

Annual Staff Performance Evaluation Southeast Missouri State University

Employee Name: _____

Employee Southeast ID: _____

CORE JOB PERFORMANCE FACTORS (*Comments are required if an Unsatisfactory rating is checked*)

Customer Service/Professionalism:

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| Significantly Exceeds Expectations – JUSTIFICATION REQUIRED: | |
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| Rating | Examples may include: | Choose One: |
|---|--|--------------------------|
| Exceeds Expectations | <ul style="list-style-type: none"> Solicits feedback on the quality of services. Frequently goes beyond expectations for the customer. Encourages and promotes continuous improvement in quality of customer care. Seeks to develop critical knowledge to improve future performance in the job. Participates in professional growth opportunities by actively participating in various internal or external committees. Consistently displays a calm, confident, professional demeanor. Consistently promotes cooperation, exhibits an understanding of the perspectives brought by all individuals; shows respect for differences and demonstrates appropriate levels of cultural competency and inclusiveness. | <input type="checkbox"/> |
| Achieves Expectations | <ul style="list-style-type: none"> Responds quickly to customer concerns and requests, reacting constructively to needs and priorities. Seeks to improve quality of services. Exhibits conduct appropriate to the job. Maintains professional demeanor. Works to be cooperative, exhibits a respect for difference, and promotes a welcoming and inclusive environment. | <input type="checkbox"/> |
| Sometimes Achieves Expectations | <ul style="list-style-type: none"> Demonstrates some difficulty maintaining composure and objectivity when encountering challenging internal or external customers. Only occasionally seeks to improve the quality of service delivered. Sometimes displays professional demeanor. Demonstrates some difficulty in promoting cooperation and understanding; and occasionally fails to be welcoming and inclusive of others. | <input type="checkbox"/> |
| Unsatisfactory - (REQUIRES COMMENTS BELOW) | <ul style="list-style-type: none"> Demonstrates an uncaring attitude toward the impact of performance on customer service. Fails to seek improvement in quality and delivery of services. Fails to follow acceptable standards of practice in performance of work. May need development with professional demeanor. Demonstrates a lack of cooperation and of awareness for differences and displays an unwelcoming attitude and respect for others. | <input type="checkbox"/> |

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| COMMENTS: | | |
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Job Knowledge:

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| Significantly Exceeds Expectations – JUSTIFICATION REQUIRED: | |
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| Rating | Examples may include: | Choose One: |
|--|---|--------------------------|
| Exceeds Expectations | <ul style="list-style-type: none"> • Possesses solid knowledge in all aspects of position. • Fully skilled with the knowledge and expertise to do the job. • Can be trusted to properly use, update, and maintain resources. • Provides guidance to coworkers. | <input type="checkbox"/> |
| Achieves Expectations | <ul style="list-style-type: none"> • Knows and understands job duties and applies this knowledge in daily performance of the job. • Understands general plans and goals of department. • Knowledgeable in the use of applicable resources. • Completes required University professional and required trainings. | <input type="checkbox"/> |
| Sometimes Achieves Expectations | <ul style="list-style-type: none"> • Has limited knowledge of duties. • Often needs instructions. • Needs direction in maintaining or identifying resource needs. | <input type="checkbox"/> |
| Unsatisfactory - (REQUIRES COMMENTS BELOW) | <ul style="list-style-type: none"> • Demonstrates lack of job knowledge and minimal proficiency in job duties. • Needs repeated instruction. • Fails to maintain or identify resources. | <input type="checkbox"/> |
| COMMENTS: | | |

Quality of Work:

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| Significantly Exceeds Expectations – JUSTIFICATION REQUIRED: | |
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| Rating | Examples may include: | Choose One: |
|----------------------|--|--------------------------|
| Exceeds Expectations | <ul style="list-style-type: none"> • Often deadlines are met ahead of schedule with work that is accurate and exceeds expectations. • Generates ideas on work improvement. • Work is consistently thorough and accurate with evident attention to detail. | <input type="checkbox"/> |

