

ALLEGHENY COLLEGE
Service/Maintenance Staff Performance Review
Supervisor Evaluation

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

INSTRUCTIONS: For each performance criteria in Section I, circle the general description of performance that is most appropriate. Comments are required for distinguished (D), Needs Improvement (NI), and Unsatisfactory (U). 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.

FACTORS/DEGREE OF PERFORMANCE: Identify the statement in each category which most closely describes the employee's performance. Place an "X" in the appropriate box.

QUALITY OF WORK (Consider the end product or results of assigned work including neatness and thoroughness.)

Distinguished	<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:

PRODUCTIVITY (Consider the time it takes for the employee to do a job and whether or not time is wasted.)

Distinguished	<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:

SKILLS AND ABILITIES (Consider the employee's skills, ability to do the work, and knowledge and use of related materials, equipment, and/or tools.)

Distinguished	<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, equipment and/or tools to their fullest advantage. Looks for ways to expand skills and 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, equipment, and/or tools effectively.
Competent	<input type="checkbox"/>	Has adequate skills. Learns in an average time frame and applies knowledge acceptably. Has an acceptable working knowledge of related materials, equipment, and/or tools.
Needs Improvement	<input type="checkbox"/>	Has not learned all of the skills needed to do the job satisfactorily and/or lacks interest in learning new procedures. Does not use materials, equipment, and/or tools effectively.
Unsatisfactory	<input type="checkbox"/>	Has not demonstrated the skills needed to do the job satisfactorily and/or avoids learning new procedures. Use of materials, equipment, and/or tools is unacceptable.

Comments:

ATTITUDE TOWARDS ASSIGNMENTS (Consider the attitude with which the employee assumes responsibility for work assignments and receives work direction.)

Distinguished	<input type="checkbox"/>	Receives and approaches all tasks and/or changes with genuine willingness and interest. Highly dedicated and enthusiastic. Always available for overtime and emergency work. Interested in learning new skills and procedures.
Commendable	<input type="checkbox"/>	Receives and approaches tasks with interest. Flexible in response to changing circumstances. Usually available for overtime and emergency work.
Competent	<input type="checkbox"/>	Receives and accepts tasks without complaint. Often available for overtime and emergency work.
Needs Improvement	<input type="checkbox"/>	Demonstrates some reluctance to accept and follow supervisory instructions. Not usually available for overtime and emergency work.
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, and how well the employee follows through on assignments, taking appropriate independent action when necessary.)

Distinguished	<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:

HUMAN RELATIONS SKILLS (Consider the employee's ability to work cooperatively and effectively with the supervisor, co-workers, individuals being served, and others.)

Distinguished	<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 fully.
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 and/or coworkers 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 uses annual and sick leave correctly.)

Distinguished	<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. Absolutely no pattern of abuse or misuse.
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. Pattern of abuse or misuse.

Comments:

PUNCTUALITY (Consider the employee's adherence to the established work hours.)

Distinguished	<input type="checkbox"/>	Extremely conscientious. Never arrives late or leaves early without advance or proper notice and justification.
Commendable	<input type="checkbox"/>	Rarely arrives late or leaves early without advance or proper notice and justification.
Competent	<input type="checkbox"/>	Punctuality is acceptable. May arrive late or leave early without advance or proper notice and justification.
Needs Improvement	<input type="checkbox"/>	Often arrives late or leaves early without advance or proper notice and justification.
Unsatisfactory	<input type="checkbox"/>	Many times or regularly arrives late or leaves early. Creates a problem for the department.

Comments:

SAFETY (Consider the employee's knowledge of and adherence to safety standards.)

Distinguished	<input type="checkbox"/>	Has thorough and detailed knowledge of relevant safety standards and procedures and follows them consistently. Serves as a role model.
Commendable	<input type="checkbox"/>	Knows relevant safety procedures unusually well and can be depended upon to follow them.
Competent	<input type="checkbox"/>	Knows the basics of relevant safety procedures and follows them satisfactorily.
Needs Improvement	<input type="checkbox"/>	Knows some or parts of relevant safety procedures and/or occasionally fails to follow established safety procedures.
Unsatisfactory	<input type="checkbox"/>	Does not have sufficient knowledge of relevant safety procedures and/or violates safety standards.

Comments:

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

Distinguished	<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.

TRAINING

What skills or training should the employee obtain to become more effective on the job?

OVERALL PERFORMANCE RATING (Comments required if D, NI, or U is selected—*please include comments on a separate page*)

<input type="checkbox"/>	DISTINGUISHED: A distinguished 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 unit, 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.

SUPERVISOR'S COMMENTS (Comment on any factors which may have influenced the overall rating, either positively or negatively.)

EMPLOYEE'S COMMENTS (Comment on this performance review or suggestions for improvements in department.)

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
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Supervisor	Date
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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.