

# SOUTHERN ARKANSAS UNIVERSITY TECH

## PERFORMANCE EVALUATION FOR ADMINISTRATIVE/MANAGERIAL & CLASSIFIED EMPLOYEES

This performance evaluation instrument will be used as a communications tool to assist employees in professional development and in human resources decisions.



## 2010 - 2011

### SOUTHERN ARKANSAS UNIVERSITY TECH Mission Statement

*Southern Arkansas University Tech is a comprehensive two-year, public college committed to providing quality educational programs to meet the needs of its service area. Within its resources, the college accomplishes its mission through technical career programs, transfer curricula, continuing education, development education, and administrative, student, and community services.*

The performance evaluation process has been developed with the mission statement of the college as its guiding principle. Recognizing that each position and each employee uniquely contributes to the successful accomplishment of the college's goals, the performance evaluation process seeks to recognize and reward employees who excel in supporting the core values of our mission.

**EMPLOYEE DATA:**

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

Department: \_\_\_\_\_ Division: \_\_\_\_\_

Position/Title: \_\_\_\_\_ Administrative/Managerial  Classified

Date of Evaluation: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

Supervisor's Phone Number: \_\_\_\_\_

**EVALUATION STANDARDS:**

**U – Unsatisfactory:** Significant problems: performance does not meet requirements and objectives.

**S – Satisfactory:** Meets performance requirements and objectives.

**A – Above Average:** Consistently exceeds requirements and objectives.

**E – Exceeds Standards:** Significantly exceeds all requirements and objectives; outstanding performance.

**All ratings of “U” or “E” require specific justification and approval by the appointed reviewing committee prior to conducting the official evaluation with employee.**

**MISSION STATEMENT:**

(Please circle one)

<p><b>U S A E</b></p>	<p>Each department has its own mission which is necessary to support the mission of the college. Evaluate the employee's performance for its consistency with the department mission.</p> <p>Comments:</p>
-----------------------	--

Initials: Supr \_\_\_\_\_ Emp \_\_\_\_\_

**Duties and Responsibilities Ranked by Importance**    Date Completed: \_\_\_\_\_

<b>Rank</b>	<b>Rating U S A E</b>	<b>Duties and Responsibilities</b>

## 2010 – 2011 Evaluation

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

### EMPLOYEE PERFORMANCE STANDARDS REVIEW:

(Please Circle one)

<b>U S A E</b>	<b>Job Knowledge</b> – Possesses the competency skills as outlined in the job qualifications. Understands the duties, responsibilities, skills and procedures required of the job. Demonstrates the ability to apply job knowledge and skills.
<b>U S A E</b>	<b>Customer Service</b> – Responds to customer’s expectations within parameters of the department’s mission and goals. Communicates positively with internal and external customers. Handles problems professionally, efficiently, timely, and creatively. Keeps internal and external customers and supervisors informed of project status and possible controversial issues or situations. Provides consultation or technical assistance to others. Looks for opportunities to provide better service. Takes pride in service provided.
<b>U S A E</b>	<b>Interpersonal Skills</b> – Shows support and respect for others. Willingly participates in work group activities. Demonstrates good communication and listening skills. Resolves conflict situations promptly and appropriately while remaining open to discussion. Accepts feedback and coaching as means of developing skills. Seeks others’ opinion when necessary. Uses clear and understandable language in presenting information, both orally and in writing. Models good work ethics and practices.
<b>U S A E</b>	<b>Dependability</b> – Meets and follows through with job expectations, goals, and commitments in a timely manner. Takes personal responsibility for actions and performance. Requests leave in advance, ensures coverage, and meets attendance/punctuality requirements.
<b>U S A E</b>	<b>Quality</b> – Ensures work product/service is reliable, thorough, meets user needs, and is aligned with department mission and values. Considers aspects and consequences before taking action. Completes work accurately and thoroughly. Demonstrates commitment to quality; continuously looks for improvements, participates in team, self, and department quality improvement opportunities.
<b>U S A E</b>	<b>Productivity</b> – Demonstrates the knowledge and skills needed to do the job. Can work independently or with others. Completes tasks and manages time well. Prioritizes tasks to meet deadlines. Volunteers for additional work and willingly assumes new responsibilities. Anticipates problems and takes necessary corrective action to prevent or lessen problems. Manages a fair workload. Actively participates in the decision making processes. Stays focused under pressure.
<b>U S A E</b>	<b>Adaptability/Flexibility</b> – Demonstrates capability to adapt to new, different, or changing work requirements or procedures. Is flexible and open-minded. Participates in change processes in a positive manner. Demonstrates a can-do attitude when faced with challenging situations or conflicts. Switches tactics and strategies when planned approaches do not work. Is willing to modify one’s preferred way of doing things. Adapts communication and work style to the institution.
<b>U S A E</b>	<b>Work Environment/Safety</b> – Acts in accordance with a respectful workplace environment, free from harassment, discrimination, and violence. Maintains confidentiality of information as it pertains to fellow employees and workplace issues. Maintains documents, files and records (electronic and paper) in a secure and confidential manner. Complies with general conditions of employment, EEO, security, and workplace safety policies. Keeps the workplace clean, secure, and supports safety programs.
<b>U S A E</b>	<b>Other Standards-</b>

