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| NAU_2L |
| **Classified Staff and Service Professional**  **Performance Appraisal**  **SELF-ASSESSMENT** |
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| **EMPLOYEE INFORMATION**   |  |  |  |  | | --- | --- | --- | --- | | Employee Name: Talbert Tso | NAU ID (not SSN): 1824480 | | | | Title: Application Systems Analyst | Department: Business Process and Service Management | | | Supervisor: Robert Brubaker | Period Rated From:03/28/2018 | To:06/30/2018 | |
| Annual self-assessment  Probationary self-assessment |
| **I: JOB FUNCTIONS AND STANDARDS** |
| If functions and standards were not established at the beginning of the appraisal period, use most recent job description/posting as a guide for your self-assessment. |
| **FUNCTIONS AND STANDARDS SUMMARY**   |  | | --- | | **Unsatisfactory Performance:** *Did not meet job requirements. Significant improvement needed.*  **Needs Improvement:** *Sometimes met job requirements but improvement needed in certain areas.*  **Good Performance** *Consistently met and occasionally exceeded job requirements.*  **Very Good Performance** *Consistently met and frequently exceeded job requirements.*  **Exceptional Performance:** *Consistently exceeded job requirements.* | |
| Describe any particular areas of the job functions where you feel you’ve excelled, could further develop, and/or need improvement. |
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| **II: GOALS**  Goals can be projects to make progress on or complete, job functions or behaviors to be improved, and/or skills and practices that could be further developed. |
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| **GOAL DESCRIPTIONS** |
| If goals were not established at the beginning of the appraisal period, leave the goal section blank. |
| 1. Improve Northern Arizona University’s operational efficiency by developing and configuring high quality, robust software applications that make up an extensive portfolio of commercial and custom applications. 2. Development and maintain skills for current software technologies and methodologies. 3. Maintain and document open communication with Systems Analyst, Business Analyst, peers, and other stakeholders in accordance with Enterprise Information Solutions practices and procedures. 4. Reduce cost, downtime, and maintenance cycles by utilizing industry standard hardware, software, and change management solutions.   Success will be measured by the ability to champion robust, innovative and dynamic technology solutions for Northern Arizona University’s initiatives that help provide expanded options to students, faculty and staff.  All of the NAU Enterprise Information Solutions support and resources in addition to further resources, if needed, are available to accomplish this task. |
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| **PROGRESS REPORT (Optional)** |
| If helpful, use this section to track progress, updates, and changes as many times as needed throughout the appraisal period. |
| Goal 1:  April 1 – May 11: Talbert, working with Itreau Bigsby, developed a supplemental application for Student Life; with Shar Jenniges and Jonathan Long as point of contacts. The application was a form that followed up with the Healthy Choices Referral program and assisted coordinators to follow up with, and track, students going through the Healthy Choices program. The application sent reminder notifications to check in with students and then determine if that student completed the program or failed to comply with the Healthy Choices agreement.  Goal 2:  April 2 – May 4: Talbert completed the outlined training process for learning OnBase 17, as defined by the Business Process and Service Management (BPSM) team. This included four (4) in-house training meetings, quick review of eleven (11) manuals on specific features of OnBase 17, and eight (8) online training modules. In addition, Talbert completed two mock OnBase applications to learn the business process and development process for BPSM.  Goal 3:  April 1 – May 11: Worked with Itreau, Shar, and Jon for the project SL – Healthy Choices Update Process.  May 5 – May 18: Initially worked with Theresa Rodgers to gather information for the project VPAA – Course Fee. Talbert began the process to gather knowledge and getting ready to start project requirements and specifications when an all stop notification was sent because ABOR had sent down new changes.  May 15 – June 4: Worked with student workers and fellow co-workers to migrate Reporting Services to Reporting Dashboards.  Goal 4:  May 15 – June 4: Work to migrate 198 Reporting Services records to Reporting Dashboards records. Updating these records provides for more options in the future. |
| **GOALS SUMMARY** |
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| **Unsatisfactory Performance:** *Did not meet most of the expected outcomes of this appraisal period.*  **Needs Improvement:** *Met some but not all of the expected outcomes for this appraisal period.*  **Good Performance** *Met the expected outcomes for this appraisal period.*  **Very Good Performance** *Frequently exceeded the expected outcomes for this appraisal period.*  **Exceptional Performance:** *Consistently exceeded the expected outcomes for this appraisal period.* |
| Explain reason for rating. |
| Talbert has met all expectations for this appraisal period. |
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| **III: BEHAVIORS FOR SUCCESS** |
| **For each of the behavior groups below, use the following guide for rating:**    **Unsatisfactory Performance:** *Failed to meet expectations for most/all behaviors. Significant*  *improvement needed.*  **Needs Improvement:** *Sometimes met expectations for some behaviors but improvement needed in*  *one or more behaviors.*  **Good Performance:** *Consistently met and occasionally exceeded expectations for most/all behaviors.*  **Very Good Performance** *Consistently met and frequently exceeded expectations for most/all behaviors.*  **Exceptional Performance:** *Consistently exceeded expectations for most/all behaviors. Role modeled for*  *others.* |
