

**ISOTHERMAL COMMUNITY COLLEGE
PERFORMANCE APPRAISAL – STAFF**

Name of Employee _____ Position/Title _____

Department or Division _____ Date of Employment to Present Position _____

Date _____ Evaluated By _____

Review the employee’s current job description prior to evaluating employee performance. Reviewed? Yes No
Update job description, if needed, after discussing with employee.

Updated? Yes, completion date _____ Needed, will discuss with employee Not needed at this time

Instructions: Evaluate employee performance based on the stated job responsibilities. Use only those items below which specifically apply to this employee’s job performance. Write **NA** next to items not applicable to this position. Write **NO** next to items where employee performance has not been observed.

I. WORK ATTITUDE AND COMMITMENT

UNDERSTANDING OF COMMUNITY COLLEGE

- Positively promotes the community college concept
- Thorough understanding of community college concept
- Some understanding; needs to learn more
- Little understanding of concept

ATTITUDE TOWARD STUDENTS/CUSTOMERS

- Consistently positive and supportive
- Usually warm, friendly and outgoing
- Polite but reserved
- Inconsiderate/indifferent

JOB COMMITMENT

- Exhibits dedicated job commitment
- Good job commitment
- Some commitment; could improve
- Lacks job commitment

COMMITMENTS TO STUDENTS AND CO-WORKERS

- Consistently follows through on commitments
- Usually follows through on commitments
- Lacks follow-through on commitments
- Avoids making commitments

ATTITUDE TOWARD SUPERVISOR AND CO-WORKERS

- Consistently helpful and cooperative
- Usually friendly, cooperative and considerate
- Sometimes aloof and indifferent
- Condescending, critical or resentful

ATTENTION TO STUDENT/CUSTOMER CONCERNS

- Actively seeks ways to assist students/customers
- pays attention; never ignores
- Pays attention; could improve
- Frequently ignores students/customers

DOING MORE THAN MINIMUM FOR STUDENTS/CUSTOMERS

- Consistently gives “extra”
- Usually does more than the minimum
- Friendly, but needs to “put students/customers first”
- Not helpful; impatient

COMMENTS: _____

II. INTERPERSONAL WORK SKILLS

TIME MANAGEMENT

- Completes work quickly, normally ahead of schedule; excellent at organizing job tasks, takes care of more important things first
- Generally completes work in reasonable time; meets normal deadlines; does adequate job of scheduling tasks and manning duty station
- Tends to waste time (excessive breaks, socializing); lets work pile up and fails to meet deadlines

GROUP/TEAM/COMMITTEE WORK

- Facilitates process; makes significant contributions; motivates others
- Cooperative and helpful; participates in group/team/committee work
- Attends but does not participate
- Is counter-productive to process

CHANGE

- Facilitates the process of change; helps others
- Deals with change in a positive way
- Goes along with change sometimes
- Very resistant to change

PERSONAL APPEARANCE AND DRESS

- Always appropriate; neat appearance
- Usually neat and appropriate
- Inadequate; inappropriate

SELF MANAGEMENT

- Works with minimal supervision, manages own time effectively; maintains control on all current projects/responsibilities and ensures follow-up
- Assumes responsibility for tasks assigned; performs necessary tasks with occasional supervision
- Often depends on others to assist him/her in their work; completes only required tasks; needs constant supervision

LISTENS TO CO-WORKERS/OTHERS

- Values input and encourages others to state their views
- Occasionally solicits ideas from others
- Is unconcerned about soliciting ideas from others
- Does not listen to another person's ideas or point of view

POSITIVE/NEGATIVE FEEDBACK TO CO-WORKERS

- Generous with compliments, recognition and positive feedback
- Feedback is usually positive
- No feedback given
- Frequent negative feedback

PUNCTUALITY

- Arrives at duty station, meetings and appointments on time and is punctual to begin daily tasks
- Arrives at duty station on time but does not begin daily tasks
- Frequently late

COMMENTS: _____

III. WORK PERFORMANCE AND JOB KNOWLEDGE

JOB KNOWLEDGE

- Very knowledgeable
- Knowledgeable
- Some knowledge
- Limited knowledge

ACCURACY OF PERFORMANCE

- Careful; consistently accurate
- Usually accurate; occasional mistakes
- Often inaccurate
- Careless; sloppy

FOLLOWS PRECEDURES

- Consistently follows procedures
- Usually follows procedures
- Doesn't follow procedures
- Doesn't know procedures

WORK HABITS

- Exceptionally motivated and productive; always does "extra"
- Usually does more than required
- Does what is required and expected
- Does less than what is required

HANDLES PRESSURE SITUATIONS

- Adept at controlling and dealing with pressure situations
- Usually succeeds in handling situation appropriately
- Attempts to handle but experiences difficulty
- Experiences frustration; makes little effort

HANDLES STUDENT/CUSTOMER COMPLAINTS

- Excellent; always handles complaints appropriately and effectively
- Good; usually succeeds
- Satisfactory; needs some improvement
- Needs considerable improvement

PROBLEM SOLVING

- Accepts, defines and efficiently solves problems; focuses on situations, issues, behaviors, not the person
- Usually corrects problems
- Ignores or avoids problems
- Places blame on others for problems

TAKES RESPONSIBILITY FOR WORK PERFORMANCE

- Actively seeks ways to correct or improve performance
- Accepts responsibility
- Accepts some responsibility but indifferent
- Defensive; tries to avoid responsibility

COMMENTS: _____

IV. SUMMARY

OVERALL QUALITY OF PERFORMANCE

- Excellent
- Good
- Satisfactory
- Fair
- Poor

SUPERVISOR COMMENTS : _____

Supervisor's Signature _____ Date _____

EMPLOYEE COMMENTS: _____

I have had an opportunity to review and discuss this evaluation form with my supervisor. My signature does not necessarily reflect my agreement with the evaluation.

Employee's Signature _____ Date _____

Distribution of Evaluation Form:

_____ Employee _____ Supervisor

Should the employee wish to respond to the supervisor's performance evaluation, he/she may do so within ten (10) working days. The employee's response will be attached to the performance appraisal.