file.

4. Monitoring and Support

The supervisor and the employee will establish regular follow-up meetings (weekly, biweekly, or monthly), as outlined in the PIP. These meetings are intended for discussion and documentation of progress toward objectives. Progress on issues identified in the PIP will be documented at each meeting.

5. Assessment and Feedback

At the end of the PIP period, the supervisor will conduct a comprehensive assessment to evaluate the employee's progress. Feedback will be provided, acknowledging achievements and identifying areas that may still require improvement.

6. Outcome Determination

If the employee successfully completes the PIP at the conclusion of the predetermined timeline, the process concludes. The supervisor will close the PIP and notify the employee in writing that it has been closed, noting that the employee must continue to meet performance expectations.

If the PIP is unsuccessful and performance deficiencies have not improved, the division's Vice President and Human Resources must be notified and consulted before further actions, including termination, are taken.

Policy Collaborators: *Office of the Provost*

Contact Information: askhr@butler.edu

Appendices: *None*

History/Revisions: *New*