



CLASSIFIED/SUPPORT STAFF PERFORMANCE EVALUATION FORM

Employee Name:

Date of Review:

Department:

Supervisor:

SECTION I: JOB DESCRIPTION REVIEW

Review the employee's job description and responsibilities to ensure the job description is up to date. If there are any recommendations for changes, please contact Human Resources with recommendations. Upon review and approval from Human Resources, a revised copy will be sent to the employee and supervisor for signatures and inclusion in the employee's personnel file.

Reviewed and remains the same.

Reviewed with recommendations submitted to HR.

SECTION II: JOB FACTORS

1) JOB KNOWLEDGE/SKILLS – Measures employee's demonstrated job relevant knowledge and essential skills, such as work practices, policies, procedures, resources, customer service, and technical information, as well as the relationship of work to the organization's mission. Measures employee's self-improvement efforts to enhance skills and knowledge and to stay current with changes impacting the job.

OUTSTANDING <input type="checkbox"/>	COMMENDABLE <input type="checkbox"/>	SATISFACTORY <input type="checkbox"/>	NEEDS IMPROVEMENT <input type="checkbox"/>	UNSATISFACTORY <input type="checkbox"/>
<ul style="list-style-type: none"> Superior job skills and knowledge. Consistently participates in training, mentor and/or provides training to others Implements job requirements, skills, technology, and process improvements. Respected source of job-related information. 	<ul style="list-style-type: none"> Above average job knowledge and/or skills. Participates in training above the minimum job requirements. Offers ideas for improving the job requirements, skills, technology, and processes. Provides job-related up to date information. 	<ul style="list-style-type: none"> Demonstrates required job knowledge and/or skills. Participates in training opportunities. Easily accepts changing job requirements; skills, technology, processes. Stays current with major changes impacting job knowledge and/or skills. 	<ul style="list-style-type: none"> Often demonstrates a lack of basic job knowledge and/or skills. Rarely takes advantage of training opportunities. Often resistant to changing job requirements; skills, technology, processes. 	<ul style="list-style-type: none"> Consistently demonstrates a lack of basic job knowledge and/or skills. Does not take advantage of training opportunities. Resistant to changing job requirements; skills, technology, processes.

Strengths/Opportunities/Comments:

2) CUSTOMER SERVICE – Measures employee’s ability to effectively communicate and serve the needs/requests of both internal employees and students and external customers and students.

OUTSTANDING <input type="checkbox"/>	COMMENDABLE <input type="checkbox"/>	SATISFACTORY <input type="checkbox"/>	NEEDS IMPROVEMENT <input type="checkbox"/>	UNSATISFACTORY <input type="checkbox"/>
<ul style="list-style-type: none"> Goes above and beyond when responding to employees and customers in regard to all areas of service. 	<ul style="list-style-type: none"> Consistently provides above average service to all employees and customers. 	<ul style="list-style-type: none"> Treats others with respect. Responds in a timely manner. Is helpful and friendly. 	<ul style="list-style-type: none"> Often lacks respect when working with others. Often is not perceived as helpful or friendly. 	<ul style="list-style-type: none"> Does not demonstrate respect when working with others. Does not go out of the way to offer help.

Strengths/Opportunities/Comments:

3) COMMUNICATION SKILLS – Measures employee’s performance in effectively and professionally exchanging information with others in a timely, clear, concise, logical, and organized manner.

Communications include writing, presenting, and sharing of information.

OUTSTANDING <input type="checkbox"/>	COMMENDABLE <input type="checkbox"/>	SATISFACTORY <input type="checkbox"/>	NEEDS IMPROVEMENT <input type="checkbox"/>	UNSATISFACTORY <input type="checkbox"/>
<ul style="list-style-type: none"> Is articulate and persuasive in presenting, soliciting complex or sensitive data. Others seek input and/or feedback. 	<ul style="list-style-type: none"> Proficiently organizes and presents difficult facts and ideas orally and in writing. Seeks feedback from others. 	<ul style="list-style-type: none"> Communicates effectively and professionally Keeps others informed and exchanges relevant information in a timely manner. 	<ul style="list-style-type: none"> Often fails to communicate effectively and/or professionally Inconsistent in keeping others informed. At times, fails to listen effectively. 	<ul style="list-style-type: none"> Consistently fails to communicate effectively and/or professionally Does not keep others informed. Is an ineffective listener and/or frequently interrupts.

