



CAREER PERFORMANCE EVALUATION - Supervisor

Read "Getting The Most out of Performance Appraisals" before beginning work on this form.

Employee Full Name:

Employee PID:

Job Title:

Department:

Campus:

Reviewing Supervisor:

Type of Evaluation: Probationary* (6 month evaluation) Annual

(*For new employees and those who fall under the new position orientation period)

Review Date:

POINTS TO BE CONSIDERED

- Each question must have a check mark in one rating box.
- A goal is not required for every behavior.
- Comments are optional on each behavior unless it is a Needs Improvement or Does Not Meet Standards rating.
- Constructive dialogue and use of specific examples of work results are encouraged.
- An action plan must be assigned to each Needs Improvement or Does Not Meet Standards rating.
- The supervisor should include summary comments on the employee's performance. A place is provided on the last page of the evaluation for this purpose.
- The Employee is encouraged to write comments if they feel it is appropriate. A place is provided on the last page of the evaluation for this purpose.

See definitions of each performance standard below.

- **Exceeds Standards**-employee is the “go-to” person, who always goes the extra mile, takes advantage of formal or informal training classes relevant to the job, strives to enhance or improve skills and is always ready to help the customer. Approaches all college/department goals unselfishly.
- **Meets Standards**-employee meets the high standards of service the College wishes to provide.
- **Needs Improvement**-employee needs to work harder on improving in this particular behavior area before performance slips to an unacceptable performance level. The employee demonstrates potential for improvement.
- **Does Not Meet Standards**-employee fails to meet College standards and acceptable expectations.

Career Employee Performance Evaluation

Job Performance Behaviors

Behavior Area: Knowledge, Skill, Ability (Demonstrates the mental and physical requirements for performing the job and is able to apply required training and experience to job performance.) ***Critical core competency**

1. Demonstrates command of technical/procedural requirements of the job and keeps up to date on these as required.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
2. Demonstrates required knowledge and skills, and appropriately asks for help.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
3. Shows readiness to try new ways and to meet new requirements.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards

If the rating for one of these Behaviors is 'Needs Improvement' or 'Does Not Meet Standards', supervisor must provide comments. If performance is satisfactory, comments are optional. Supervisor comments:

Behavior Area: Responsiveness and Customer Focus (A commitment to job response and excellent customer service that demonstrates a consistent positive attitude.) ***Critical core competency**

1. Acts promptly on requests or assignments. Takes steps to insure that request has been properly understood, including required time frame and delivery or response.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
2. Shows service orientation: Responds with a willingness to help the customer whether "internal" or "external". Shows respect toward those for whom service is being provided.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
3. Takes personal responsibility for outcomes; avoids excuses.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
4. Takes initiative to find answers, resolve problems for customers within the scope of job responsibilities.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards

If the rating for one of these Behaviors is 'Needs Improvement' or 'Does Not Meet Standards', supervisor must provide comments. If performance is satisfactory, comments are optional. Supervisor comments:

Job Performance Behavior (cont'd)

Behavior Area: Team Focus/Collaboration (Works well with others; committed to successfully performing the critical elements of the job.) * **Critical core competency**

1. Completes designated tasks as assigned. Acts in accordance with department objectives.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
2. Keeps co-workers informed of changes in process/procedures in the organization that could impact their job.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
3. Constructively responds to suggestions and feedback received from others.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards

If the rating for one of these Behaviors is 'Needs Improvement' or 'Does Not Meet Standards', supervisor must provide comments. If performance is satisfactory, comments are optional. Supervisor comments:

Behavior Area: Communication (Ability to express one's self orally and in writing as needed; to effectively comprehend messages from others, both orally and in writing.)

