

## Administrator / Professional Technical Performance Evaluation

Employee Name (print): \_\_\_\_\_

S#: \_\_\_\_\_ Title: \_\_\_\_\_

Supervisor Name & Title: \_\_\_\_\_

Department: \_\_\_\_\_ Plan Year: \_\_\_\_\_

The Administrator / Professional Technical (APT) Performance Evaluation process shall promote excellence within the college and optimize the potential to achieve college strategic goals and mission. Objectives are intended to communicate performance expectations, provide constructive feedback, improve professional effectiveness, and reward job performance. A performance evaluation shall be completed annually for all APT staff. Supervisors should meet with employees to review their progress throughout the performance cycle.

### Timeline/Due Dates

The annual performance cycle for APT employees begins April 1<sup>st</sup> and end March 31<sup>st</sup>. The following deadlines are associated with the APT performance cycle.

- Performance plan: Due by April 30<sup>th</sup> each year or within 31 days of date of hire, transfer or promotion.
- Mid-year review: Due by October 15<sup>th</sup> each year.
- Final annual evaluation: Due by April 15<sup>th</sup> each year.

### Performance Level Definitions

**Exemplary:** Performance is consistently exceptional and superior. The performance has a significant and positive impact on the department/center, division and the college. The performance serves as a model for excellence. Goals, accomplishments and results are achieved and exceeded.

**Commendable:** Performance meets the expectations for the position. Goals, accomplishments and expected results are achieved.

**Needs Improvement:** Performance is unsatisfactory and does not consistently meet the expectations for the position. Goals are not consistently achieved. A performance plan shall be developed to identify area(s) for performance improvement.

## Performance Appraisal Administrator/Technical Professional

### Part One: Core Competencies

During the performance planning phase, review each core competency with the employee. At the year-end evaluation, rate each core competency.

**Accountability / Responsibility:** To what extent does employee put forth extra effort when the need arises; demonstrate punctuality; maintain confidentiality; demonstrate adaptability; convey a positive and professional image of the College to others; make good use of work time; pay attention to detail; demonstrate accuracy and follow-through; complete tasks in a timely manner; take initiative; show self-direction and take responsibility for their own work product.

Exemplary                       Commendable                       Needs Improvement

**Communication / Interpersonal Skills:** To what extent does employee effectively apply communication skills both orally and in-writing; actively listen and foster engaging and professional communication at all times; speak in a clear and direct manner; engage in thoughtful and constructive dialogue; speak and respond effectively and courteously; keep others informed; practice effective listening skills.

Exemplary                       Commendable                       Needs Improvement

**Customer Service / Responsiveness:** To what extent does employee treat all customers (internal and external) with respect and courtesy by demonstrating the following: answer telephone and/or in-person requests for information promptly and courteously; determine needs of internal and external customers; follow-up with appropriate individual(s) if employee does not know how to respond/proceed; offer alternatives to internal and external customers if unable to handle request; offer prompt service; maintain smooth working relations with others; demonstrate tact and diplomacy in negotiations or confrontations with others; maintain accessibility to others.

Exemplary                       Commendable                       Needs Improvement

**Job Knowledge:** To what extent does employee analyze work, set goals, develop plans of action and utilize time. Consider amount of supervision required and extent to which the employee can carry out assignments.

Exemplary                       Commendable                       Needs Improvement

## Performance Appraisal Administrator/Technical Professional

**Problem Analysis & Decision Making:** To what extent does employee take initiative to identify problems and creative solution-oriented results; consider and/or generate options to solve problems; obtain facts before making decisions; include appropriate persons in the decision-making process; produce clear recommendations; make decisions that reflect sound judgment and assessment of facts and related issues.

Exemplary                       Commendable                       Needs Improvement

**Planning:** To what extent does employee identify desired outcomes; create check points and time frames to realistically achieve those outcomes; develop alternatives and contingency plans when necessary; evaluate and refine plans.

Exemplary                       Commendable                       Needs Improvement

**Professional Contributions & Accomplishments:** To what extent does employee participate in college, system, community and professional organizations and make significant contributions to department, division and college.

Exemplary                       Commendable                       Needs Improvement

**Support of Strategic Plan, College Values/Team Participation:** To what extent does employee support the values and mission of the department, division and college; apply the values of empowering, collaborative, respectful and responsive to teamwork.