| **Commitment to service**   * Offers assistance, support and feedback to students, employees, and customers. * Shows initiative, anticipates needs and takes appropriate action to meet needs. * Projects a positive, consistent image that reflects institutional values. * Shows an appropriate sense of urgency in completing work and addressing the needs of others. * Promotes a student-centered approach to all work as it directly or indirectly impacts students. |
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| **Unsatisfactory  Needs Improvement**  **Good  Very Good  Exceptional** |
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| **Commitment to forming and maintaining working relationships**   * Is tactful, honest, and respectful in communications. * Shows respect for individual differences (lifestyle, behavior, abilities, attitudes, values, and views). * Demonstrates behaviors that embrace diversity. * Is approachable and accessible; promotes cooperation. * Deals maturely, discreetly, and directly with conflict. |
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| **Unsatisfactory  Needs Improvement  Good  Very Good  Exceptional** |
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| **Commitment to the mission of the university and work unit**   * Ensures own actions are consistent with the university’s mission and work unit’s mission. * Assists others in solving problems and achieving common goals. * Makes appropriate use of resources in problem solving. * Supports student success and excellence in their educational experience; promotes educational access for all. |
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| **Unsatisfactory  Needs Improvement  Good  Very Good  Exceptional** |
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| **Positive approach to change and improvements**   * Demonstrates receptiveness to new ideas and approaches. * Is flexible in methods of work completion. * Shows a willingness to try new methods; takes advantage of learning opportunities. * Offers constructive solutions for making effective changes. |
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| **Unsatisfactory  Needs Improvement  Good  Very Good  Exceptional** |
| **Personal accountability for own work, words, and actions**   * Operates with honesty and integrity. * Completes work in a timely manner. * Asks supervisor to clarify expectations when necessary. * Exercises confidentiality in all aspects of work. * Admits mistakes and attempts to learn from them. * Seeks opportunities for professional growth. * Solves problems by identifying issues and initiating solutions. * Follows through on commitments. * Carries out internal control activities. |
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| **Unsatisfactory  Needs Improvement  Good  Very Good  Exceptional** |
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| ***Complete this section only if you supervise other employees (regular, graduate, student or temporary employees):*** |
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| **Fosters a respectful, effective, and trusting work environment**   * Manages employee performance throughout the year and provides frequent feedback. * Empowers others to make decisions and suggest changes. * Addresses conflict and brings to a constructive conclusion. * Accepts responsibility for mistakes and takes corrective action. * Invites and accepts constructive feedback. * Uses resources efficiently. * Leads in a way that promotes a positive work environment. * Ensures internal control activities are established and clearly communicates expectations about compliance. |
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| **Unsatisfactory  Needs Improvement  Good  Very Good  Exceptional** |
| **BEHAVIORS SUMMARY**  Describe any particular areas of the behaviors for success where feel you have excelled, could further develop, and/or need improvement. |
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| **IV: ADDITIONAL PERFORMANCE INFORMATION** |
| List accomplishments and contributions not already discussed in previous sections. May update throughout appraisal period. |
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| List training and development opportunities participated in during this appraisal period, including the approximate amount of time spent on each item. May update throughout appraisal period. |
| 2 hours – Team Meeting and OnBase Intro Training  2 hours – Development Cycle, Goals, and Transitioning Previous Responsibilities  1.5 hours – Onbase Intro, Trello Use and Expectations  2 hours – OnBase Dev Standards  4.5 hours – Online interactive tutorials and step by step teaching resources  20 hours – OnBase 17 Module Reference Guide reviews  2 hours – ServiceNow & Bomgar Training  4 hours – ServiceNow and Change Management training. |

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| **OVERALL EMPLOYEE PERFORMANCE** | |
| Considering information from all sections of the appraisal, select the best description of your performance during this appraisal period. **(Note: providing an overall rating is optional on the self-assessment.)** | |
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| **Unsatisfactory:** Performance failed to meet job requirements, goals and/or expectations for behavior. Immediate and continued improvement is necessary.  **Needs Improvement:** Performance is sometimes acceptable but did not consistently meet job requirements, goals and/or expectations for behavior. Performance improvement needed in one or more areas.  **Good performance:** Performance was dependable and met, and occasionally exceeded, job requirements, goals and expectations for behavior. May still be learning portions of the job, but responds to direction and feedback to enhance performance.  **Very good performance:** Performance consistently met, and frequently exceeded, job requirements, goals and expectations for behavior. Regularly contributed above expected levels for position.  **Outstanding performance:** Performance consistently exceeded job requirements, goals and expectations for behavior. Contributed significantly beyond the expected levels for this position. | |
| **FINAL OVERALL COMMENTS**  Any final summary comments not already provided elsewhere. | |
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| Employee Signature: Date: ­­\_\_\_\_\_\_\_\_\_ | |