

ALLEGHENY COLLEGE
Office/Support Staff Performance Review
Employee Self-Evaluation

Name	Title	Department
Date Hired	Supervisor	Date Completed
Evaluation Period From _____ To _____		

INSTRUCTIONS: For each performance criteria listed below, select the general description of performance that is most appropriate. Place an “X” in the appropriate box. Comments are required for Exemplary, Needs Improvement, and Unsatisfactory. Comments should relate specifically to the performance criteria and, whenever possible, include examples of performance that illustrate the rating. If additional space is needed for comments, please attach an additional page.

QUALITY OF WORK (Consider whether employee performs responsibilities competently; meets work standards; produces work that is accurate, thorough and complete)

Exemplary	<input type="checkbox"/>	Work is consistently completed accurately, thoroughly, and neatly. Creativity and problem solving skills are used to enhance quality.
Commendable	<input type="checkbox"/>	Work is completed accurately, thoroughly, and neatly.
Competent	<input type="checkbox"/>	Work is acceptable, although corrections or improvements may be needed at times.
Needs Improvement	<input type="checkbox"/>	Work is only minimally acceptable. Too many mistakes are made and/or details are overlooked.
Unsatisfactory	<input type="checkbox"/>	Work is generally completed inaccurately or carelessly.

Comments:

WORK QUANTITY/PLANNING/ORGANIZATION (Consider whether employee sets priorities and organizes work to complete assignments and objectives in a timely manner; makes good use of time and produces acceptable volume of work)

Exemplary	<input type="checkbox"/>	An exceptional volume of work is consistently produced. All timelines and standards are met or exceeded.
Commendable	<input type="checkbox"/>	Work production usually exceeds normal expectations.
Competent	<input type="checkbox"/>	Volume of work is average, and work is generally kept on schedule.
Needs Improvement	<input type="checkbox"/>	Volume of work is often below what is expected. Too much non-productive time.
Unsatisfactory	<input type="checkbox"/>	Expected production standards are not met. The amount of non-productive time on the job is unacceptable.

Comments:

JOB KNOWLEDGE (Consider whether employee understands principles and applies appropriate methods (or technical skills), instructions, procedures, related materials, or equipment to perform responsibilities. Supervision needed is appropriate to job level.

Exemplary	<input type="checkbox"/>	Has a complete mastery of all phases of the job. Learns new procedures and methods at an exceptional rate and applies knowledge in an effective manner. Uses related materials and/or equipment to their fullest advantage. Looks for ways to expand knowledge.
Commendable	<input type="checkbox"/>	Has better than average skills and abilities. Learns quickly and applies knowledge at a fairly rapid rate. Uses related materials and/or equipment effectively.
Competent	<input type="checkbox"/>	Has adequate knowledge. Learns in an average time frame and applies knowledge acceptably. Has an acceptable working knowledge of related materials and/or equipment.
Needs Improvement	<input type="checkbox"/>	Has not learned all of the principles needed to do the job satisfactorily and/or lacks interest in learning new procedures. Does not use materials and/or equipment effectively.
Unsatisfactory	<input type="checkbox"/>	Has not demonstrated the knowledge needed to do the job satisfactorily and/or avoids learning new procedures. Use of materials and/or equipment unacceptable.

Comments:

ATTITUDE/ADAPTABILITY TOWARDS ASSIGNMENTS (Consider the attitude with which the employee assumes responsibility for work assignments, receives work direction, and ability to adjust to new situations)

Exemplary	<input type="checkbox"/>	Receives and approaches all tasks and/or changes with genuine willingness and interest. Highly dependable, dedicated and enthusiastic. Quickly learns and adjusts to new situations.
Commendable	<input type="checkbox"/>	Receives and approaches tasks with interest. Usually dependable, dedicated and eager. Flexibility in response to changing work circumstances is above average..
Competent	<input type="checkbox"/>	Receives and accepts tasks without complaint. Flexibility in response to changing work circumstances is satisfactory.
Needs Improvement	<input type="checkbox"/>	Demonstrates some reluctance to accept and follow supervisory instructions. Not usually flexible in response to changing circumstances.
Unsatisfactory	<input type="checkbox"/>	Generally evidences a negative attitude. Inflexible.

