|  |  |  |  |
| --- | --- | --- | --- |
| Employee Information | | | |
|  | | | |
| Department | Information Technology Services | Help Desk | | |
| Supervisor: | Darrell Morey | Job Title: | Student Technician |
| Employee Name: | First Last |  |  |

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| --- | --- | --- |
| Late / Missed shifts | / | *late shifts for the month pulled on this date* |
| Scheduling Notes: |  | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Checked Cases | | | | MM/DD/YY |
|  | | | | |
| Check1 | Check2 | Check3 | Check4 | Check5 |

*Cases randomly pulled based on case-claim status.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Pinged Cases | | | |  |
|  | | | | |
| Ping1 | Ping2 | Ping3 | Ping4 | Ping5 |
| Ping6 | Ping7 | Ping8 | Ping9 | Ping10 |
| Ping11 | Ping12 | Ping13 | Ping14 | Ping15 |

*Trends of all pinged cases within the month.*

|  |  |
| --- | --- |
| Summary of Feedback | |
| Case Performance | Areas of Improvement |
| **Pinged Cases/Claimed Cases/Total Team Cases:**  / /  **Claim Numbers:**  Individual:  Team Median:  Team Top:  **Ping Numbers:**  Individual:  Team Median: |  |

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| Changes from last Eval |
|  |

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| Goals |
|  |

*For technician to fill out.*