## SUPERVISORY/MANAGERIAL PERFORMANCE STANDARDS

**REVIEW:** (additional factors for employees with supervisory responsibilities)

<b>U S A E</b>	<p><b>Managing Performance</b> – Develops and clearly communicates challenging, achievable, relevant, and measurable work goals. Provides employees feedback on a regular basis and gives guidance and assistance to improve performance. Applies clear/consistent performance standards. Handles performance problems decisively and objectively; is direct but tactful. Deals with disciplinary actions effectively as they occur, using coaching and counseling as needed. Provides opportunities for employee development and coaches for success. Consistently documents employee performance throughout the review period. Completes staff evaluations based on documented observable behavior and within appropriate time line. Uses the appropriate leadership style for the situation. Establishes a motivating environment.</p>
<b>U S A E</b>	<p><b>Communication</b> – Effectively communicates the department’s mission and vision and impact to the area’s goals and objectives. Uses clear and understandable language in presenting information. Shares information and ensures the communication medium is appropriate for the message and meets the needs of the audience. Ensures information filters to all appropriate levels and areas within and outside the organization in a timely manner. Keeps executive management informed of project status and current of possible controversial issues or situations. Obtains needed results through clear, concise, and factual speaking and writing. Actively listens and is open to input and feedback. Resolves conflict situations appropriately while remaining open to discussion. Encourages win/win outcomes.</p>
<b>U S A E</b>	<p><b>Decision Making/Problem Solving</b> – Makes decisions that are within scope of responsibility. Makes decisions in difficult, confusing, and time sensitive situations. Is able to deal with ambiguity. Analyzes available information and potential consequences to the organization/individual; arrives at sound conclusions and takes appropriate action. Accepts responsibility for decisions and takes proper corrective action when necessary. Asks appropriate questions and uses an inclusive approach, considering interested parties’ input prior to making a decision.</p>
<b>U S A E</b>	<p><b>Results Focus</b> – Manages workforce to meet current and future needs. Sets and communicates the vision and direction. Develops challenging, achievable, relevant, and measurable individual and team work goals. Prioritizes tasks and sets standards and responsibilities. Measures results against established goals. Overcomes obstacles and is accountable for final results. Demonstrates energy and ambition to achieve organizational goals. May multi-task many diverse activities and work demands to gain results. Actions are progressive, proactive, and demonstrate forward thinking.</p>
<b>U S A E</b>	<p><b>Customer Focus</b> – Is knowledgeable of internal and external customer base and is committed to satisfying customers’ needs within the parameters of the department’s mission and goals. Measures customer satisfaction. Presents a professional, positive image and attitude to staff and customers. Establishes and maintains effective working relationships. Demonstrates a commitment to quality public service through statements and actions. Demonstrates ability to create external partnerships (e.g., with the legislature, community, other agencies).</p>
<b>U S A E</b>	<p><b>Other Standards</b> –</p>

**OVERALL EVALUATION:**

(Please Circle One)

**Unsatisfactory**

**Satisfactory**

**Above Average**

**Exceeds Standards**

**Supervisor Comments:**

**Greatest Accomplishments:**

**Areas of Improvement:**

**Recommended Employee Development Plan:**

(use additional sheets if required)

**Employee Comments:**

(use additional sheets if required)

**Employee Signature:** Your signature indicates neither agreement nor disagreement with this, but it does indicate that you have read the evaluation, and that it has been discussed with you. If you wish, you may comment in the space above.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Immediate Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Endorsing Official

\_\_\_\_\_  
Date