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| Achieves Expectations | <ul style="list-style-type: none"> Meets deadlines. Work is completed accurately, within guidelines and without supervisory intervention. | <input type="checkbox"/> |
| Sometimes Achieves Expectations | <ul style="list-style-type: none"> Occasionally misses deadlines. Needs to be more attentive to details. May require follow-up instructions. Requires close supervision in order for work to be completed. | <input type="checkbox"/> |
| Unsatisfactory - (REQUIRES COMMENTS BELOW) | <ul style="list-style-type: none"> Rarely meets deadlines. Work is incomplete. Work deteriorates under stress. Makes frequent errors. Doesn't follow instructions. | <input type="checkbox"/> |
| COMMENTS: | | |

Safety and Security (e.g., personal safety, data and information security, equipment safety):

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| Significantly Exceeds Expectations – JUSTIFICATION REQUIRED: | |
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| Rating | Examples may include: | Choose One: |
|---------------------------------|---|--------------------------|
| Exceeds Expectations | <ul style="list-style-type: none"> Always follows necessary rules and guidelines for meeting standards of safety and security. Proactively ensures personal safety, building security, and data is safeguarded. Consistently exercises sound judgment and appropriate confidentiality when acting on behalf of the university; shows accountability to work responsibilities and to consequences of own actions. Exercises exemplary judgment in the communication and security of employee or student data, may provide guidance to others in this regard. | <input type="checkbox"/> |
| Achieves Expectations | <ul style="list-style-type: none"> Follows necessary rules and guidelines for meeting standards of safety and security. Identifies, responds, and appropriately reports risks, threats, or harmful conditions. Secures confidential information and data. Maintains an orderly, clean and safe work space. Exercises appropriate levels of accountability, confidentiality and sound judgment in all aspects of work responsibilities. Consistently uses good judgment in the communication and security of employee or student data. | <input type="checkbox"/> |
| Sometimes Achieves Expectations | <ul style="list-style-type: none"> Following necessary rules and guidelines for meeting standards of safety and security is not a priority. | <input type="checkbox"/> |

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| | <ul style="list-style-type: none"> • May lack concern for personal and work space safety, building security, and safeguarding of confidential information and data. • Inconsistently identifies or responds to risks, threats, or harmful conditions. • Occasionally fails to show an appropriate level of accountability, confidentiality and sound judgment in all work responsibilities. • May struggle at times in appropriate decision making in the communication and security of employee or student data. | |
| Unsatisfactory - (REQUIRES COMMENTS BELOW) | <ul style="list-style-type: none"> • Doesn't follow necessary rules and guidelines for meeting standards of safety and security. • Lacks concern for personal and work space safety, building security, and safeguarding of confidential information and data. • Needs constant reminders to identify and report risks, threats, or harmful situations. • Lacks accountability, displays poor judgment and fails to show commitment to work and to the consequences of own actions. • Lack of judgement in the communication and security of employee or student data. | <input type="checkbox"/> |
| COMMENTS: | | |

Communication and Teamwork:

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| Significantly Exceeds Expectations – JUSTIFICATION REQUIRED: | |
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| Rating | Examples may include: | Choose One: |
|-----------------------|--|--------------------------|
| Exceeds Expectations | <ul style="list-style-type: none"> • Consistently provides information and updates to customers and supervisors. • Cooperates well with university employees. • Frequently works to promote teamwork and harmony within the department. • Regularly represents the group or department effectively. • Expresses ideas clearly, both in written and oral forms. • Is able to handle unexpected crises appropriately. • Committed to continuous learning/improvement in diversity, inclusion and cultural competence. Builds working relationships to solve problems and achieve common goals and effectively manages complex group dynamics. | <input type="checkbox"/> |
| Achieves Expectations | <ul style="list-style-type: none"> • Maintains effective and cooperative work relationships with coworkers, supervisor(s), other staff, faculty, and students. • Asks questions to clarify information/needs. • Is effective at summarizing and communicating information. • Reaches out to colleagues and team members that may need help. • Demonstrates an ability to understand group dynamics; is approachable & accessible to others and freely shares knowledge/information in a timely and responsive manner; seeks opportunities to learn/improve in being more inclusive and culturally competent. | <input type="checkbox"/> |

