

**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

JOB COMMITMENT

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

ATTITUDE TOWARD SUPERVISOR AND CO-WORKERS

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

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

ATTITUDE TOWARD STUDENTS/CUSTOMERS

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

COMMITMENTS TO STUDENTS AND CO-WORKERS

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

ATTENTION TO STUDENT/CUSTOMER CONCERNS

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

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.