

# 2015-2016 AGENCY HEAD EVALUATION

Annually the performance of the Agency Head of the South Carolina Higher Education Tuition Grants Commission must be evaluated with the results submitted to the State of South Carolina Agency Head Salary Commission, currently chaired by Senator Hugh Leatherman. The process includes submission of an Agency Head Survey to the Commission Chair by Commission Members and other college presidents. After the Surveys are submitted, an overall score sheet is completed and then the Agency Head meets with the Commission Chair to review the evaluations and to determine any changes that need to be made by the Agency Head in the performance of his/her duties. In addition to completing and submitting the annual Performance Evaluation Document, the Agency Head and Commission Chair complete the Performance Planning Document which is also submitted to the Agency Head Salary Commission.

The Performance Planning Document for agency heads includes six objectives:

**Leadership:** The Leadership objective examines how the agency head guides and sustains the organization, setting organizational vision, values, and performance expectations.

**Strategic Planning:** The Strategic Planning objective examines how the agency head develops strategic objectives and action plans, the implementation of the plans, how plans are changed if circumstances require a change, and how accomplishments are measured and sustained.

**Customer Focus:** The Customer Focus objective examines how the agency head determines who the agency customers are, the requirements, needs and expectations of those customers, and the satisfaction of those customers.

**Workforce Focus/Human Resources:** The Workforce Focus/Human Resources objective examines how the agency head ensures the performance, management, and development of the workforce to utilize its full potential in accomplishing the organization's overall mission, strategy, and agency goals.

**Process Management/Continuous Improvement:** The Process Management/Continuous Improvement examines how the agency head continuously works to improve the agency work process and improves its work process to deliver organizational success.

**Financial Management:** The Financial Management objective examines how the agency head manages the budget, manages audit results, and determines priorities for the expenditure of funds to achieve agency short- and long-term organizational goals.

For the 2015-2016 Agency Head Evaluation, the overall score for the Commission's Director, Earl Mayo, was 4.79 on a scale of 5.00. Based on the evaluation scores and the written comments concerning Mr. Mayo's performance for the year, Commission Chair, President Beth Dinndorf, has approved an Overall Assessment Rating of "Exceeds Performance Expectations" that will be submitted to the Agency Head Salary Commission. The Commission will need to vote to confirm the Chair's rating.