

Personnel Corrective Action Guidelines (PCA)

INSTRUCTIONS: Managers may use the Personnel Corrective Action Template, as a guide to help prepare for, conduct, and document corrective action. The manager completes the first three sections of the form, except for Employee Response, before the performance discussion with employee. When the preparation is completed, the form is then used as talking points to conduct the actual discussion with the employee. The remaining sections of the form are completed during the discussion. When completed with employee response and acknowledgment, the form becomes documentation of the discussion. No additional documentation is necessary unless required by department.

I. Employee Information

Name	Title
UIN	Work Unit
Department	

II. Background

Previous communications with employee about this issue [Date(s) and Topic(s)]:

III. Specific Information

<p>Expected Job Performance:</p> <ul style="list-style-type: none"> Define Expected Job Performance as it relates to rules and regulations, standards of conduct and/or job duties/tasks
<p>Employee response:</p> <ul style="list-style-type: none"> The supervisor records, as near verbatim as possible, any response the employee may offer.

<p>Actual Job Performance:</p> <ul style="list-style-type: none"> Use specific, behavioral terms to describe the Actual Job Performance in the text form field Stick to the facts; do not express judgments or opinions Use this section to demonstrate the “gap” between what is expected and what actually happened
<p>Employee response:</p>

<p>Organizational effects of actual performance:</p> <ul style="list-style-type: none"> Describe the Organizational Effects of the actual performance on the work unit, department and/or University in the text form field Examples include: Productivity, teamwork, customer service, department goals, burden on co-workers, compliance requirements, and impact on funding/budget.
<p>Employee response:</p>

Individual effects of continued inappropriate job-related conduct or job performance: ***Jeopardizes merit raises or promotions and may result in further corrective action or in disciplinary action up to and including termination.***

Employee response:

- **Individual Effects** is a set field and no entry, other than employee response if offered, is required

Other factors to consider in evaluating this issue:

- | | |
|--|--|
| <input type="checkbox"/> Length of service | <input type="checkbox"/> Overall work record |
| <input type="checkbox"/> Skill level or training | <input type="checkbox"/> Changes to work environment |
| <input type="checkbox"/> Recent discussions about this or other issues | <input type="checkbox"/> Need to consult with others |

Impact of these factors on my decision:

- Use the check boxes to identify Other Factors that you have considered in evaluating this issue
- Describe the Impact of these factors on your decision in the text form field
- Factors may be viewed as positively or negatively impacting the supervisor's assessment and decision depending on the context and individual circumstances of the employee.

Corrective Action Plan:

- Prepare directives that you believe will resolve the performance problem; enter them in the text form field
- Think SMART. Plan should include actions that are specific, measurable, action-oriented, realistic, and time driven (if appropriate)
- When discussing the plan with the employee, ask for ideas to resolve the performance problem, and be prepared to offer additional suggestions. Modify the written plan of action if needed
- Include language stating supervisor will follow up as needed.
- Reinforce the employee's responsibility to follow the plan and to correct inappropriate performance

IV. Key questions asked during the corrective action meeting (Y/N)

<input type="checkbox"/> Y <input type="checkbox"/> N Do you agree to meet the requirements of the action plan?
<input type="checkbox"/> Y <input type="checkbox"/> N Do you understand the requirements of the action plan?
<input type="checkbox"/> Y <input type="checkbox"/> N Can you meet the requirements of the action plan?
The employee's Yes or No response to these questions invites further clarification and encourages commitment to resolution of the performance problem

If you feel a personal problem is contributing to this job-related conduct or job performance issue, you are encouraged to contact the Texas A&M Employee Assistance Program at [Work/Life Solutions Program by GuidanceResources®](#) (866) 301-9623.

- Using the terminology provided above, offer the employee the opportunity to contact the PVAMU Employee Assistance Program; however, do not require the employee to do so.

V. Signatures

Supervisor Name <i>Print or type name of supervisor delivering corrective action</i>	Supervisor Signature:	Date:
Next Higher-Level Supervisor <i>Print or type name of next level approver of corrective action</i>	Next Higher-Level Supervisor Signature:	Date:

VI. Acknowledgments for receipt of a copy of this document

Employee Name <i>Print or type name of employee</i>	Employee Signature:	Date:
Witness Name <i>Print or type name of witness</i> If the employee refuses to acknowledge receipt, the witness may acknowledge the employee was provided a copy of the corrective action.	Witness Signature: It is recommended to have another supervisor present for the meeting as a witness. This supervisor's role is as observer only and not as a participant in the discussion between employee and supervisor.	Date:

Distribution:	NEED HELP?
Original to Employee's Official Personnel Records	Employee Relations Department (ER)
<ul style="list-style-type: none"> Copy to Employee Copy to Supervisor 	936-261-1731 employeerelationteam@pvamu.edu

Finalize the documentation

- Discuss the procedure, whether they will wait if you need to finish the notes or leave and return
- Distribute completed copies as directed:

Copy to employee Copy to supervisor Original to Employee's Official Personnel Records

- Contact the Employee Relations Department (ER) at 979.862.4027 for assistance and additional guidance