



**PROFESSIONAL/TECHNICAL SUPPORT STAFF  
PERFORMANCE APPRAISAL FORM  
FY 2016-2017**

Employee Last Name	Employee First Name	Employee ID
Department	Position Title	Date Employed at STC
Date Assigned Present Position	Supervisor Name	Review Date

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Performance evaluations are intended to measure the extent to which the employee's performance meets the requirements of a particular position and to establish goals for the future; strengthen the relationship between you and the employee; open up channels of a communication; appraise past performance; recognize good performance; identify areas that might require improvement; enable you to access your own communication and supervisory skills.

**INSTRUCTIONS:**

Listed on the following pages are a number of performance factors that are important in the successful completion of most assignments. A list of qualities has been included to assist in evaluating an employee's performance in each area. Factors 1-11 apply to all professional/technical support staff. Factors 12-15 apply only to professional/technical support staff with supervisory responsibilities. To complete the Performance Appraisal Form, place an " " under the level of achievement, which most accurately describes the employee's performance on each factor.

In the spaces provided by each of the performance factors, you are encouraged to support your ratings with clarifying comments and specific examples which occurred during the review period that determined or affected the level of achievement marked. Factors rated anything other than "Meets Expectations" must be supported with examples or reasons. After the entire form has been completed and reviewed, the original is forwarded to the Office of Human Resources. Both the supervisor and the employee retain a copy.

**DEFINITION OF TERMS:**

CONSISTENTLY BELOW EXPECTATIONS	Performance is at a level below established objectives with the result that overall contribution is marginal and substandard. Performance requires a high degree of supervision.
BELOW EXPECTATIONS	Meets some of the established objectives and expectations but definite areas exist where achievement is substandard. Performance requires somewhat more than normal degree of direction and supervision.
MEETS EXPECTATIONS	Meets established objectives in a satisfactory and adequate manner. Performance requires normal degree of supervision.
EXCEEDS EXPECTATIONS	Accomplishments are above expected level or essential requirements.
CONSISTENTLY EXCEEDS EXPECTATIONS	Job performance easily exceeds job requirements; performance approaches best possible attainment.

**EMPLOYEE NAME****PERFORMANCE FACTORS**

	1	2	3	4	5	6
<b>1. KNOWLEDGE</b>						
<ul style="list-style-type: none"><li>▪ Understands job procedures and equipment essential to job</li><li>▪ Stays up to date on job methods, skills, and techniques</li><li>▪ Understands job functions within the organizational structure</li></ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>2. QUALITY</b>						
<ul style="list-style-type: none"><li>▪ Produces a final work product that is accurate and complete</li><li>▪ Corrects errors and recognizes inconsistencies in work assigned</li><li>▪ Organizes work to make duties easier and the supervisor's job easier</li><li>▪ Maintains awareness of changes in technical areas and responds to those changes</li><li>▪ Achieves results consistent with job expectations and performance standards</li></ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>3. QUANTITY</b>						
<ul style="list-style-type: none"><li>▪ Provides acceptable amount of work</li><li>▪ Accomplishes volume of work efficiently and promptly</li><li>▪ Meets job requirements and produces results within established time limits</li><li>▪ Uses available work time effectively, plans and prioritizes work, sets and accomplishes goals, and completes assignments on schedule</li><li>▪ Maintains output level consistent with job expectations and performance standards</li></ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>4. TASK AND PROJECT MANAGEMENT</b>						
<ul style="list-style-type: none"><li>▪ Develops and meets priorities, schedules, and deadlines</li><li>▪ Maintains an effective level of service/activity in assigned areas</li><li>▪ Develops methods and procedures in fulfilling daily tasks and projects</li><li>▪ Monitors quality control and work completion within given level of resources</li></ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>5. DEPENDABILITY</b>						
<ul style="list-style-type: none"> <li>Arrives on time for scheduled work</li> <li>Changes schedule/plans in order to meet deadlines</li> <li>Accomplishes all tasks within the proper time frame</li> <li>Completes work thoroughly, eliminating the need for close review</li> <li>Demonstrates general knowledge of the supervisor's work and department functions</li> <li>Applies knowledge so matters are attended to/referred to appropriate person for action</li> <li>Puts forth extra effort when needed</li> </ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>6. ADAPTABILITY/STRESS TOLERANCE</b>						
<ul style="list-style-type: none"> <li>Adjusts to changes in job assignments, methods, personnel or surroundings</li> <li>Meets deadlines or handles several tasks simultaneously</li> <li>Demonstrates flexibility to adapt to unanticipated schedule changes</li> <li>Manages stress, flexible, accepts constructive comments, and demonstrates improvement</li> </ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>7. INITIATIVE/RESOURCEFULNESS</b>						
<ul style="list-style-type: none"> <li>Contributes suggestions and ideas or develops options</li> <li>Seeks out new and better ways of accomplishing tasks</li> <li>Identifies and applies available information and resources</li> <li>Generates effective ideas and solutions</li> <li>Seeks additional tasks as time permits</li> <li>Performs work without being told</li> </ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>8. JUDGMENT/DECISION MAKING</b>						
<ul style="list-style-type: none"> <li>Evaluates several responses to a problem</li> <li>Considers impact of alternatives</li> <li>Ensures decisions are made and/or referred to appropriate administrative level</li> <li>Takes responsibility and makes decisions within assigned authority</li> <li>Uses good judgment to arrive at logical conclusions</li> <li>Demonstrates the ability to take time action</li> </ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>9. RELATIONSHIPS WITH PEOPLE AND COMMUNICATION</b>						
<ul style="list-style-type: none"> <li>▪ Uses tact to diffuse difficult situations</li> <li>▪ Offers help to others when time permits</li> <li>▪ Responds effectively and courteously to others</li> <li>▪ Contributes to improve the level of employee morale</li> <li>▪ Addresses and resolves conflict/problem situations with others</li> <li>▪ Works and communicates effectively with coworkers and supervisors</li> <li>▪ Receives, comprehends and disseminates oral and written communication</li> <li>▪ Develops and maintains a positive relationship within the College environment</li> </ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>10. DEPARTMENTAL/COLLEGE POLICIES AND PROCEDURES</b>						
<ul style="list-style-type: none"> <li>▪ Follows departmental/College policies and procedures</li> <li>▪ Completes forms in a proper manner keeping current on changes in department/College policies and procedures</li> <li>▪ Recognizes and informs appropriate parties of non-compliance of department/College policies and procedures</li> </ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>11. EMPLOYEE DEVELOPMENT AND GOAL SETTING</b>						
(Review/discuss prior year goals before completing)						
<ul style="list-style-type: none"> <li>▪ Sets personal and professional goals</li> <li>▪ Achieves the desired results, purpose or work-related goals</li> <li>▪ Initiates and provides suggestions for job enrichment and expanded duties</li> </ul>						

