

INFORMATION AND INSTRUCTIONS

Northeastern State University

Performance Evaluation

Timeframe for Completion:

The supervisor has the option to complete annual evaluations on employment anniversary dates or may choose a departmental date. All employees are to have an evaluation on file by November 1st of each year that is less than one year old.

Steps to Completion of Performance Evaluation:

1. Review job description.
2. Supervisor: Schedule Evaluation Review Discussion and give employee page 3 of the Evaluation.
3. Supervisor: Complete Performance Evaluation Form pages 1 and 2 according to the instructions below.
4. Employee completes Evaluation Form page 3 and forwards to supervisor.
5. Supervisor gets ready for discussion by having 2 copies of completed pages 1 and 2.
6. Supervisor and employee meet and discuss the evaluation.
 - Begin with discussion of job description.
 - Discuss successes.
 - Make plans for areas in need of improvement.
7. Discuss the Service Excellence Values to be incorporated starting November 1, 2009. Include your expectation within your department and how you will evaluate this next year/next evaluation. This is a good time to identify strengths and opportunities related to the Service Excellence Values. Explain that General Performance and Service Excellence Values will be averaged for next year/next evaluation's total rating.
8. The entire completed and signed evaluation form and any accompanying information is submitted to HR for inclusion in Personnel Record.

Performance Evaluation Form Example:

General Employment Performance. The supervisor may have assigned specific requirements in these categories or may relate them to overall employment issues. This rating indicates how well the employee has used skills to do their job. Feel free to add specific requirements to each item. Attach additional pages as necessary. Scores less than 2 or greater than 4.6 require specific items of documentation. The section totals from 0 to 20 points.

Work Skills—prioritizing assignments, time management, initiative, creativity, etc. Score 3.6

Specific Items: meets deadlines 80% of time.

Specific Items: did not use initiative to complete new filing system.

Specific Items: designed new webpage for dept.

What the categories mean—helpful words

Consistently exceeds expectations

Point Value 5—4.6

Progressive, takes on more than expected and successfully completed, requires little or not guidance, accepts responsibility.

<u>Extraordinary:</u>	Marvelous; remarkable; superlative; surprising; wonderful
<u>Exceptional:</u>	Great; incomparable; matchless; notable; noteworthy; unequaled; unique; Unmatched; unsurpassed; significant; special; striking
<u>Excellent:</u>	Admirable; brilliant; first-rate
<u>Outstanding:</u>	Remarkable; significant; terrific

Exceeds expectations in some areas or some times

Point Value 4.5—3.6

Displays initiative, seeks job growth, requires little guidance, occasionally takes on more than expected and completes.

<u>Exemplary:</u>	Creditable; laudable; praiseworthy
<u>Superior:</u>	Accomplished; commendable; consummate; expert; high quality; skilled
<u>Very Good:</u>	Highly regarded; impressive; valuable; worthy
<u>More than adequate:</u>	Fine; more than sufficient; more than ample

Meets expectations

Point Value 3.5—2.1

Demonstrates acceptable performance, does a good job, meets job requirements, requires some guidance, completes assigned projects, performs the minimum requirements.

<u>Good:</u>	Decent; good quality; respectable; skillful
<u>Satisfactory:</u>	Appropriate; apt; fitting; proper
<u>Acceptable:</u>	Good enough; okay; up to standard
<u>Adequate:</u>	Allowable; passable; reasonable; tolerable

Does not meet some expectations

Point Value 2.0—1.1

Falls below minimal performance, does not consistently demonstrate ability to perform at expected levels, requires specific guidance, show potential for improvement.

<u>Fair:</u>	Barely adequate; fair to middling
<u>Poor:</u>	Inferior; meager; weak
<u>Less than adequate:</u>	Inadequate; insufficient; paltry; scant
<u>Minimal:</u>	Insignificant; negligible; slight; token; trifling; trivial

Consistently falls below expectations

Point Value 1.0—0

Has not responded to previous efforts for improvement, does not demonstrate ability to perform at expected levels, requires significant improvement, requires substantial guidance, performance is expected to improve.

