

**TROY UNIVERSITY**  
**CLASSIFIED STAFF PERFORMANCE EVALUATION**  
*(Type All Information)*

**Purposes of this Performance Evaluation:**

- Provide employees with clear and realistic expectations for performance as part of their overall Performance Management; Performance Management is an ongoing process that consists of performance planning, regular communications and feedback, career development, coaching and mentoring, and annual reviews.
- Support employee development through discussion of assigned opportunities and training that will help employees function more effectively in their role and grow to their maximum individual potential.

**EMPLOYEE NAME:** \_\_\_\_\_ **ID #:** \_\_\_\_\_

**JOB TITLE:** \_\_\_\_\_

**DATE OF HIRE:** \_\_\_\_\_

**DATE PLACED IN CURRENT POSITION:** \_\_\_\_\_

**DEPARTMENT:** \_\_\_\_\_

**EVALUATION PERIOD: FROM:** \_\_\_\_\_ **TO:** \_\_\_\_\_

**SUPERVISOR'S NAME:** \_\_\_\_\_

**SUPERVISOR'S TITLE:** \_\_\_\_\_

**TYPE OF EVALUATION:**

Annual       Transfer and Promotion       New Employee       Re-evaluation

Annual Evaluation: Annual assessment of overall performance of tasks and responsibilities.  
Transfer and Promotion Evaluation: Assessment of performance at the end of the first three months after the initial transfer or promotion.  
New Employee Evaluation: Assessment of performance at the end of the first six months of initial appraisal period.  
Re-evaluation: Assessment of performance at the end of three months after an initial performance rating of below "Satisfactory" was received; or assessment of performance after a period of disciplinary probation.

**Rating Scale:**

*Rate each performance factor using the following scale.*

Excellent: Performance that **far exceeds** communicated performance requirements and is **consistently** performed in an excellent manner.

Above Average: Performance is **above** expectations and **often exceeds** communicated performance requirements.

Satisfactory: Performance **meets** expectations and **occasionally exceeds** performance requirements.

Below Satisfactory: Performance is **below** what is expected. Employee **needs improvement** in one or more areas related to outlined tasks and responsibilities. Problem areas need to be monitored and documented. Improvement is necessary for employee to meet expectations.

Unsatisfactory: Performance is **consistently below** required expectations and is unacceptable. Performance improvement plan is mandatory. Deficiencies must be addressed immediately.

**PERFORMANCE FACTORS / JOB RESPONSIBILITIES**

1. **JOB KNOWLEDGE** - skill and proficiency in utilizing information, materials, equipment, techniques and procedures to effectively and efficiently perform duties, responsibilities and tasks of the current position.

<input type="radio"/> Unsatisfactory	<input type="radio"/> Below Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Above Average	<input type="radio"/> Excellent
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**Comments/Expectations:**

2. **COMMUNICATION SKILLS** - ability to communicate effectively with internal and external personnel in a helpful, professional and informative manner; utilizing clear, concise, professional business language in written communication.

<input type="radio"/> Unsatisfactory	<input type="radio"/> Below Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Above Average	<input type="radio"/> Excellent
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**Comments/Expectations:**

3. **TEAM WORK/INTERPERSONAL SKILLS** - the extent to which one cooperates, supports, and works effectively and harmoniously in interaction with all levels of personnel (i.e. co-workers, subordinates, students, the public, etc.).

<input type="radio"/> Unsatisfactory	<input type="radio"/> Below Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Above Average	<input type="radio"/> Excellent
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**Comments/Expectations:**

4. **QUALITY** - the valuation of the accuracy, completeness and follow-through of work; compliance with applicable policies and procedures.

<input type="radio"/> Unsatisfactory	<input type="radio"/> Below Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Above Average	<input type="radio"/> Excellent
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**Comments/Expectations:**

5. **INITIATIVE** - the extent to which one employs independent action, resourcefulness and creativity as applied to the duties of the position.

<input type="radio"/> Unsatisfactory	<input type="radio"/> Below Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Above Average	<input type="radio"/> Excellent
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**Comments/Expectations:**

6. **DEPENDABILITY/ATTENDANCE** - the extent to which one accepts responsibility for being on time as scheduled, punctual and adheres to the daily work schedule; consistently meeting deadlines and working with minimum supervision.

Unsatisfactory    Below Satisfactory    Satisfactory    Above Average    Excellent

**Comments/Expectations:**

7. **APPEARANCE/PROFESSIONAL IMAGE** - projects an appearance appropriate for the position, work area and TroyUniversity.

Unsatisfactory    Below Satisfactory    Satisfactory    Above Average    Excellent

**Comments/Expectations:**

8. **CUSTOMER SERVICE** - manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; and meets commitments.

Unsatisfactory    Below Satisfactory    Satisfactory    Above Average    Excellent

**Comments/Expectations:**

9. **DEMEANOR/FLEXIBILITY** - reacts to all situations with a positive and professional manner; adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and is able to deal with frequent change, delays or unexpected events.

Unsatisfactory    Below Satisfactory    Satisfactory    Above Average    Excellent

**Comments/Expectations:**

10. **ETHICS** - treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; and upholds organizational values.

Unsatisfactory    Below Satisfactory    Satisfactory    Above Average    Excellent

**Comments/Expectations:**

## SUPERVISORY PERFORMANCE FACTORS

*This section should only be completed if the employee being evaluated has supervisory responsibilities.*

1. **LEADERSHIP** - effectiveness in supervising subordinates and providing clear task instruction; setting realistic standards and expectations; encouraging efficient, productive performance; serving as a good managerial role model.

<input type="radio"/> Unsatisfactory	<input type="radio"/> Below Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Above Average	<input type="radio"/> Excellent
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**Comments/Expectations:**

2. **STAFF DEVELOPMENT** - effectiveness in developing employee potential through training, guidance, coaching and mentoring; encouraging autonomy, empowerment and creativity.

<input type="radio"/> Unsatisfactory	<input type="radio"/> Below Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Above Average	<input type="radio"/> Excellent
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**Comments/Expectations:**

3. **DELEGATION** - efficient utilization of available people resources; entrusting tasks to subordinates who exhibit sufficient capabilities; effectively supervising work output.

<input type="radio"/> Unsatisfactory	<input type="radio"/> Below Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Above Average	<input type="radio"/> Excellent
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**Comments/Expectations:**

4. **PERSONNEL MANAGEMENT** - timely processing of documentation and procedures necessary in management of subordinates to include personnel actions, counseling, disciplinary action, training and development activities.

<input type="radio"/> Unsatisfactory	<input type="radio"/> Below Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Above Average	<input type="radio"/> Excellent
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**Comments/Expectations:**

## Overall Performance Rating:

The overall performance rating should be based on evaluations of individual performance factors and supervisory performance factors if applicable. The overall rating should not be a simple average of the performance factors but should be developed considering the importance of each factor in relation to the position being evaluated.

### Overall Employee Performance Rating

<input type="radio"/> Unsatisfactory	<input type="radio"/> Below Satisfactory	<input type="radio"/> Satisfactory	<input type="radio"/> Above Average	<input type="radio"/> Excellent
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**NOTE:** If the employee's overall performance rating is below Satisfactory, the supervisor should consult with Human Resources.

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### Major strengths:

These can be used more effectively by doing the following:

### Major areas needing improvement:

These can be strengthened by doing the following:

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\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Supervisor's Title

\_\_\_\_\_  
Date

*Signing the performance evaluation does not signify agreement. Every employee has a right of rebuttal if they do not agree with any portion of the assessment.*

**This evaluation has been discussed with me.**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

EMPLOYEE'S COMMENTS: