PERFORMANCE EVALUATION PLAN
FOR
ADMINISTRATIVE CLERICAL SUPPORT POSITIONS

Name of Employee ___________________________________
Job Title ___________________________________________
Department _________________________________________
___ Probationary Evaluation  Evaluation Period From_______ To __________
___ Annual Evaluation  Evaluation Period From _______ To __________

RATING SCALE DEFINITIONS

3  **Exceeds expectations:** Consistently exceeds expectations, demonstrates overall excellence.

2  **Meets expectations:** Consistently meets expectations and performs duties and responsibilities according to established standards.

1  **Unsatisfactory:** Fails to perform duties and responsibilities according to standards, policies and procedures.

N/A  **Not applicable:** Category description does not apply to employee.

PROFICIENCIES
ADMINISTRATIVE SKILLS

1. Completes tasks according to verbal or written instructions.  3  2  1  N/A
2. Completes projects and assignments according to timelines.  3  2  1  N/A
3. Proficient in using appropriate software and or equipment to complete assignments.  3  2  1  N/A
4. Understands and complies with department and university policies and procedures.  3  2  1  N/A
ADMINISTRATIVE SKILLS (cont’d.)

6. Ability to prioritize work and effectively perform multiple tasks. 3 2 1 N/A
7. Uses analytical skills to solve problems. 3 2 1 N/A
8. Exercises good judgment in making decisions. 3 2 1 N/A
9. Uses university resources effectively. 3 2 1 N/A

CUSTOMER SERVICE SKILLS

1. Responds courteously to all inquires. 3 2 1 N/A
2. Responds to electronic, written and verbal contacts accurately and in a timely manner. 3 2 1 N/A
3. Able to control crisis situations. 3 2 1 N/A

COMMUNICATION SKILLS

1. Ability to listen and understand what others are communicating. 3 2 1 N/A
2. Ability to communicate verbally and in writing. 3 2 1 N/A
3. Exercises courtesy in communicating on the telephone and in person. 3 2 1 N/A
4. Ability to provide accurate information to others regarding area of responsibility or department. 3 2 1 N/A

BEHAVIORIAL SKILLS

1. Complies with university guidelines for attendance and punctuality. 3 2 1 N/A
2. Reports to work on time and returns from lunch and breaks on time. 3 2 1 N/A
3. Works effectively with co-workers, students, faculty and staff. 3 2 1 N/A
BEHAVIORAL SKILLS (cont’d.)

4. Willing to work beyond scheduled hours if required.  3  2  1  N/A
5. Willing to adapt to changes in policies, procedures and supervision.  3  2  1  N/A
6. Willingness to acquire new skills and knowledge.  3  2  1  N/A

SAFETY

1. Performs tasks according to safety standards and procedures.  3  2  1  N/A
2. Reports unsafe conditions or safety violations.  3  2  1  N/A

LEADERSHIP SKILLS

1. Ability to direct the work of others.  3  2  1  N/A
2. Ability to plan and organize own work and the work of others including work study or student employees.  3  2  1  N/A

RATING

Total Score ___________ + Number of Descriptions ___________ = Rating ___________

FOR PROBATIONARY EVALUATIONS ONLY

The Employee is recommended for Regular Status  ____ Yes  ____ No

DESCRIBE THE GOALS TO BE ACHIEVED DURING THE CURRENT EVALUATION PERIOD (Use additional pages if necessary):
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<tbody>
<tr>
<td>COMPLETED BY:</td>
<td>Signature of Supervisor</td>
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<td>APPROVED BY:</td>
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<td>REVIEWED BY:</td>
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Revised: January 2008