<u>Unsatisfactory:</u>	Beneath standard; inferior; low-grade; mediocre; poor quality; second-rate; substandard
<u>Undependable:</u>	Devious; not to be trusted; unstable; untrustworthy
<u>Unreliable:</u>	Changeable; erratic; fickle; not to be relied upon; unpredictable; variable
<u>Unacceptable:</u>	Insufficient; intolerable; objectionable

NORTHEASTERN STATE UNIVERSITY
Performance Appraisal Form

Employee	
Department	Campus
Job Title	Position #
Supervisor	

Date job description was last updated: _____

Type of review: annual orientation period probationary other _____

General Performance:

Rating—Score each item from 0 (lowest) to 5 (highest). Items scored less than 2 or greater than 4.6 require a written explanation.

Work Skills –prioritizing assignments, time management, initiative, creativity, adaptability, flexibility, etc.

Specific Information: _____ Score _____

Communication Skills – team skills, relationships, responsiveness to customers, etc.

Specific Information: _____ Score _____

Use of Materials/Equipment –appropriate knowledge and use of equipment i.e. telephones, computers, tools, etc.

Specific Information: _____ Score _____

Work Ethic – confidentiality, attendance, punctuality, reliability, honesty, etc. (Attendance standard is no more than one unscheduled absence occurrence per month averaged over the 12 month evaluation period.)

Specific Information: _____ Score _____

Total _____

Total divided by 4 _____

Overall Review Rating (divide Total Score from General Performance responses by 4)

- _____ 4.6 – 5.0 Consistently exceeds expectations
- _____ 3.6 – 4.5 Exceeds expectations in some areas or some times
- _____ 2.1 – 3.5 Meets expectations
- _____ 1.1 – 2.0 Does not meet some expectations
- _____ 0.0 – 1.0 Consistently falls below expectations (requires Improvement Plan)

University Involvement – Indicate expectations and participation in university wide teams, committees, workshops, seminars, conferences, etc.

Individual goals set for the upcoming year may be in a general performance area or a more directly related job task. At least one goal should be tied to the NSU Strategic Plan, Service Excellence Values or the Mission Statement. Goals need to be specific, measurable, realistic, and time-framed. If more than three are appropriate please attach an additional page.

1. Goal: _____

Measure of Success: _____

2. Goal: _____

Measure of Success: _____

3. Goal: _____

Measure of Success: _____

Signatures

Supervisor's Comments:

Supervisor's Signature _____ Date _____

Reviewed by _____ Date _____
(next level supervisor) Print Name Signature

Employee's Comments:

I have seen this completed evaluation and I have received a copy. I understand that I may contact the Office of Human Resources to obtain information to appeal this evaluation if my overall rating is 2.0 or below and either "does not meet some expectations or consistently below expectations." I understand that Service Excellence Values and attendance standards will be included in my next evaluation. Employee's signature does not imply agreement with the contents of this form, but signifies only that the performance communication meeting was held.

Employee's Signature _____ Date _____

Areas for Discussion at Performance Review

Employee Name _____

We will be meeting to discuss your performance over the past year and to form plans for developing your potential as an employee. Your input is a very important part of this meeting. You can prepare for the meeting and help me to address your concerns by reading over the following questions and writing down those aspects of your performance and development you would like to discuss. Please return this form to me at least 24 hours before our scheduled meeting on (date) _____.

What do you consider to be your most important accomplishments on the job since your last review?

What questions do you have concerning what is expected of you on the job?

What steps could you take to improve your performance? Are there any training courses or assignments you feel would increase your ability to do your job?

Please outline any accomplishments, awards, or activities over the past year that might give a more complete picture of your strengths and abilities.

What are your career goals?

How will you incorporate the Service Excellence Values into your work and department at NSU?

Do you have any other questions that you would like to discuss at this meeting?

Employee Signature

Date

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