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| Sometimes Achieves Expectations | <ul style="list-style-type: none"> Occasionally contributes as a member of the team. Needs reminders to provide updates to supervisors, clients, and colleagues. At times may provide incomplete or inaccurate information. Is occasionally insensitive to the needs of others or fails to be flexible, responsive, open and receptive to new ideas/approaches and feedback. | <input type="checkbox"/> |
| Unsatisfactory - (REQUIRES COMMENTS BELOW) | <ul style="list-style-type: none"> Not an active participant on the team. Minimal contribution to department and goals. Rarely shares information with supervisors, clients and colleagues. Is viewed as being uncooperative, discourteous or unwelcoming; lacks cultural competency; and is unreceptive to feedback. Communications may be inaccurate or incomplete. | <input type="checkbox"/> |
| COMMENTS: | | |

Problem Solving and Decision Making:

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| Significantly Exceeds Expectations – JUSTIFICATION REQUIRED: | |
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| Rating | Examples may include: | Choose One: |
|--|---|--------------------------|
| Exceeds Expectations | <ul style="list-style-type: none"> Considers costs, risks, and benefits when making decisions. Willing to make decisions in difficult or unusual situations. Is trusted among coworkers to make the right decisions. Examines a problem and quickly identifies potential solutions. | <input type="checkbox"/> |
| Achieves Expectations | <ul style="list-style-type: none"> Identifies and analyzes problems using solid problem-solving techniques. Displays judgment in decision making. Explores and supports new ideas and initiatives. Addresses problems immediately; takes action and makes appropriate decisions. | <input type="checkbox"/> |
| Sometimes Achieves Expectations | <ul style="list-style-type: none"> May hesitate in making decisions. Rationale behind decisions may be disjointed or confusing. May require encouragement to meet new challenges. | <input type="checkbox"/> |
| Unsatisfactory - (REQUIRES COMMENTS BELOW) | <ul style="list-style-type: none"> Often reacts rather than thinking through a problem. Doesn't gather enough information or seek guidance before making decisions. | <input type="checkbox"/> |
| COMMENTS: | | |

Productivity:

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| Significantly Exceeds Expectations – JUSTIFICATION REQUIRED: | |
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| Rating | Examples may include: | Choose One: |
|--|---|--------------------------|
| Exceeds Expectations | <ul style="list-style-type: none"> • Is a self-starter. • Frequently seeks new tasks. • Adapts quickly to changes. • Often produces more than expected. • Provides suggestions that enhance productivity. • Produces plans quickly and efficiently, appropriately prioritizes work assignments. | <input type="checkbox"/> |
| Achieves Expectations | <ul style="list-style-type: none"> • Accepts, adapts, and adjusts to new or changing ideas, technology, situations, and/or conditions. • Completes assigned tasks as expected. • Works at a steady pace. • Works with the team to build output. • Sets priorities to accomplish the job. • Manages work assignments efficiently and systematically. • Maintains necessary records and documentation. | <input type="checkbox"/> |
| Sometimes Achieves Expectations | <ul style="list-style-type: none"> • Work pace needs to improve. • Easily distracted. • Occasionally misses deadlines and falls below others on the team regarding work output. • May have unorganized projects and workload. • Needs to improve organizational skills. | <input type="checkbox"/> |
| Unsatisfactory - (REQUIRES COMMENTS BELOW) | <ul style="list-style-type: none"> • Work output does not meet standards. • Does not regard productivity as a priority. • Needs constant pushing. Consistently falls below others on the team regarding work output. • Does not make good use of time. • Does not demonstrate the ability to organize and manage daily work assignments. | <input type="checkbox"/> |
| COMMENTS: | | |

Management/Supervisory Skills (if applicable):

