EMPLOYEE EVALUATION FORM

Directions: This form is used for **all** evaluations, including the Employee Self-Assessment, Supervisor's Evaluation of Employee, and 360-degree (customer feedback) evaluations, including direct report evaluations. Use the tab button or click on the fields below to enter your comments for questions for each section.

Section I: Tracking Information *(Completed by person being evaluated.)*

Evaluation of: _____ **for** _____ **academic year.**

Forward completed form to: _____ **by** _____ **for tabulation.**

Person being evaluated emails this form, along with the official PCC job description, to evaluators.

Section II: Evaluator Relationship *(Completed by evaluator.)*

This evaluation will be/was completed by: (select one)

Employee ☐ Supervisor ☐ Direct Report ☐ Other ☐

Direct reports and others providing 360-degree feedback will forward completed form (either by email, campus mail, or US Mail) to third party (listed above in Section I) for tabulation.

Please review the individual's official PCC job description prior to completing this evaluation,. When providing information in any area, please provide specific examples/ comments that support your rating/evaluation.

Section III: Strengths & Improvements Evaluation

1. What are my greatest strengths? (Please provide supporting examples).

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2. What are the areas where I need to make improvement? (Please provide examples and suggestions for improvement).

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3. If you were doing my job, how would you do if differently? Are there any specific things/behaviors you want me to STOP or START?

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Section IV: Core Competencies Evaluation

The following ***Core Competencies*** are critical to the success of any position at PCC. Please evaluate my performance on these items using the scale provided below. Please provide supporting comments for each rating. Rating Scale definitions immediately following this evaluation form

E=Exceeds Expectations ***A=Acceptable*** ***NI=Needs Improvement*** ***X=Unknown/Not Observed***

1. Personal Commitment*:* ***Rating (E, A, NI, or X) = ____***

(Definition: Freely makes and meets necessary commitments to the college.)

_____

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2. Initiative: ***Rating (E, A, NI, or X)= ____***

(Definition: Takes active steps to set and achieve tasks/goals on a timely basis. Is a self-starter.)

_____

_____

3. Customer Service Orientation: ***Rating (E, A, NI, or X)= ____***

(Definition: Knows who the customer is and puts the customer first. Works to reduce/eliminate red-tape for all. Knows and acts upon what it takes to deliver customer value. Makes a genuine effort to listen to and seeks to understand and resolve customer needs/issues.)

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4. Decision Making: ***Rating (E, A, NI, or X)= ____***

(Definition: Provides decisions in a timely manner utilizing College policies according to their level of authority.)

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5. Problem Solving: ***Rating (E, A, NI, or X)= ____***

(Definition: Is able to identify the issue/problems and possible solutions and is willing to act on the solutions.)

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6. Teamwork/Interdepartmental Interaction: ***Rating (E, A, NI, or X)= ____***

(Definition: Understands goals of the group and is willing to accommodate the personnel, tasks, and situations involved in order to collaboratively accomplish these goals.)

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7. Communication Skills (oral and written): ***Rating (E, A, NI, or X)= ____***

(Definition: Listens to others. Communicates with a clear message. Ensures that the receiver hears and understands the message.)

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8. Job Knowledge/Technical Skills: ***Rating (E, A, NI, or X)= ____***

(Definition: Takes responsibility for renewing and up-grading areas of expertise and development of new skills, as needed.)

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9. Human Relations Skills: ***Rating (E, A, NI, or X)= ____***

(Definition: Develops and maintains effective and positive working relationships with others. Seeks to repair strained relations. Models behavior that values others—asks what they think, how they feel, and how they see things. Treats everyone fairly.)

_____

_____

Pitt Community College Evaluation Rating Scale Definitions

E (EXCEEDS EXPECTATIONS)

- Individuals in this category **frequently** and **substantially** exceed the requirements of their positions and **consistently** contribute to the overall effectiveness of their department or work group.
- Measurable results of **all** performance objectives meet, **and most exceed** agreed upon goals and standards. As a result, work group results also exceed the plan.
- Demonstrates commitment to department/work group programs and objectives by **frequently** leading efforts to improve work processes and/or meet departmental goals.
- **Frequently** sought after as a resource by co-workers/peers because of expertise and ability to handle complex situations.
- Sets and demonstrates high standards in meeting commitments and work assignments in a timely manner (includes the ability to effectively negotiate timelines when presented with conflicts).
- **Consistently** keeps work group/department/peers/direct reports informed of plans, developments and issues through timely and effective written and/or oral communication.
- Maintains strong working relationships with peers, co-workers, and immediate hierarchy.
- **Consistently models proactive behavior** that values others by: seeking input and response to ideas/concepts; acknowledging and seeking understanding of diverse opinions; seeking clarity in communications; and responding to people as individuals.
- Is **fully accountable** for their own development.
- **Maximizes** the use of resources both within and outside the PCC community.

A (ACCEPTABLE)

- **Consistently** meets and **occasionally** exceeds the requirements of their position and established standards.
- Measurable results **meet** acceptable standards for all work objectives.
- **Participates** in efforts to improve work processes and/or meet departmental goals.
- **Provides assistance** to co-workers/peers **when asked**.
- **Meets** commitments within established deadlines; **occasionally needs assistance** in coordinating competing priorities and timelines.
- Works collaboratively and participates in team/group activities to achieve group objectives.
- Treats others with professional courtesy and respect.
- **Gets along reasonably well** with peers/co-workers.
- Identifies work performance strengths and areas of improvement.
- **Effectively** utilizes resources once pointed in the right direction.

NI (NEEDS IMPROVEMENT)

- Individual **does not consistently** demonstrate quality and quantity of work/activities required by their position.
- Measurable results **do not** always meet acceptable standards for work objectives (for example errors, late submission, poor organization, etc.)
- Has to be **prodded** to participate in team/group activities.
- **Occasionally fails** to meet commitments and work deadlines.
- **Occasionally fails** to keep co-workers/peers/superiors informed of plans, issues, and or developments in their area of concern.
- **Occasionally has difficulty** in dealing with or valuing others different from them and/or has issues with co-workers.
- **Frequently** requires suggestions or feedback to follow established procedures, work rules, etc.
- Unscheduled absences from work are an issue.
- **Does not** respond to feedback.
- Makes half-hearted efforts to work issues but usually brings all work issues to supervisor for resolution.
- **Usually** requires help in identifying resources for problem resolution.

X (UNKNOWN/NOT OBSERVED)

- This rating is provided when you have neither observed the work/behavior/performance or you have no data to provide on the rating.