### Staff Supervisor Performance Summary

<table>
<thead>
<tr>
<th>Category</th>
<th>Examples</th>
<th>Unsatisfactory</th>
<th>Developing</th>
<th>Proficient</th>
<th>Advanced</th>
<th>Exemplary</th>
<th>Score</th>
</tr>
</thead>
</table>
| 1 Job Knowledge           | • Employee demonstrates full working knowledge and skill sets (including technical skills and academic knowledge) to perform job duties as listed in their job description.  
• Employee displays analytical and problem-solving skills. |                |            |            |          |           |       |
| 2 Planning & Organizational Skills | • Employee allocates time to various tasks and assignments in accordance with priorities and workload.  
• Employee anticipates interruptions and handles schedule changes with composure.  
• Employee sets goals and outcomes in collaboration with supervisor. |                |            |            |          |           |       |
| 3 Quality and Quantity of Work | • Employee completes assignments in a thorough and accurate manner.  
• Employee consistently meets deadlines.  
• Employee actively seeks ways to streamline and improve processes. |                |            |            |          |           |       |
| 4 Dependability & Promptness | • Employee demonstrates professional accountability and integrity in work.  
• Employee keeps supervisor informed of both progress made and problems encountered.  
• Employee observes regular work hours and is reliably present at work and takes/observes appropriate meals/breaks.  
• Employee advises supervisor ahead of time in the event of a required absence from work. |                |            |            |          |           |       |
| 5 Written & Oral Communication Skills | • Employee communicates in a clear, concise and courteous manner.  
• Employee listens actively.  
• Employee uses standard grammar in both written and oral communications.  
• Employee possesses effective presentation skills if required by the position. |                |            |            |          |           |       |

Evaluator Instructions: Insert the **rating number** in the corresponding box for each performance measurement. Use this form electronically in Excel so totals will calculate automatically. See "Ratings Explanation" tab to determine how to rate each area. Each rating may include a comment, however only ratings of 5, 2 or 1 must include specific statements to explain the reason for that rating.
| 6 | **Customer Service (Students, Employees, Clients, Vendors)** | • Employee is courteous to internal and external customers in both personal and electronic interactions.  
• Employee responds promptly and appropriately to requests for assistance.  
• Employee treats people with respect and in a manner that shows sensitivity to special needs and circumstances.  
• Employee uses discretion when dealing with information of a sensitive nature. |
| 7 | **Cooperation & Collaboration** | • Employee demonstrates a personal sense of responsibility for helping divisions across the college achieve success.  
• Employee works harmoniously with peers, supervisors and the public.  
• Employee seeks to resolve conflict at any organizational level.  
• Employee works well as a member of a team.  
• Employee readily shares information with colleagues and seeks feedback as needed. |
| 8 | **Initiative** | • Employee anticipates problems and voluntarily takes the appropriate actions.  
• Employee works independently as appropriate.  
• Employee accepts new challenges and learns new procedures.  
• Employee welcomes creativity and innovation in the workplace.  
• Employee is flexible and adaptable to new situations. |
| 9 | **Professional Development** | • Employee completes professional development requirements, including benchmarking and demonstrates continuous learning.  
• Employee participates in departmental meetings, committees and projects. |
| 10 | **Professional Ethics & Administrative Compliance** | • Employee supports college mission and goals and behaves professionally.  
• Employee observes college policies and procedures.  
• Employee completes college forms and reports in a thorough and timely fashion.  
• Employee maintains an orderly, clean and professional office appearance. |
| 11 | **Organizational Planning & Oversight** | • Supervisor forecasts trends, sets objectives, and anticipates changes.  
• Supervisor secures unit resources and operates within a budget.  
• Supervisor establishes and communicates unit priorities.  
• Supervisor evaluates unit performance and takes corrective action as needed. |
### Staffing & Delegating
- Supervisor recruits, selects, trains and develops employees.
- Supervisor directs and coordinates unit operations.
- Supervisor prepares class or work schedules for employees.
- Supervisor delegates tasks appropriately and efficiently.

### Conflict Management & Maintenance of a Safe Environment
- Supervisor manages conflict among employees and with students promptly and fairly.
- Supervisor maintains a safe work environment free of discrimination and harassment for employees and students.
- Supervisor consults with HR concerning discrimination, harassment, drug/alcohol abuse, ADA and FMLA issues.
- Supervisor keeps the appropriate administrators and HR informed of problems.

### Coaching & Progressive Discipline
- Supervisor routinely coaches employees for better performance.
- Supervisor utilizes progressive discipline when employee performance is lacking.
- Supervisor thoroughly documents employment actions in accordance with college policy.
- Supervisor keeps the appropriate administrators and HR informed of problems.

### Leadership
- Supervisor is decisive.
- Supervisor uses good judgment.
- Supervisor has integrity and inspires trust.
- Supervisor uses authority in an ethical and productive manner.
- Supervisor effectively communicates unit vision and motivates employees to act.

### TOTAL EMPLOYEE PERFORMANCE EVALUATION SCORE (out of a possible 5.00):
Incomplete
### Signatures

My Supervisor has presented my performance evaluation to me and I have been given a chance to include my feedback. I Agree ☐, Disagree ☐ the rating score.

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<tbody>
<tr>
<td>1</td>
<td>Evaluator Signature</td>
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<tr>
<td>2</td>
<td>Department Head/VP Signature</td>
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<tr>
<td>3</td>
<td>Employee Signature</td>
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