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| **NEU HRM Black** |
| Annual Performance Appraisal Form **Office Support and Technical Staff** | |

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| **Employee Name** | | Click here to enter name. | | | | **Appraisal Date** | Click here to enter date. |
| **Position Title** | Click here to enter position title. | | | | | | |
| **College/Division** | | | Click here to enter text. | **Department Name** | Click here to enter department. | | |
| **Supervisor's**  **Signature** | | |  | **Employee's**  **Signature\*** |  | | |

\* Employee's signature implies neither agreement nor disagreement with this appraisal. The signature indicates only that the employee has read this evaluation and discussed it with the supervisor.

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| **I. PERFORMANCE REVIEW** |
| **Instructions**   * Please review the employee’s job description and use the description to assist in completing this form. * Indicate the appropriate "Performance Rating" for each performance factor using the ratings below and the Performance Rating Definitions, which can be found on the HRM website. * Use the comments and examples sections to cite job-related examples of performance, major strengths, significant achievements, target areas for improvement, etc. * Comments and Examples are strongly encouraged. |
| **Performance Ratings**   * Consistently Exceeds Expectations. * Frequently Exceeds Expectations. * Fully Meets Expectations. * Partially Meets Expectations. * Does Not Meet Expectations |

| **Performance Factors and Definitions** | | | | | |
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| **Job Knowledge:** Knowledge, skills and competencies required to perform the job; understanding and execution of key responsibilities of the job; consider guidance and direction given to perform the job. | | | | | |
| **Performance Rating:** | Consistently Exceeds | Frequently Exceeds | Fully Meets | Partially Meets | Does Not Meet |
| **Comments and Examples:** Click here to enter comments and examples. | | | | | |
| **Technical/Computer Skills:** Consider proficiency of technical/computer skills; ability to apply technical and computer skills to complete work as documented in the job description | | | | | |
| **Performance Rating:** | Consistently Exceeds | Frequently Exceeds | Fully Meets | Partially Meets | Does Not Meet |
| **Comments and Examples:** Click here to enter comments and examples. | | | | | |
| **Communication Skills:** Ability to express and present ideas verbally and in writing; consider organization, clarity, and conciseness; use of University approved communication standards; tact and diplomacy. | | | | | |
| **Performance Rating:** | Consistently Exceeds | Frequently Exceeds | Fully Meets | Partially Meets | Does Not Meet |
| **Comments and Examples:** Click here to enter comments and examples. | | | | | |
| **Initiative:** Consider suggestions about changes in work procedures; presentation of ideas and development of methods to implement ideas; consider amount of supervision required for follow through on work and ability to keep “downtime” to a minimum; ability to identify and solve problems within scope of authority. | | | | | |
| **Performance Rating:** | Consistently Exceeds | Frequently Exceeds | Fully Meets | Partially Meets | Does Not Meet |
| **Comments and Examples:** Click here to enter comments and examples. | | | | | |
| **Customer Service:** Consider familiarity with customers and anticipation of needs; level of responsiveness and courtesy; ownership of requests & problems; determines appropriate steps and courses of action to solve problems and assist customers. | | | | | |
| **Performance Rating:** | Consistently Exceeds | Frequently Exceeds | Fully Meets | Partially Meets | Does Not Meet |
| **Comments and Examples:** Click here to enter comments and examples. | | | | | |
| **Dependability:** Ability to meet deadlines; consider the time-frame in which work is assigned and completed and the degree of errors; attendance and punctuality. | | | | | |
| **Performance Rating:** | Consistently Exceeds | Frequently Exceeds | Fully Meets | Partially Meets | Does Not Meet |
| **Comments and Examples:** Click here to enter comments and examples. | | | | | |
| **Team Effort:** Ability to work with other employees in the department and throughout the University; consider willingness to assist others and ability to take into account others’ point of view. | | | | | |
| **Performance Rating:** | Consistently Exceeds | Frequently Exceeds | Fully Meets | Partially Meets | Does Not Meet |
| **Comments and Examples:** Click here to enter comments and examples. | | | | | |
| **Decision-Making/Judgment:** Ability to gather and analyze relevant data to solve problems and make decisions within the scope of authority; consider the degree of thoughtfulness when asking questions about processes & procedures; consider impact of decisions made and resulting effects to the department and others. | | | | | |
| **Performance Rating:** | Consistently Exceeds | Frequently Exceeds | Fully Meets | Partially Meets | Does Not Meet |
| **Comments and Examples:** Click here to enter comments and examples. | | | | | |

| **II. DEVELOPMENT DISCUSSIONS** (This section is set up to expand as you type.) |
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| 1. **Performance Improvement Requirements** (List specific areas in which performance did not meet expectations and improvement is necessary.) Click here to enter text. |
| 1. **Recommendations for Development** (List specific recommendations to facilitate continued employee development for professional growth.) Click here to enter text. |
| 1. **Actions to be taken by Employee**/**Supervisor** (i.e., related to specific recommendations and/or requirements in either A or B above.) Click here to enter text. |

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| **III. OVERALL PERFORMANCE RATING** | | | | |
| Consistently Exceeds | Frequently Exceeds | Fully Meets | Partially Meets | Does Not Meet\* |
| \*Strongly recommend consultation with Human Resources Management. | | | | |

| **IV. EMPLOYEE COMMENTS** (This section is set up to expand as you type.) |
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| Click here to enter text. |