

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:

| | | | |
|------------------------------|--|------------------------------------|-------------------------------------|
| <input type="radio"/> Annual | <input type="radio"/> Transfer and Promotion | <input type="radio"/> New Employee | <input type="radio"/> 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 |
|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|

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.

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <input type="radio"/> Unsatisfactory | <input type="radio"/> Below Satisfactory | <input type="radio"/> Satisfactory | <input type="radio"/> Above Average | <input type="radio"/> Excellent |
|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|

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.).

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <input type="radio"/> Unsatisfactory | <input type="radio"/> Below Satisfactory | <input type="radio"/> Satisfactory | <input type="radio"/> Above Average | <input type="radio"/> Excellent |
|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|

Comments/Expectations:

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

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <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.

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <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.

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <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:

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

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <input type="radio"/> Unsatisfactory | <input type="radio"/> Below Satisfactory | <input type="radio"/> Satisfactory | <input type="radio"/> Above Average | <input type="radio"/> 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.

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <input type="radio"/> Unsatisfactory | <input type="radio"/> Below Satisfactory | <input type="radio"/> Satisfactory | <input type="radio"/> Above Average | <input type="radio"/> 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.

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <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:

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

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <input type="radio"/> Unsatisfactory | <input type="radio"/> Below Satisfactory | <input type="radio"/> Satisfactory | <input type="radio"/> Above Average | <input type="radio"/> 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.

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <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.

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <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.

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <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.

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|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|
| <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 |
|--------------------------------------|--|------------------------------------|-------------------------------------|---------------------------------|

NOTE: If the employee's overall performance rating is below Satisfactory, the supervisor should consult with Human Resources.

Major strengths:

These can be used more effectively by doing the following:

Major areas needing improvement:

These can be strengthened by doing the following:

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: