

STUDENT AFFAIRS UNCLASSIFIED STAFF PERFORMANCE STANDARDS

Name: _____
Department: _____
Date: _____

SCALE OF VALUES: Numbered Items

Often Exceeds the Standard.....O
Meets the Standard.....M
Does Not Meet Standard.....D
N/A.....Not Applicable
NOTO.....No Opportunity to Observe
(to be used when the nature of the supervisor/subordinate relationship or location of their offices does not allow easy observation of the performance standard being rated.)

I. PROFESSIONALISM

Value

A. Leadership

- 1. Develops goals and objectives and monitors progress regularly. _____
- 2. Reviews current practice, areas for improvement and initiates and plans for response. _____
- 3. Gains commitment to goals of the department, building a cohesive and cooperative working unit. _____
- 4. Demonstrates positive attitude, "can-do" approach. _____
- 5. Encourages the professional development of subordinates. _____
- 6. Is willing to try ideas of others, even when different from personal opinion, in the confidence that those ideas could project a better overall outcome. _____

Comments: _____

B. Efficiency/Productivity

- 1. Uses time on job productively. _____
- 2. Makes decisions/solves problems in a timely and effective manner. _____
- 3. Completes assignments in a timely manner. _____
- 4. Follows through on assigned tasks and on workable ideas and suggestions. _____
- 5. Creates memos and "ticklers" sufficient to ensure follow-through. _____
- 6. Pays appropriate attention to detail. _____

7. Maintains high standards of accuracy and completeness. _____

8. Works beyond standard work week when necessary to get job done. _____

Comments: _____

C. Ethics/Integrity/Loyalty

1. Uses time on duty for University, rather than personal, purposes. _____

2. Observes high standard of confidentiality and discretion when dealing with personal or sensitive issues. _____

3. Adheres to established legal and ethical guidelines associated with position. _____

4. Demonstrates loyalty to the University in expressions to the external community concerning internal matters. _____

5. Actively supports the mission and goals of the University, division, department and unit. _____

6. Is honest in dealings with subordinates, peers and supervisors. _____

Comments: _____

II. HUMAN RELATIONS

A. Fairness

1. Provides equal treatment to all co-workers, regardless of personal relationships. _____

2. Maintains consistency in the granting of special requests. _____

3. Utilizes equitable hiring practices; follows Affirmative Action guidelines. _____

4. Judges performance in light of resources available. _____

Comments: _____

B. Personal Qualities

1. Is sociable and polite toward others. _____

2. Exhibits appropriate personal appearance as related to position. _____

- 3. Demonstrates good judgment at all times. _____
 - 4. Works well under pressure. _____
 - 5. Accepts responsibility for error and misjudgment when appropriate. _____
 - 6. Leads by example: "practice what you preach". _____
- Comments: _____

C. Interactive Qualities

- 1. Offers assistance to, and works willingly with associates, supervisor, and subordinates. _____
 - 2. Listens attentively and empathetically to inquiries and complaints. _____
 - 3. Accepts constructive criticism and attempts to modify conduct accordingly. _____
 - 4. Contributes to overall team effectiveness. _____
 - 5. Actively seeks input of subordinates in decision-making. _____
- Comments: _____

D. Student Relations

- 1. Recognizes students as our primary concern, and treats them accordingly. _____
 - 2. Is actively involved in students' development in ways pertinent to the specific area(s) of responsibility. _____
 - 3. Provides opportunities for students to express their needs and opinions. _____
 - 4. Takes student complaints seriously and follows up appropriately. _____
- Comments: _____

III. SKILLS

A. Knowledge of Job

- 1. Demonstrates knowledge of standards of the profession. _____
- 2. Demonstrates knowledge of the accepted techniques of the profession. _____
- 3. Keeps abreast of current developments, including changes in law and regulations. _____

- 4. Makes few errors in performance of duties. _____
- 5. Demonstrates willingness to learn new principles and techniques. _____
- 6. Knows pertinent state, federal and University regulations, including those governing use of funds, supplies, equipment and personnel. _____

Comments: _____

B. Supervisory

- 1. Accurately judges performance of subordinates. _____
- 2. Ensures training and development of skills of subordinates. _____
- 3. Assigns appropriate duties to subordinates in accordance with their knowledge and abilities. _____
- 4. Complies with pertinent state, federal, and University regulations governing use of funds, supplies, equipment and personnel. _____
- 5. Generally motivates others through positive rather than negative means. _____
- 6. Analyzes departmental needs accurately. _____
- 7. Tailors schedules of staff to provide optimum coverage. _____

Comments: _____

C. Communication

- 1. Writes in a fluent and concise manner. _____
- 2. Presents ideas in a persuasive but tactful manner. _____
- 3. Adheres to established institutional lines of communication reflected in chain of command. _____
- 4. Shares information with all who need to know. _____
- 5. Listens well. _____
- 6. Conducts appropriate assessment of client satisfaction. _____
- 7. Creates appropriate "paper trails" to document actions. _____
- 8. Does not back down easily if convinced of the appropriateness of his/her action or belief. _____

Comments: _____

IV. CREATIVITY

- 1. Looks for possibilities rather than problems. _____
- 2. Uses originality in program development. _____
- 3. Searches for alternative solutions to problems. _____
- 4. Encourages creativity in subordinates and peers. _____
- 5. Is willing to take risks in implementing a promising, new idea. _____

Comments: _____

OVERALL COMMENTS ON QUALITY OF PERFORMANCE

Overall, the employee being reviewed: (check as appropriate)

	Always	Usually	Often	Seldom	Never
Is a strong leader	_____	_____	_____	_____	_____
Is a team player	_____	_____	_____	_____	_____
Is an effective employee	_____	_____	_____	_____	_____
Is ethical and loyal	_____	_____	_____	_____	_____
Is fair	_____	_____	_____	_____	_____
Is a personable, likeable individual	_____	_____	_____	_____	_____
Handles stress well	_____	_____	_____	_____	_____
Interacts well with me and others	_____	_____	_____	_____	_____
Is professionally knowledgeable	_____	_____	_____	_____	_____
Supervises and guides me and others appropriately	_____	_____	_____	_____	_____
Effectively communicates with all who need to know	_____	_____	_____	_____	_____
Is creative	_____	_____	_____	_____	_____

Comments: _____

Professional Development Plan

Goal No.: _____
Strategy/Assessment:

Resources:

Are any additional resources required to implement the proposed development? If so, what, and at what cost?

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Strategy/Assessment:

Resources

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Resources

Are any additional resources required to implement the proposed development? If so, what, and at what cost?

Signature, Date

Signature of Supervisor, Date

Signature

FOR CONTINUING IMPROVEMENT:

A. New Learning

What do you plan to learn this coming year that will help you to do your work better (more efficiently/more effectively with a more positive attitude)?

What are your ideas as to how to obtain this new learning?

How will this new knowledge or skill contribute to your professional abilities?

What should Nicholls do for you to help you obtain the new learning?

Is this a learning project that others in your area or in your managerial category should also be interested or involved in? If so, who?

B. What If's

What if you were in your supervisor's position? What would you do differently?

What if you had sufficient authority and resources? What would you like to see done to make your area, your staff, or Nicholls a better place?