Strengths/Opportunities/Comments:

4) DECISION MAKING/INITIATIVE/PROBLEM SOLVING – Measures the extent to which the employee makes effective decisions while performing job duties. Measures employee’s ability to consider the customer, the complexity and sensitivity of information and confidentiality. Measures employee’s performance in identifying and resolving problems; initiating or modifying ideas or procedures to provide improved customer service and/or redesign business processes.

OUTSTANDING <input type="checkbox"/>	COMMENDABLE <input type="checkbox"/>	SATISFACTORY <input type="checkbox"/>	NEEDS IMPROVEMENT <input type="checkbox"/>	UNSATISFACTORY <input type="checkbox"/>
<ul style="list-style-type: none"> Maximizes resources and technology to streamline and/or improve operations. Requires minimal supervision. 	<ul style="list-style-type: none"> Develops and/or implements solutions to improve operations. Requires moderate supervision. 	<ul style="list-style-type: none"> Identifies and addresses potential problems. Suggests or assists in developing solutions individually. Requires routine supervision. 	<ul style="list-style-type: none"> Resolves problems but lacks initiative in identifying potential problems. Occasionally suggests improvements. Requires more than routine supervision. 	<ul style="list-style-type: none"> Fails to recognize or seek help in resolving problems. Rarely suggests improvements. Requires frequent reminders and supervision.

Strengths/Opportunities/Comments:

5) PROFESSIONAL AND TEAM RELATIONSHIPS – Measures employee’s internal/external relationships by employee’s willingness to function as a team player, give and receive constructive feedback, accept supervision, resolve conflicts, recognize the needs and sensitivities of others, and treat others with respect.

OUTSTANDING <input type="checkbox"/>	COMMENDABLE <input type="checkbox"/>	SATISFACTORY <input type="checkbox"/>	NEEDS IMPROVEMENT <input type="checkbox"/>	UNSATISFACTORY <input type="checkbox"/>
<ul style="list-style-type: none"> Consistently promotes and maintains a harmonious/productive work environment. Is respected, trusted and viewed as a leader. Regularly selected to serve on college committees and/or external community committees/boards. 	<ul style="list-style-type: none"> Develops & maintains positive work relationships with others. Fosters teamwork and cooperation. Volunteers to serve on internal/external committees. 	<ul style="list-style-type: none"> Gets along well with others. Works and/or participates as team member. Deals with conflict and/or frustration appropriately. 	<ul style="list-style-type: none"> Often has difficulty getting along with others. Seldom works and/or participates as a team member. Allows personal bias to affect job performance and/or relationships. 	<ul style="list-style-type: none"> Does not work well with others. Unwilling to work and/or participate as a team member.

Strengths/Opportunities/Comments:

6) WORK RESULTS/PRODUCTIVITY – Measures employee’s results in meeting established objectives/expectations/standards of quality, quantity, and following through on assignments; accomplishment of duties and timeliness both individually and in a team.

OUTSTANDING <input type="checkbox"/>	COMMENDABLE <input type="checkbox"/>	SATISFACTORY <input type="checkbox"/>	NEEDS IMPROVEMENT <input type="checkbox"/>	UNSATISFACTORY <input type="checkbox"/>
<ul style="list-style-type: none"> • Work consistently exceeds expectations of quality, quantity, customer service, and deadlines. • Work reflects maximum innovative use of time and resources to surpass expectations and improve operations. 	<ul style="list-style-type: none"> • Work often exceeds expected quality, quantity, customer service, and deadlines. • Frequently suggests and/or implements improvements to the operations. 	<ul style="list-style-type: none"> • Work meets expectations of quality, quantity, customer service, and deadlines. 	<ul style="list-style-type: none"> • Often has difficulty meeting expected quality, quantity, customer service, and deadlines. 	<ul style="list-style-type: none"> • Consistently fails to meet expected quality, quantity, customer service, and deadlines.

Strengths/Opportunities/Comments:

7) ATTENDANCE/PUNCTUALITY/DEPENDABILITY – Measures employee’s performance relative to attendance, punctuality and dependability.