1. Listens to and understands explanations, directions and expressions of need, whether from customers, superiors or co-workers.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
2. Clearly expresses needs, explanations and directions to others as required.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
3. Provides feedback; engages in follow-up, keeps others informed and obtains information from others as needed to perform the job efficiently.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards

If the rating for one of these Behaviors is 'Needs Improvement' or 'Does Not Meet Standards', supervisor must provide comments. If performance is satisfactory, comments are optional. Supervisor comments:

Job Performance Behavior (cont'd)

Behavior Area: Reliability and Productivity (Performs duties/completes work to expected standards and within time and cost expectations.) * **Critical core competency**

1. On duty where and when needed, performs tasks within normal allotted time.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
2. Completes work with accuracy within prescribed deadlines.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
3. Utilizes resources, establishes priorities and organizes work to meet required deadlines.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
4. Overcomes routine job obstacles with allotted resources, and without negatively impacting productivity of others.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards

If the rating for one of these Behaviors is 'Needs Improvement' or 'Does Not Meet Standards', supervisor must provide comments.
If performance is satisfactory, comments are optional. Supervisor comments:

Behavior Area: Innovativeness (Seeks "better ways." Takes initiative to expand knowledge and expertise to improve job.)

1. Seeks to learn more about the job.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
2. Seeks to learn more about the college.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
3. Shows desire for continuous improvement. Welcomes and acts on feedback and suggestions.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
4. Engages the interest of others in improvement ideas. Brings ideas to the attention of the right people.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards

If the rating for one of these Behaviors is 'Needs Improvement' or 'Does Not Meet Standards', supervisor must provide comments.
If performance is satisfactory, comments are optional. Supervisor comments:

Job Performance Behavior (cont'd)

Behavior Area: Interpersonal Skills (Gets along well with supervisor, subordinates, peers and the public.)

***Critical core competency**

1. Sets a positive example in work relationships.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
2. Maintains self control.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
3. Accepts constructive criticism and takes responsibility for one's actions.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards

If the rating for one of these Behaviors is 'Needs Improvement' or 'Does Not Meet Standards', supervisor must provide comments.

If performance is satisfactory, comments are optional. Supervisor comments:

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Behavior Area: Professionalism and Organization Commitment (Committed to the overall goals and values of the organization.)

1. Displays a positive "work ethic."	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
2. Shows commitment to the organization's reputation and concern with how one's own actions affect it.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
3. Displays a sense of pride in work.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards

If the rating for one of these Behaviors is 'Needs Improvement' or 'Does Not Meet Standards', supervisor must provide comments.

If performance is satisfactory, comments are optional. Supervisor comments:

Job Performance Behavior Career Supervisors Only

Behaviors Expected of Supervisors (Those who supervise must be assessed on the following behaviors in addition to the previous behaviors.)

1. Gives clear instructions and explanations, both individually and in groups. Effectively conveys direction and organization policy and rules; communicates decisions and requirements from higher management.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
2. Plans and schedules duties and assignments; allocates tasks in a fair and efficient manner.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
3. Leads with positive example and persuasion; gains cooperation through appropriate actions. Provides assistance and resources (when available) to facilitate staff in their duties.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
4. Trains and coaches effectively; provides feedback. Makes effective use of performance assessment tools.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
5. Makes effective use of the tools of supervisory control. Makes good personnel decisions: differentiates employees accurately based on skill and performance; makes good decisions/recommendations in hiring, advancement, and termination.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
6. Supports and encourages employee growth and opportunities for promotion.	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards

If the rating for one of these Behaviors is 'Needs Improvement' or 'Does Not Meet Standards', supervisor must provide comments. If performance is satisfactory, comments are optional. Supervisor comments:

Overall Rating as a supervisor	Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
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Results

Overall Performance Rating

Exceeds Standards	Meets Standards	Needs Improvement	Does Not Meet Standards
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Supervisor Summary Comments:

Professional Development Plan

All employees must have a Professional Development plan that is designed to help employees accomplish the goals contained in this performance review. In addition, any employee rating of “Needs Improvement” or “Does Not Meet Standards” must have a completed Action Plan to accompany the Professional Development Plan. The Action Plan should be designed to help the employee improve the areas of deficiency.

Professional Development Plan/Action Plan:

For job related goals briefly describe what college resources will be needed for the employee to accomplish the goal/s:

Employee Summary Comments:

Signature Requirements

Supervisor's Signature

_____/_____/_____
Date

Signature of Supervising Administrator

_____/_____/_____
Date

Employee Signature

_____/_____/_____
Date

My signature means that I have been advised of my performance status and does not necessarily imply that I agree with the evaluation.

If the overall evaluation rating is “Needs Improvement” or “Does Not Meet Standards” the signature of the College President, Vice President or Campus President is required.

College President, Vice President or Campus President

_____/_____/_____
Date