



Administrator / Professional Technical Performance Evaluation

Employee Name (print): _____

S#: _____ Title: _____

Supervisor Name & Title: _____

Department: _____ Plan Year: _____

The Administrator / Professional Technical (APT) Performance Evaluation process shall promote excellence within the college and optimize the potential to achieve college strategic goals and mission. Objectives are intended to communicate performance expectations, provide constructive feedback, improve professional effectiveness, and reward job performance. A performance evaluation shall be completed annually for all APT staff. Supervisors should meet with employees to review their progress throughout the performance cycle.

Timeline/Due Dates

The annual performance cycle for APT employees begins April 1st and end March 31st. The following deadlines are associated with the APT performance cycle.

- Performance plan: Due by April 30th each year or within 31 days of date of hire, transfer or promotion. Please submit copy to Human Resources (HR).
- Mid-year review: Due by October 15th each year.
- Final annual evaluation: Due by April 15th each year. Please submit to HR.

Performance Level Definitions

Exemplary: Performance consistently exceeds position requirements and supervisor expectations. Resourcefulness and depth of knowledge are of the highest quality. Assignments are accomplished in an exceptional manner with minimal direction and are characterized by outstanding achievements seldom accomplished within the agency/institution.

Commendable: Performance meets all or most and may occasionally exceed work objectives and supervisor expectations. Employee demonstrates good knowledge of job duties, and assignments are accomplished effectively with normal supervisory guidance.

Needs Improvement: Performance does not consistently meet supervisor expectations. Requires more than normal guidance and direction. Improvement and/or development are necessary if the rater elects to continue the incumbent's employment.

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Part One: Core Competencies

During the performance planning phase, review each core competency with the employee. At the year-end evaluation, rate each core competency.

Accountability / Responsibility: To what extent does employee put forth extra effort when the need arises; demonstrate punctuality; maintain confidentiality; demonstrate adaptability; convey a positive and professional image of the College to others; make good use of work time; pay attention to detail; demonstrate accuracy and follow-through; complete tasks in a timely manner; take initiative; show self-direction and take responsibility for their own work product.

Exemplary Commendable Needs Improvement

Communication / Interpersonal Skills: To what extent does employee effectively apply communication skills both orally and in-writing; actively listen and foster engaging and professional communication at all times; speak in a clear and direct manner; engage in thoughtful and constructive dialogue; speak and respond effectively and courteously; keep others informed; practice effective listening skills.

Exemplary Commendable Needs Improvement

Customer Service / Responsiveness: To what extent does employee treat all customers (internal and external) with respect and courtesy by demonstrating the following: answer telephone and/or in-person requests for information promptly and courteously; determine needs of internal and external customers; follow-up with appropriate individual(s) if employee does not know how to respond/proceed; offer alternatives to internal and external customers if unable to handle request; offer prompt service; maintain smooth working relations with others; demonstrate tact and diplomacy in negotiations or confrontations with others; maintain accessibility to others.

Exemplary Commendable Needs Improvement

Job Knowledge: To what extent does employee analyze work, set goals, develop plans of action and utilize time. Consider amount of supervision required and extent to which the employee can carry out assignments.

Exemplary Commendable Needs Improvement

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Problem Analysis & Decision Making: To what extent does employee take initiative to identify problems and creative solution-oriented results; consider and/or generate options to solve problems; obtain facts before making decisions; include appropriate persons in the decision-making process; produce clear recommendations; make decisions that reflect sound judgment and assessment of facts and related issues.

Exemplary Commendable Needs Improvement

Planning: To what extent does employee identify desired outcomes; create check points and time frames to realistically achieve those outcomes; develop alternatives and contingency plans when necessary; evaluate and refine plans.

Exemplary Commendable Needs Improvement

Professional Contributions & Accomplishments: To what extent does employee participate in college, system, community and professional organizations and make significant contributions to department, division and college.

Exemplary Commendable Needs Improvement

Support of Strategic Plan, College Values/Team Participation: To what extent does employee support the values and mission of the department, division and college; apply the values of empowering, collaborative, respectful and responsive to teamwork.