OUTSTANDING <input type="checkbox"/>	COMMENDABLE <input type="checkbox"/>	SATISFACTORY <input type="checkbox"/>	NEEDS IMPROVEMENT <input type="checkbox"/>	UNSATISFACTORY <input type="checkbox"/>
<ul style="list-style-type: none"> • Always plans/organizes absences so that no interruption to departmental operations. 	<ul style="list-style-type: none"> • Frequently plans/organizes absences for minimal interruption to departmental operations. 	<ul style="list-style-type: none"> • On time to work and meetings and prepared to work at the start of the shift/meeting. • On time and prepared for meetings. • Absences scheduled with advance notice and according to leave policy. 	<ul style="list-style-type: none"> • Often arrives late for work and/or meetings and/or is often unprepared to work at the start. • Often absent without advance notice and/or failure to follow leave policies. 	<ul style="list-style-type: none"> • Consistently arrives late for work and meetings and is unprepared. • Consistently absent without advance notice and/or failure to follow leave policies.

Strengths/Opportunities/Comments:

8) WORK HABITS – Measures employee’s performance relative to efficient methods of operation, customer service, proper conduct and compliance with policies and procedures, such as safety, security, proper care and maintenance of assigned equipment, and economical use of supplies.

OUTSTANDING <input type="checkbox"/>	COMMENDABLE <input type="checkbox"/>	SATISFACTORY <input type="checkbox"/>	NEEDS IMPROVEMENT <input type="checkbox"/>	UNSATISFACTORY <input type="checkbox"/>
<ul style="list-style-type: none"> Consistently exceeds standards in complying with work policies, safety rules and/or care of equipment and supplies. 	<ul style="list-style-type: none"> Often exceeds standards in complying with work policies, safety rules and/or care of equipment and supplies. 	<ul style="list-style-type: none"> Adheres to standards in complying with work policies, safety rules and/or care of equipment and supplies. 	<ul style="list-style-type: none"> Often does not meet standards in complying with work policies, safety rules and/or care of equipment and supplies. 	<ul style="list-style-type: none"> Consistently does not meet standards in complying with work policies, safety rules and/or care of equipment and supplies.

Strengths/Opportunities/Comments: _____

SECTION IV: OVERALL RATING

INSTRUCTIONS – Provide an overall rating based on the rating of individual factors, adherence to significant performance standards, and accomplishment of essential functions. This rating provides an overall impression of job performance that is supported by the job factor ratings, not necessarily an average of those ratings. Thus, each factor need not be of equal weight, but comments should justify significant differences impacting on the overall rating.

OUTSTANDING <input type="checkbox"/>	COMMENDABLE <input type="checkbox"/>	SATISFACTORY <input type="checkbox"/>	NEEDS IMPROVEMENT <input type="checkbox"/>	UNSATISFACTORY <input type="checkbox"/>
<ul style="list-style-type: none"> Employee consistently and significantly exceeds job expectations and standards and demonstrates a high degree of initiative, customer service, leadership and quality of work. 	<ul style="list-style-type: none"> Employee meets and frequently exceeds job expectations and standards and demonstrates a high degree of initiative, customer service, and quality of work. 	<ul style="list-style-type: none"> Employee meets the expectations and standards of the employee’s job in a fully adequate way. 	<ul style="list-style-type: none"> Employee meets many of the expectations of the job in a satisfactory manner but often fails to adequately meet some of the expectations or standards. Improvement is required. 	<ul style="list-style-type: none"> Employee fails to meet many job expectations and standards. Performance deficiencies must be corrected.

Comments:

SECTION V: ACCOMPLISHMENTS

List any accomplishments for the past year that are not included above.

SECTION VI: PERFORMANCE IMPROVEMENT PLAN

If any job factors and/or the overall performance receive A NEEDS IMPROVEMENT OR AN UNSATISFACTORY MARK, the employee should be given a performance improvement plan. These goals are separate from the performance goals. Please complete the Performance Improvement Plan form and submit the evaluation. **Yes, applies.** **No, does not apply.**

SECTION VII: PERFORMANCE GOALS

Review last year's goals and indicate the level of completion towards those goals; then identify three performance goals to be met by the next review (See Self-Assessment for employee input).

SECTION VIII: EMPLOYEE'S COMMENTS

I agree with this rating.

I disagree with this rating.

I acknowledge that I have read this review and I have been given the opportunity to discuss it with my supervisor: My signature does not necessarily mean that I agree with the review and I have 10 days to respond with my comments and return the form to my supervisor.

Comments:

SECTION IX: SIGNATURES

Evaluations should be signed by the employee and supervisor. Supervisors are responsible for forwarding the original signed evaluation to the Human Resources office and copies to the employee and the area vice president.

Employee Signature: _____

Supervisor Signature: _____