Examples or reasons for giving this rating are:

<b>FOR SUPERVISORY PERSONNEL ONLY</b> (If the employee being evaluated is a supervisor, complete the following section in addition to performance factors 1-11)
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	1	2	3	4	5	6
<b>12. LEADERSHIP ABILITY</b>						
<ul style="list-style-type: none"> <li>▪ Motivates employees and co-workers into performing duties needed to be accomplished</li> <li>▪ Functions consistently and effectively in an objective and rational manner regardless of pressures</li> <li>▪ Maintains a high degree of employee morale in order to accomplish department goals</li> </ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>13. APPRAISAL AND DEVELOPMENT OF PEOPLE</b>						
<ul style="list-style-type: none"> <li>Exhibits fairness and impartiality with employees in assigning job duties and objectively appraises work performance</li> <li>Demonstrates the ability to select, train and effectively develop subordinates by recognizing their abilities and improving their weaknesses</li> </ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>14. PLANNING AND ORGANIZATION</b>						
<ul style="list-style-type: none"> <li>Sets goals and objectives for the department</li> <li>Develops specific plans for department operations</li> <li>Prepares accurate budgets and administers budget effectively</li> <li>Delegates responsibility and authority; promotes accountability</li> <li>Assigns work to employees consistent with their ability to perform it</li> </ul>						

Examples or reasons for giving this rating are:

	1	2	3	4	5	6
<b>15. COMMUNICATION SKILLS</b>						
<ul style="list-style-type: none"> <li>Communicates effectively in both oral and written expression with employees and supervisor</li> <li>Confronts issues and resolves them constructively</li> <li>Helps employees with their work problems</li> <li>Keeps employees informed of decisions and plans for department as well as College policies and procedures</li> </ul>						

Examples or reasons for giving this rating are:

PROFESSIONAL DEVELOPMENT: Has employee completed annual professional development activities/goals? \_\_ YES \_\_ NO

Comments:

## Summary Appraisal Sheet

Employee Name \_\_\_\_\_

Review the ratings assigned to the performance factors on the previous pages. Check the category below which most clearly describes the employee's total performance.

CONSISTENTLY  
BELOW  
EXPECTATIONS

BELOW  
EXPECTATIONS

MEETS  
EXPECTATIONS

EXCEEDS  
EXPECTATIONS

CONSISTENTLY  
EXCEEDS  
EXPECTATIONS

Has Employee Improvement Plan for FY 2016-2017 been completed?    ☐ YES    ☐ NO

If applicable, please attach documentation.

FY 2017-2018 IMPROVEMENT PLANS:    ☐ YES    ☐ NO

If applicable, attach next fiscal year STC Employee Improvement Plan listing goals/objectives; responsibilities; deadline dates, etc. after discussing with employee.

### EMPLOYEE COMMENTS:

I have reviewed this document and discussed the contents with my supervisor. I understand that my signature does not necessarily indicate agreement to the evaluation but that I have been advised of my performance status, read and understood the evaluation discussed with me.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

### SUPERVISOR COMMENTS:

(Record here only those additional significant items brought up during the discussion with the employee which are not recorded elsewhere in this document.)

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_