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

ATTITUDE TOWARD STUDENTS/CUSTOMERS

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

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

COMMITMENTS TO STUDENTS AND CO-WORKERS

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

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

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:_________________________________________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________
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### 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

#### 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

#### 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

#### 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

#### CHANGE
- ![ ] Facilitates the process of change; helps others
- ![ ] Deals with change in a positive way
- ![ ] Goes along with change sometimes
- ![ ] Very resistant to change

#### POSITIVE/NEGATIVE FEEDBACK TO CO-WORKERS
- ![ ] Generous with compliments, recognition and positive feedback
- ![ ] Feedback is usually positive
- ![ ] No feedback given
- ![ ] Frequent negative feedback

#### PERSONAL APPEARANCE AND DRESS
- ![ ] Always appropriate; neat appearance
- ![ ] Usually neat and appropriate
- ![ ] Inadequate; inappropriate

#### 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.