

Professional Non-Supervisory Employees Performance Review Form

Employee Name: _____ Employee CID: _____

Employee Department: _____

Employee Job Title: _____

Supervisor's Name: _____ Supervisor's Title: _____

Review Period: _____, 2006 to _____, 2006
Month Month

APPRAISAL FACTORS

1. CUSTOMER SERVICE

The attention given by the employee to serving the needs of the employee's customers. The customers may be students, parents, other university employees, personnel from outside companies, etc.

Exceptional: Customer service is of exceptionally high quality. Consistently exceeds expectations.

Outstanding: Customer service is well above average. Often exceeds expectations.

Satisfactory: Customer service meets acceptable standards. Provides courteous service.

Needs Improvement: Provides minimally acceptable customer service. On occasion may offer service which is not courteous. **Please provide comments.**

Unacceptable: Exhibits poor customer service. Generally provides unacceptable or discourteous service. **Please provide comments.**

Comments:

2. TECHNICAL KNOWLEDGE

The employee's knowledge of laws, regulations, physical processes, mechanical processes, computer software, equipment, etc., which allows the individual to do the job.

- Exceptional:** Has complete knowledge of all aspects of the job. Able to work independently. Rarely must seek assistance.
- Outstanding:** Has considerable knowledge of all aspects of the job. Able to work with limited supervision. Occasionally must seek assistance.
- Satisfactory:** Has general knowledge of all aspects of the job. Works within established guidelines, under general supervision.
- Needs Improvement:** Knowledge of the job is limited. May still be learning the job. Close supervision is sometimes necessary. **Please provide comments.**
- Unacceptable:** Lacks sufficient knowledge of the job to be effective. Must have close individual supervision or the job does not get done. **Please provide comments.**

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| Comments: |
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**3. PROBLEM SOLVING/
JUDGEMENT**

The ability to identify the correct solution to problems, the ability to use the most appropriate solution from among several possible courses of action. Other items may include using good judgement in allotting university resources to meet customer needs and the ability to use technology to solve problems.

- Exceptional:** Exhibits exemplary judgment and problem solving skills.
- Outstanding:** Frequently exceeds expectations. Seldom makes errors in judgment and demonstrates above average problem solving skills.
- Satisfactory:** Demonstrates good judgment and problem solving skills.
- Needs Improvement:** Usually meets requirements. May occasionally fall below standards. Errors in judgment are not uncommon. **Please provide comments.**
- Unacceptable:** Significant improvement required. Exhibits poor judgment in daily work. **Please provide comments.**

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| Comments: |
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4. JOB OUTPUTS **This item reflects the quantity, quality and timeliness of the work being done by the individual.**

- Exceptional:** Produces consistently high volume of work. Extremely productive and fast. Rarely makes mistakes.
- Outstanding:** Volume of work is frequently above the expected level. Seldom makes mistakes.
- Satisfactory:** Does acceptable level of work. Volume is satisfactory, mistakes are minimal.
- Needs Improvement:** Volume is generally below expected level. Does just enough to get by. May make significant number of errors. **Please provide comments.**
- Unacceptable:** Does not meet minimum requirements. Volume of work is unsatisfactory, or may make many errors. **Please provide comments.**

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| Comments: |
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5. TEAMWORK/COOPERATION **This job dimension refers to the individual's ability to work with individuals encountered on the job.**

- Exceptional:** Exceptionally cooperative with others. Consistently strives to improve coordination of work with others.
- Outstanding:** Above average level of teamwork. Highly cooperative with others. Shows high level of interest in work.
- Satisfactory:** Generally works well with co-workers. Courteous and cooperative with others.
- Needs Improvement:** Exhibits limited interest in teamwork. May not work well with others. May be uncooperative on occasion. **Please provide comments.**
- Unacceptable:** Discourteous and uncooperative. Exhibits disinterest in work. May cause disruption of the work of others. **Please provide comments.**

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| Comments: |
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6. OVERALL EVALUATION

Composite appraisal of employee's total performance of duties.

Exceptional: Consistently exceeds position requirements.

Outstanding: Frequently exceeds position requirements.

Satisfactory: Consistently meets position requirements.

Needs Improvement: Does not consistently meet position requirements. **Please provide comments.**

Unacceptable: Does not meet position requirements. **Please provide comments.**

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| Comments: |
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7. SUGGESTIONS FOR IMPROVEMENT/NEED FOR ADDITIONAL TRAINING

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Supervisor's Signature _____

Date _____

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| <input type="checkbox"/> I agree with this performance review |
| <input type="checkbox"/> I disagree with all or part of this review |

Employee's Signature _____

Date _____

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| Employee's Comments (Optional): |
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