Comments:

INITIATIVE/RELIABILITY (Consider the employee's self-starting motivation, how work time is used, how well the employee follows through on assignments, and the ability to apply new ideas to improve operations as appropriate to the assignment)

Exemplary	<input type="checkbox"/>	Exceptionally self-reliant and highly motivated. Consistently uses initiative and resourcefulness. Makes the best use of work time. Seeks out and initiates work improvements.
Commendable	<input type="checkbox"/>	A self-starter. Follows through on assignments. Makes good use of work time. Suggests improvements.
Competent	<input type="checkbox"/>	Average initiative, usually at the routine level. Makes acceptable use of work time.
Needs Improvement	<input type="checkbox"/>	Requires follow-up to keep assignments progressing. Work time is not always used effectively.
Unsatisfactory	<input type="checkbox"/>	Lacks motivation and/or needs direction. Requires supervision to keep assignments on schedule.

Comments:

TEAMWORK/RELATIONS WITH CO-WORKERS (Consider the employee's ability to work cooperatively and effectively with the supervisor, co-workers, individuals being served, students, or others with whom the employee interacts on a regular basis)

Exemplary	<input type="checkbox"/>	Is exceptionally courteous and highly effective in working with people. Creates a comfortable working environment at all times. Well respected by others. Cooperates with co-workers.
Commendable	<input type="checkbox"/>	Works very well with others and facilitates cooperation and teamwork.
Competent	<input type="checkbox"/>	Acceptable human relations skills. Is usually courteous and cooperative.
Needs Improvement	<input type="checkbox"/>	Relates fairly well with some, but not with others. Does not cooperate with supervisor, coworkers, or students on a consistent basis.
Unsatisfactory	<input type="checkbox"/>	Generally evidences a lack of cooperation or a poor service level.

Comments:

ATTENDANCE (Consider the employee's attendance record and the extent to which he/she correctly uses annual leave time, i.e. vacation, sick, or personal time)

Exemplary	<input type="checkbox"/>	Always reliable. Unless an emergency, annual leave is planned and requested in advance and scheduled for times which do not negatively impact department operations. Sick leave is taken only when absolutely necessary.
Commendable	<input type="checkbox"/>	Attendance is above average. Reliable and can generally be depended upon to plan, schedule, and request leave appropriately and for the purposes it is intended.
Competent	<input type="checkbox"/>	Attendance is acceptable. Use of leave usually does not, but may occasionally, create a problem for the department. Leave is usually requested appropriately.
Needs Improvement	<input type="checkbox"/>	Use of leave presents a problem for the department. Leave is often used without proper notice and/or without adequate justification.
Unsatisfactory	<input type="checkbox"/>	Generally undependable. Annual and/or sick leave is used regularly or excessively without proper planning or notice and/or without adequate or acceptable justification/documentation.

Comments:

PUNCTUALITY (Consider the employee's adherence to the established work hours i.e. reports for work on time and does not leave early; observes lunch hour limit and avoids excessive breaks)

Exemplary	<input type="checkbox"/>	Extremely conscientious. Never arrives late or leaves early without advance notice and justification. Absolutely no pattern of abuse or misuse with respect to arriving on time, leaving early, observing lunch hour limit or taking excessive breaks.
Commendable	<input type="checkbox"/>	Rarely arrives late or leaves early without advance notice and justification. Above average with respect to observing lunch hour limit and avoiding excessive breaks.
Competent	<input type="checkbox"/>	Punctuality is acceptable. Average with respect to start time, leaving early, lunch hour, or excessive breaks.
Needs Improvement	<input type="checkbox"/>	Often arrives late or leaves early without advance notice and justification, takes excessive breaks or exceeds lunch hour limit.
Unsatisfactory	<input type="checkbox"/>	Pattern of abuse or misuse with respect to start time, leaving early, lunch hour, or break times. Creates a problem for the department.

Comments:

JUDGMENT/PROBLEM SOLVING (Consider the employee's ability to take action and/or offer recommendations to resolve problems. .)

