

Staff Annual Appraisal Overview

Achievements

Employees will list achievements for the performance review period.

Performance Indicators

For each performance indicator, employees will provide self-ratings and will also be evaluated by their leaders.

Essential Functions: Demonstrates understanding of the job requirements and effectively applies that knowledge; follows processes and procedures; maintains skills and technical knowledge to perform competently.

Customer Service: Identifies constituents' needs and expectations; works collaboratively with team members and others to meet customer needs, and is able to overcome barriers; ensures commitments to internal and external customers/clients are met on time.

Communications: Shares ideas and information in a clear, concise, and effective manner in writing and in speaking; listens effectively; safeguards sensitive or confidential information from intentional or unintentional disclosure.

Decision Making and Problem Solving: Defines the situation and decision to be made; identifies important criteria, adhering to data to drive effective decisions; sets priorities; keeps current with emerging trends; considers possible choices and potential consequences; selects appropriate solutions; engages others as appropriate.

Initiative: Recognizes needs and initiates actions; contributes new ideas or methods; seeks innovative means to improve quality; seeks new challenges.

Balance of Quantity and Quality of Work: Adequately balances work performance in a specified time period appropriate for the job functions while working to specifications and in compliance with all requirements for accuracy, timeliness, and completeness.

Demonstration of Core Values: Represents the college in a positive, professional manner consistent with the Core Values, which include a passion for learning, service and involvement, creativity and innovation, academic excellence, dignity and respect, and integrity.

Only employees who supervise other employees will be rated on the next four indicators.

Effective Hiring: Understands and adheres to the college's policies and procedures for hiring staff and/or faculty; reviews interview questions with Human Resources prior to interviewing candidates; selects most qualified candidate, considering qualifications and employment laws.

Performance Management: Creates a work environment in which the employee is enabled to perform to the best of his/her ability; ensures clear job description is communicated, including tasks, goals, desired outcomes, deadlines; provides effective training and ongoing coaching and feedback; manages behavior/performance issues early and completely; provides recognition for excellent performance.

Delegation: Appropriately assigns responsibility and accountability for specific outcomes or achievements to a specific employee or group; allows individual or group to determine process for accomplishment and to complete tasks/steps while providing relevant oversight and degree of support required for level of knowledge and skills of individual or group.

Team Building: Builds high-performance team and directs its work in the most productive ways; establishes high standards of professional performance; positively motivates team members to achieve or exceed goals; is easy to approach with ideas and opinions.

Ratings

The ratings below are used for each performance indicator as well as the overall rating. Leaders give overall ratings.

Meets Expectations: Successfully performs the essential job functions and effectively demonstrates competencies and core values. Performance is satisfactory in all major respects such as quality, timeliness, results, etc.

Exceeds Expectations: Performance clearly and consistently exceeds job expectations. Initiates and completes exceptional work beyond job functions or demonstrates competencies and core values in an outstanding manner.

Needs Improvement: Performance of essential job functions is ineffective or problematic. Inconsistent demonstration of competencies and core values. Employee may not be engaged and/or is not contributing to the job or the organization. Goals for improvement should accompany this appraisal to clearly identify.

An overall rating of "Needs Improvement" will make an employee ineligible for a general pay increase (GPI), if applicable, for the upcoming fiscal year.

Goal Review and Goal Setting

Employees and leaders evaluate goals for the performance review period by indicating if they were completed, partially completed or not completed.

Employees and leaders set appropriate goals for the new year.