Exemplary Commendable Needs Improvement

Support of Equity & Inclusion: To what extent does employee promote equity & inclusion practices; treat individuals with respect; seek and consider diverse perspectives and ideas; pursue learning opportunities to broaden their understanding of and support for inclusion and diversity in the higher education context; recognize team member contributions to an inclusive campus climate and/or equitable outcomes for students.

Exemplary Commendable Needs Improvement

Supervisor Competencies (Indicate N/A if Not Applicable)

Supervision: To what extent does supervisor provide effective support and constructive feedback that enables employees to consistently improve performance and solve problems; anticipate upcoming changes in work duties and encourage employee to explore training opportunities.

Exemplary Commendable Needs Improvement N/A

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Leadership: To what extent does supervisor articulate a vision for team; communicate vision clearly; assist each member of the team in identifying their appropriate contribution; provide team with constructive feedback enabling them to make any necessary adjustments; celebrate and reward success.

Exemplary Commendable Needs Improvement N/A

Budget: To what extent does supervisor allocate budget appropriately; maintain complete and accurate records; expend budget ethically and responsibly throughout the year.

Exemplary Commendable Needs Improvement N/A

Planning & Organization: To what extent does supervisor analyze work, set goals, develop plans of action and utilize time.

Exemplary Commendable Needs Improvement N/A

Part Two: SMART* Goals

During the performance planning phase, review each goal with the employee. At the year-end evaluation, rate each goal. Goals should be specific to the employee's job and related to College, Department and/or Divisions goals and RRCC's Strategic Plan. *Specific and easily understood; measurable and objective; attainable, results-oriented; and time bound. Attach additional pages if needed.

Goal #1:

College, Department and/or Divisions goals and/or RRCC's Strategic Plan related to this goal include:

Exemplary Commendable Needs Improvement

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Goal #2:

College, Department and/or Divisions goals and/or RRCC's Strategic Plan related to this goal include:

Exemplary

Commendable

Needs Improvement

Goal #3:

College, Department and/or Divisions goals and/or RRCC's Strategic Plan related to this goal include:

Exemplary

Commendable

Needs Improvement

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Performance Plan Agreement:

I have had the opportunity to discuss the performance plan and goals, which I have developed with my supervisor.

Employee Name (Print): _____

Employee Signature: _____ Date: _____

Supervisor Name (Print): _____

Supervisor Signature: _____ Date: _____

Comments:

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Part Three: Mid-Year Review

Supervisor's Comments:

I/we acknowledge that a mid-year progress review has been conducted and the plan submitted:

- Has been revised (copy attached) to more accurately reflect the employee's position and the tasks they perform.
- Remains pertinent to the employee's position and the tasks they perform.

Employee's Comments:

Employee Name (Print): _____

Employee Signature: _____ Date: _____

Supervisor Name (Print): _____

Supervisor Signature: _____ Date: _____

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Part Four: Final Self-Appraisal and Narrative Achievement of Goals

To be completed by the employee and attached to the final performance document. The employee should indicate the following within the self-appraisal & narrative achievement of goals:

- The significant accomplishments achieved during the past year.
- Their strengths & areas of improvement.
- The extent to which they achieved goals from this year's goals indicated within Part Two of this document.

Part Five: Final Overall Evaluation

The overall performance rating must be supported by the final individual ratings for core competencies and goals. A written explanation shall accompany all "Exemplary" and "Needs Improvement" ratings. Overall ratings of "Needs Improvement" also require a Performance Improvement Plan or Letter of Corrective Action. Attach additional pages as needed.

The overall performance rating for the evaluation period is:

Exemplary Commendable Needs Improvement

Job Description Review

The job description has been reviewed and is:

- Accurate and no further action is necessary.
- Is not accurate and a revised job description will be completed and submitted to HR
by _____ (insert date).

Supervisor's Comments (attach additional pages as needed):

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Final Evaluation Supervisor Signatures:

Supervisor Name (Print): _____

Supervisor Signature: _____ Date: _____

2nd Level Supervisor Name (Print): _____

2nd Level Supervisor Signature: _____ Date: _____

Employee's Comments:

Attach additional pages as needed.

I have reviewed this appraisal and have been given the opportunity to discuss it with my supervisor.

Employee Name (Print): _____

Employee Signature: _____ Date: _____