Exemplary	<input type="checkbox"/>	Has thorough and detailed knowledge of problems. Considers all relevant facts; effectively takes action and/or offers recommendations to resolve problems appropriate to assignment on a consistent basis. Serves as a role model.
Commendable	<input type="checkbox"/>	Has better than average knowledge of problems and oftentimes takes action and/or offers recommendations to resolve problems.
Competent	<input type="checkbox"/>	Has an adequate knowledge of problems and occasionally takes action and/or offers recommendations to resolve problems.
Needs Improvement	<input type="checkbox"/>	Has some knowledge of problems but ability to take action and/or offer recommendations is limited.
Unsatisfactory	<input type="checkbox"/>	Does not have sufficient knowledge of problems and rarely takes action and/or offers recommendations to resolve problems.

Comments:

SUPERVISORY ABILITY (COMPLETE ONLY FOR EMPLOYEES WITH SUPERVISORY RESPONSIBILITY. Consider the ability to lead, motivate, train, and make decisions.)

Exemplary	<input type="checkbox"/>	Exceptionally effective as a supervisor. Maximizes employee potential. Employees respect authority and direction.
Commendable	<input type="checkbox"/>	Functions very well as a supervisor. Demonstrates leadership capabilities. Work performance of the unit exceeds expected levels of efficiency and effectiveness.
Competent	<input type="checkbox"/>	Performs satisfactorily as a supervisor. Work performance of the unit meets the needs of the College.
Needs Improvement	<input type="checkbox"/>	Has difficulty in supervising employees. Work performance of the unit is below expectations.
Unsatisfactory	<input type="checkbox"/>	Has not demonstrated supervisory capabilities. Unable to obtain cooperation or desired results from employees.

Comments:

DEVELOPMENTAL NEEDS: *(To be completed by supervisor with discussion/input from employee)*

Identify strengths/weaknesses and suggest developmental activities that would contribute to the employee's performance and/or prepare the employee for greater job responsibility:

OVERALL PERFORMANCE RATING (Comments required if Exemplary, Needs Improvement, or Unsatisfactory is selected—*please include comments on a separate page*)

<input type="checkbox"/>	EXEMPLARY: An exemplary performance rating is reserved for those who are recognized by their supervisors and administrators as clearly superior to the majority of other employees. They are exceptionally skilled at their job, are highly self-reliant and motivated, and take the initiative to seek out and implement work improvements. They solve problems, not create them. They quickly and easily meet all of the expectations of the position and consistently make contributions well beyond the normal demands of the job. Human relations skills, attitude, and attendance/punctuality are of the highest level.
<input type="checkbox"/>	COMMENDABLE: Commendable performers are those who are worthy of recognition. They are very effective in their job, contribute in positive and meaningful ways to the department, and produce results over and above what would normally be expected. Human relations skills, attitude, and attendance/punctuality are above average or better.
<input type="checkbox"/>	COMPETENT: Competent performers meet the average expectations of the position and perform in a satisfactory manner.
<input type="checkbox"/>	NEEDS IMPROVEMENT: Employees who need improvement are only barely meeting performance expectations—in all, some, or one key area. Improvement is needed if the employee is to remain in the position.
<input type="checkbox"/>	UNSATISFACTORY: Unsatisfactory performers are not meeting performance expectations. If immediate and sustained improvement is not forthcoming, employment may be terminated.

PERFORMANCE GOALS: Comment on any factors, which may have affected the achievement of performance goals during the past year. *(If additional space is needed, please attach a separate page)*

Achievement of Goals	Specific performance goals established during last evaluation session were achieved in a timely manner and/or appropriately adjusted to meet unanticipated conditions. Performance in identified area(s) was significantly improved. <i>(Explain under comments)</i>	Yes	No	Comments
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Performance goals for upcoming period *(to be mutually agreed upon by employee and supervisor):*

SUPERVISOR'S COMMENTS Comment on any factors which may have influenced the overall rating, either positively or negatively. *(If additional space is needed, please attach a separate page)*

EMPLOYEE'S COMMENTS Comment on this performance review or suggestions for improvements in department and/or personal plans for professional development. *(If additional space is needed, please attach a separate page)*

The employee's signature below indicates that he/she has seen this form. It does not mean that the employee agrees with the overall assessment and/or comments. The employee has thirty (30) days to attach written comments to the review if he/she desires.

Employee **Date**

Supervisor **Date**

Note: Supervisor to provide a copy of this form to the respective AEC Member, the Department Manager, and the employee. The signed original is to be sent to the Office of Human Resources for inclusion in the personnel file.