Exemplary                       Commendable                       Needs Improvement

**Support of Diversity/Inclusion:** To what extent does employee treat all individuals with respect; seek and consider diverse perspectives, ideas and learning opportunities.

Exemplary                       Commendable                       Needs Improvement

### Supervisor Competencies (Indicate N/A if Not Applicable)

**Supervision:** To what extent does supervisor provide effective support and constructive feedback that enables employees to consistently improve performance and solve problems; anticipate upcoming changes in work duties and encourage employee to explore training opportunities.

Exemplary                       Commendable                       Needs Improvement                       N/A

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**Leadership:** To what extent does supervisor articulate a vision for team; communicate vision clearly; assist each member of the team in identifying their appropriate contribution; provide team with constructive feedback enabling them to make any necessary adjustments; celebrate and reward success.

Exemplary       Commendable       Needs Improvement       N/A

**Budget:** To what extent does supervisor allocate budget appropriately; maintain complete and accurate records; expend budget ethically and responsibly throughout the year.

Exemplary       Commendable       Needs Improvement       N/A

**Planning & Organization:** To what extent does supervisor analyze work, set goals, develop plans of action and utilize time.

Exemplary       Commendable       Needs Improvement       N/A

### **Part Two: SMART\* Goals**

During the performance planning phase, review each goal with the employee. At the year-end evaluation, rate each goal. Goals should be specific to the employee's job and related to College, Department and/or Divisions goals and CCD's Strategic Plan. \* Specific and easily understood; measurable and objective; attainable, results-oriented; and time bound. Attach additional pages if needed.

#### **Goal #1:**

College, Department and/or Divisions goals and/or CCD's Strategic Plan related to this goal include:

Exemplary       Commendable       Needs Improvement

**Performance Appraisal Administrator/Technical Professional**

**Goal #2:**

College, Department and/or Divisions goals and/or CCD's Strategic Plan related to this goal include:

- Exemplary                       Commendable                       Needs Improvement

**Goal #3:**

College, Department and/or Divisions goals and/or CCD's Strategic Plan related to this goal include:

- Exemplary                       Commendable                       Needs Improvement

**Performance Appraisal Administrator/Technical Professional**

**Performance Plan Agreement:**

I have had the opportunity to discuss the performance plan and goals, which I have developed with my supervisor.

Employee Name (Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Name (Print): \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Comments:

## Performance Appraisal Administrator/Technical Professional

### Part Three: Mid-Year Review

Supervisor's Comments:

I/we acknowledge that a mid-year progress review has been conducted and the plan submitted:

- Has been revised (copy attached) to more accurately reflect the employee's position and the tasks they perform.
- Remains pertinent to the employee's position and the tasks they perform.

Employee's Comments:

Employee Name (Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Name (Print): \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **Performance Appraisal Administrator/Technical Professional**

### **Part Four: Final Self-Appraisal and Narrative Achievement of Goals**

To be completed by the employee and attached to the final performance document. The employee should indicate the following within the self-appraisal & narrative achievement of goals:

- The significant accomplishments achieved during the past year.
- Their strengths & areas of improvement.
- The extent to which they achieved goals from this year's goals indicated within Part Two of this document.

### **Part Five: Final Overall Evaluation**

The overall performance rating must be supported by the final individual ratings for core competencies and goals. A written explanation shall accompany all "Exemplary" and "Needs Improvement" ratings. Overall ratings of "Needs Improvement" also require a Performance Improvement Plan or Letter of Corrective Action. Attach additional pages as needed.

**The overall performance rating for the evaluation period is:**

Exemplary                       Commendable                       Needs Improvement

### **Job Description Review**

The job description has been reviewed and is:

- Accurate and no further action is necessary.
- Is not accurate and a revised job description will be completed and submitted to HR by \_\_\_\_\_ (insert date).

**Supervisor's Comments (attach additional pages as needed):**



**Performance Appraisal Administrator/Technical Professional**

**Final Evaluation Supervisor Signatures:**

Supervisor Name (Print): \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

2<sup>nd</sup> Level Supervisor Name (Print): \_\_\_\_\_

2<sup>nd</sup> Level Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Employee's Comments:**

Attach additional pages as needed.

I have reviewed this appraisal and have been given the opportunity to discuss it with my supervisor.

Employee Name (Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_