



# PROFESSIONAL (NON-INSTRUCTIONAL) STAFF PERFORMANCE EVALUATION

Employee: _____	Department: _____
Job Title: _____	Review Period: _____
Supervisor: _____	Last Review Date: _____
Supervisor Title: _____	Type of Review:      90-DAY      ANNUAL      OTHER

## Performance evaluation instructions

The evaluation process gives important feedback to both employees and supervisors regarding employee effectiveness; and allows for job success assessments, including areas for improvement, and goal setting for the next evaluation period. It may also lead to increased compensation through a performance bonus (if funds are available).

Supervisors should follow these instructions to conduct a successful review.

### 1. Prior to meeting with the employee, the supervisor:

- a. **Gives the employee the “Pre-Interview Professional Development Plan” form to complete and return prior to the employee’s evaluation interview and discussion.**
- b. **Downloads and reviews the current job description on file with HR.** Evaluate for the following: does the job description accurately reflect the employee’s day-to-day experience, as well as the supervisor’s expectations of the position(if changes are needed, discuss with HR); what are the major responsibilities (tasks) you wish to evaluate (please list under Section A: Job Responsibilities)
- c. **Review the employee’s performance for the entire evaluation period.** Document performance in a narrative under Section D: Supervisor Summary. Be sure to give examples. Try not to repeat what you said under Section A.
- d. **Assess the achievement of the goals set at the last review. Complete Section C. Be prepared to suggest new goals.**
- e. **Schedule dedicated time for reviewing and discussing the performance evaluation with the employee.** During the interview, allow the employee to speak. Listen and consider his/her input and feedback to your assessment. Be sure to inform the employee of the opportunity to include a supplemental statement under Section D. This is also a good opportunity to talk about job growth, departmental goals, career paths and other kinds of professional development available to the employee. Be sure to ask for feedback on your performance and ways you may improve as a supervisor.

## SECTION A

**Job Responsibilities:** (Supervisor) Select up to four major areas of responsibility as articulated in the job description and assess the level of performance for each based on the rating scale below. Your assessment should include a narrative and numerical score based on the rating scale below.

**RATING SCALE** OUTSTANDING: 10 | EXCEEDS EXPECTATIONS: 8-9 | MEETS EXPECTATIONS: 5-7 | MAKING PROGRESS: 3-4 | MARGINAL: 1-2

---

1.

---

SCORE:	DESCRIBE PERFORMANCE:
--------	-----------------------

---

2.

---

SCORE:	DESCRIBE PERFORMANCE:
--------	-----------------------

---

3.

---

SCORE:	DESCRIBE PERFORMANCE:
--------	-----------------------

---

4.

---

SCORE:	DESCRIBE PERFORMANCE:
--------	-----------------------

---

SIGNIFICANT PROJECTS OR TASKS BEYOND THE REGULAR DUTIES:

---

DESCRIBE OUTCOME:

---

## SECTION B

**NCNM Core Competencies:** These are skills, attributes, proficiencies and abilities all NCNM employees should possess. Using the rating scale below please assess how well the employee demonstrates these competencies.

**RATING SCALE** OUTSTANDING: 10 | EXCEEDS EXPECTATIONS: 8-9 | MEETS EXPECTATIONS: 5-7 | MAKING PROGRESS: 3-4 | MARGINAL: 1-2

\_\_\_\_ **ATTENDANCE:** Employee comes to work on time and prepared for the day. The employee remains at work for their entire shift. The employee is focused on the job. While at work, the employee has a positive effect on the overall work flow.

\_\_\_\_ **COMMUNICATION SKILLS:** Employee engages in active listening, interacts in a professional manner. This includes good phone and email skills; returns calls and emails in a timely manner; writing in accurate, complete and concise sentences; and is able to convey thoughts in a manner that is understood. Treats people with respect.

\_\_\_\_\_ **JUDGMENT:** Employee demonstrates analytical skills necessary to find the cause of a problem and suggest possible solutions. Employee has the ability to set priorities and manages his or her time in an effective manner to meet deadlines and schedules. Employee can assess a situation and follow a course of action which achieves a favorable outcome.

\_\_\_\_\_ **INITIATIVE:** Employee understands instructions and takes responsibility for completing the job. Employee suggests ways of doing the job better. Employee demonstrates flexibility in responding to job conditions and situations. Employee looks for solutions rather than blame. Employee demonstrates ability to plan.

## **SECTION C**

**Goal Setting Action Plan:** Employee and supervisor work together to set a goal for the employee to work on during the next evaluation cycle. The goal may describe a specific task, project or training objective (as examples). The goal(s) should be clear, achievable, relevant and measurable.

**Part one:** Assessment of previously set goals. Restate the goal and in a narrative describe the success in meeting it (what changed; how has the employee improved, etc.). If the goal was not met, explain why.

**Part two:** Please write a goal to be accomplished during the next evaluation period.

**SECTION D**

**Supervisor and employee statements:** The supervisor is expected to write a statement summarizing the employee’s performance. The employee has the option of writing a statement about his or her performance, taking into account the supervisor’s summary. IF YOU NEED MORE SPACE TO CAPTURE YOUR FEEDBACK, PLEASE USE AN ADDITIONAL PAGE.

**Supervisor Summary:**

**Employee Comments:**

---

**SUPERVISOR SIGNATURE**

---

**DATE**

---

**EMPLOYEE SIGNATURE**

*Employee signature certifies receipt of the evaluation, not agreement with the evaluation.*

---

**DATE**

## Supplemental Questionnaire for Supervisors

*All supervisors must have a 360 review. 360-review participants should include all supervised staff and key peer colleagues. Others may be included by agreement with the employee. (In the case of supervised faculty, a representative sample is advised).*

**RATING SCALE** OUTSTANDING: 10 | EXCEEDS EXPECTATIONS: 8-9 | MEETS EXPECTATIONS: 5-7 | MAKING PROGRESS: 3-4 | MARGINAL: 1-2

Using the rating scale above, please assess the following:

- \_\_\_\_\_ **Communicates to employees:** job instructions, work hours, job expectations, relevant deadlines and management style. Answers questions. Gives the employee information about issues at the college level.
- \_\_\_\_\_ **Provides ongoing coaching and useful feedback to employees.** Provides opportunities for professional growth. Gives recognition when employees are doing well. Steps in to help when the situation calls for it. Builds teamwork.
- \_\_\_\_\_ **Resolves conflicts or disputes within the department and/or within the college with positive results.** Deals with issues before they become serious. Manages employees fairly and equitably.
- \_\_\_\_\_ **Controls expenses in line with their budget.** Demonstrates an understanding of the fiscal workings of their department and the college. Participates in the annual planning process in a timely manner. Completes their work on time.
- \_\_\_\_\_ **Please describe the employee's progress toward meeting their KPI areas.**

**Additional comments from the supervisor and from the 360 participants:**