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| Significantly Exceeds Expectations – JUSTIFICATION REQUIRED: | |
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| Rating | Examples may include: | Choose One: |
|--|---|--------------------------|
| Exceeds Expectations | <ul style="list-style-type: none"> • Gives consistent recognition to employees. • Collaborates with individual team members to establish a developmental path. • Pulls employees together into a cooperative, supportive, and highly successful team. • Continually pushes for more responsibility and continuously strives to simplify processes and find more effective ways of completing tasks. | <input type="checkbox"/> |
| Achieves Expectations | <ul style="list-style-type: none"> • Communicates performance expectations. • Ensures employees have a clear understanding of their expectations. • Holds employees accountable for work results. • Develops workable action plans and assigns work appropriately. • Lends support and guidance to employees. | <input type="checkbox"/> |
| Sometimes Achieves Expectations | <ul style="list-style-type: none"> • May be reactive at times rather than making sound decisions. • Sometimes struggles with establishing and implementing team goals. • Occasionally misses deadlines. | <input type="checkbox"/> |
| Unsatisfactory - (REQUIRES COMMENTS BELOW) | <ul style="list-style-type: none"> • Lacks accountability and ownership regarding team performance, output, and work culture. • Has difficulty making decisions. • Fails to engage team. • Sets unattainable expectations. • Provides limited feedback and recognition to team. | <input type="checkbox"/> |
| COMMENTS: | | |

**Employee Performance Evaluation Summary Sheet
Non-Supervisory Staff Employees
Southeast Missouri State University**

| | | |
|---|--------------------------|----------------------|
| Review Period January 20__ -- December 20__ | | |
| Appraisal For: | Employee Southeast ID: | Employee Job Title: |
| Supervisor Name: | Supervisor Southeast ID: | Employee Department: |
| Reviewer Name: | Reviewer Southeast ID: | Meeting Date: |

**Overall Performance Rating
(Choose one)**

_____ **Exceeds Expectations.** (Performance overall exceeds expectations. Requires at least **three of the seven ratings** to score at this level, with no other score below an Achieves Expectations rating.)

_____ **Achieves Expectations.** (Performance overall is good and solid. Requires at least **four of the seven ratings** to score at this level, with no other score below a Sometimes Achieves Expectations rating.)

_____ **Sometimes Achieves Expectations.** (Performance sometimes achieves expectations but is lacking in some areas. Requires at least **three of the seven ratings** to score at this level, with no other score below a Sometimes Achieves Expectations rating.)

_____ **Unsatisfactory.** (Performance is unsatisfactory when at least **one or more of the seven** ratings score at this level. Requires supervisor comments below.)

Supervisor Comments (required for any Unsatisfactory rating, including an overall Unsatisfactory rating):

Employee Comments:

Our signatures certify that this employee and this supervisor met in person to discuss this evaluation.

Employee Signature

Date

Supervisor Signature

Date

Reviewer Signature

Date

**Employee Performance Evaluation Summary Sheet
Supervisory Staff Employees
Southeast Missouri State University**

| | | |
|---|--------------------------|----------------------|
| Review Period January 20__ -- December 20__ | | |
| Appraisal For: | Employee Southeast ID: | Employee Job Title: |
| Supervisor Name: | Supervisor Southeast ID: | Employee Department: |
| Reviewer Name: | Reviewer Southeast ID: | Meeting Date: |

| |
|---|
| Overall Performance Rating (Choose one) |
| <p>_____ Exceeds Expectations. (Performance overall exceeds expectations. Requires at least four of the eight ratings to score at this level, with no other score below an Achieves Expectations rating.)</p> <p>_____ Achieves Expectations. (Performance overall is good and solid. Requires at least five of the eight ratings to score at this level, with no other score below a Sometimes Achieves Expectations rating.)</p> <p>_____ Sometimes Achieves Expectations. (Performance sometimes achieves expectations but is lacking in some areas. Requires at least four of the eight ratings to score at this level, with no other score below a Sometimes Achieves Expectations rating.)</p> <p>_____ Unsatisfactory. (Performance is unsatisfactory when at least one or more of the eight ratings score at this level.)</p> |
| Supervisor Comments (required for any Unsatisfactory rating, including an overall Unsatisfactory rating): |
| Employee Comments: |

Our signatures certify that this employee and this supervisor met in person to discuss this evaluation.

| | | | |
|--------------------|------|----------------------|------|
| Employee Signature | Date | Supervisor Signature | Date |
| | | Reviewer Signature | Date |

Employee Goals for Upcoming Year
January 20__ - December 20__

Individual goals are most appropriate for projects of job-specific tasks. Goals need to be specific, achievable and measurable. If more than three are appropriate, please attach an additional page.

1. **Goal:** _____

Measure of Success: _____

2. **Goal:** _____

Measure of Success: _____

3. **Goal:** _____

Measure of Success: _____