

Conduct and Performance Improvement Plan

South Texas College supervisors/directors provide feedback to employees on their progress throughout the fiscal year. When mentoring, coaching and/or verbal warnings do not resolve the deficiencies, conduct, and/or performance issues, a conduct and performance improvement plan must be issued to the employee with expectations and deadlines to follow.

Pursuant to Policy #4911 Disciplinary Action Procedures. Where an employee's conduct fails to conform to the College's standard of conduct after having received a verbal warning and/or a written reprimand, the immediate supervisor and/or department head may, in lieu of recommending termination, place the employee on a written Conduct and Performance Improvement Plan. This plan should be developed with the assistance of the Director of Human Resources or the Employee Relations Officer. The Conduct and Performance Improvement Plan may be for no more than three (3) months, and should follow the procedures established and maintained at the Office of Human Resources. A Conduct and Performance Improvement Plan may be modified, as needed, to assist the employee in conduct improvement. A Conduct and Performance Improvement Plan is to be placed in the employee's personnel file. An employee who fails to satisfactorily complete a Conduct and Performance Improvement Plan is subject to termination from employment for such failure and for the conduct precipitating the improvement plan.

Below are some key items to keep in mind when completing a Conduct and Performance Improvement Plan (CPIP).

- One improvement plan per employee.
- The improvement plan should be reviewed by the supervisor and/or chain of command before issuing it to the employee.
- The improvement plan may be for no more than three (3) months.

Instructions to complete the Conduct and Performance Improvement Plan template are as follows:

1. Complete the top portion of the improvement plan accordingly (Employee Name, Job Title, Department, Supervisor/Director, Conduct and Performance Improvement Plan (CPIP) Start Date, and CPIP End Date). The start date should be the date the supervisor meets with the employee or the date after the meeting.
2. Responsibilities section – This section outlines the employee and supervisor responsibilities during the Conduct and Performance Improvement Plan period.
 - I. The Employee Responsibilities column will list the expectations communicated to the employee. Example: *Employee must arrive to work timely.*
 - II. The Supervisor/Director Responsibilities column will list the responsibilities such as training to be provided, deadline dates, follow-up meetings, etc. Example: *Weekly meetings with employee to review and check progress on time clocking system reports.*

3. Conduct and Performance Issue(s) Being Addressed – This section will document the current issues to be addressed within the Conduct and Performance Improvement Plan. Example: *Excessive tardiness and/or modifications of work schedule.*
4. Conduct and Performance Expectations and Assessment – This section will clearly outline the conduct and performance expectations and how these expectations will be achieved and measured.
 - I. Conduct and Performance Expectations column: This column will list what needs to be achieved. Example: *Arrive to work timely.*
 - II. Improvement Goals column: This column will list how the expectations are going to be achieved. Example: *Employee will attend a time management course. Employee will attend Customer Service Academy; Employee will obtain trainings as follows (list training).*
 - III. Conduct and Performance Indicators column: This column will list how the conduct and performance expectations are going to be measured. Example: *Weekly meetings to review progress based on the time clocking system reports.*
 - IV. Employee and supervisor/director sign and date the disclaimer stating that both parties will work together to reach the goals outlined and the employee will improve conduct and performance to an acceptable level.
5. Weekly Meeting Notes – This section will document the comments on weekly progress.
 - I. Employee Comments – This column will document the employee comments based on the weekly meetings. Do not leave blank. If the employee has no comments, ask them to write “no comments”.
 - II. Supervisor/Director – This column will document the supervisor/director comments based on the employee’s progress for the week.
6. Final Outcome Review – This section is completed at the end of the CPIP period and should note whether the conduct and performance expectations were met or were below the required expectations. If the employee does not meet expectations, then an explanation is required.
 - I. Conduct and Performance Expectations – This column will restate the performance expectations listed in section III of the template (step 2).
 - II. Review Comments – This column will state whether the expectations were met or not (Meets Expectations or Below Expectations). If the expectations were not met, please attach an explanation for the rating. Example: *Employee attended time management training. Employee did not meet expectations to arrive to work timely. Employee arrived late X number of times in the last number of weeks.*

- III. Supervisor/Director checks one box as the outcome (Employee Met Expectations or Employee Did not Meet Expectations). Employee and supervisor/director sign and date on the lines provided.

*Please note: An email sent to the employee with attached document will serve as an acknowledgement of receipt. Documentation is key.