

California State University, Fresno Auxiliary Services Performance Evaluation

Employee Name:	Department:	Evaluation Period: to	Type of Appraisal: ☐ 6 Month ☐ Annual ☐ Other
Working Title:			
RATING CRITERIA			

Exceeds Expectations: Performance in this area often exceeds expectations and requirements of the position.

Achieves Expectations: Performance meets and sometimes may exceed expectations and requirements of the position.
Fully competent.

Needs Improvement: Performance in this area often does not meet expectations and requirements of the position.
Improvement is necessary.

	Exceeds Expectations	Achieves Expectations	Needs Improvement
JOB KNOWLEDGE: Demonstrates the knowledge and skills necessary to perform the essential functions of the job description.	☐	☐	☐
Comments:			
QUALITY OF WORK: Demonstrates accuracy, thoroughness and efficiency; understands goals and completes assignments within reasonable timeframes.	☐	☐	☐
Comments:			
PROBLEM SOLVING: Demonstrates analytical and problem-solving skills; recognizes, diagnoses, and resolves routine problems independently; considers policies, procedures, and long-term ramifications of decisions.	☐	☐	☐
Comments:			
ORGANIZATIONAL SKILLS: Demonstrates ability to plan, organize and coordinate job duties in a manner that efficiently and effectively achieves desired work goals/objectives.	☐	☐	☐
Comments:			
TEAMWORK: Demonstrates ability to foster a supportive work environment by establishing and maintaining effective working relationships within a diverse population.	☐	☐	☐
Comments:			

FLEXIBILITY AND ADAPTABILITY: Demonstrates ability to handle changing demands and uncertainty; can respond quickly to problems; receptive to learn new techniques and procedures.	☐	☐	☐
Comments: 			
INITIATIVE: Demonstrates ability to be self-directed, resourceful and creative in performing job duties; Ability to identify and resolve problems; following through on assignments; and initiating or modifying ideas, methods, or procedures to provide improved customer service, redesign business processes, and accomplish duties.	☐	☐	☐
Comments: 			
INTERPERSONAL SKILLS: <i>(Customer service, Communication, Integrity and Trust, Professionalism)</i> Easily understood by others; able to communicate clearly; demonstrates active listening skills; demonstrates integrity and professionalism; is trustworthy; demonstrates tact and courtesy in discussions with others.	☐	☐	☐
Comments: 			
VALUES DIFFERENCES: Seeks to understand different perspectives and cultures; contributes to a work climate where differences are valued and supported; applies other's diverse experiences, styles, backgrounds and perspectives to get results; is sensitive to cultural norms, expectations and ways of communicating.	☐	☐	☐
Comments: 			
SUPERVISION OF OTHERS (if applicable): Promotes a positive work environment; regularly communicates with employees, delegates tasks and motivates/leads others to achieve or exceed unit goals.	☐	☐	☐
Comments: 			

GOALS AND OBJECTIVES FOR NEXT APPRAISAL PERIOD

Mutually develop performance goals for the next appraisal period. Identify areas for growth. If performance is in need of improvement, establish an improvement plan at this time. The plan should include new goals as well as a commitment to improve performance in those areas which are currently weak. **Take the opportunity to discuss any available resources that may be beneficial in achieving these goals and objectives.**

OVERALL PERFORMANCE EVALUATION RATING

Using the following standards, please select the summary description that most closely describes the employee's overall performance for this entire review period:

- ☐ **Exceeds Expectations:** *Performance often exceeds expectations and requirements of the position.* Incumbent frequently demonstrates the ability to integrate a variety of skills to effectively solve problems and carry out duties, responsibilities and objectives beyond the expectations of the position. Incumbent's performance is consistent with the behavior associated with the selected critical performance factors. Incumbent adds value to the organization beyond what is expected and is one of the key contributors within the organization.
- ☐ **Achieves Expectations:** *Performance meets and sometimes may exceed the position's requirements and expectations.* Incumbent adds value to the organization and is a fully competent performer. Critical goals, tasks, and projects are achieved within acceptable standards. During the review period, there may have been some accomplishments that exceeded expectations, some that may have met expectations and, possibly, some areas where results may not have fully met expectations. Overall, the incumbent demonstrates the ability to handle projects or assignments within the scope of the position and demonstrates the ability to integrate a variety of skills to solve problems and carry out duties, responsibilities and objectives. Incumbent's performance is generally consistent with the behavior associated with the selected critical performance factors. Incumbent adds value to the organization and is a fully competent performer.
- ☐ **Needs Improvement*:** *Performance often does not meet expectations and requirements of the position. Improvement is necessary.* Incumbent needs further development and/or improvement in one or more of the critical performance factors. Incumbent requires more than the normal amount of guidance and follow-up to ensure that assignments are progressing adequately. Performance is occasionally consistent with the behavior associated with the selected critical performance factors. Sustained progress and improvement are required in one or more of the critical performance factors.

**Please explain why the employee is not meeting expectations with specific examples in Evaluator Comments Box.*

EVALUATOR'S COMMENTS

(Comment on the Performance Factors, cite examples where appropriate, and include future performance and professional development objectives).

EMPLOYEE'S COMMENTS

(May also attach a separate sheet).

I certify that this evaluation has been discussed with me. My signature does not necessarily indicate that I agree with the evaluation.

Employee's Signature

Date

Manager's Signature

Date

Director's Signature

Date

HR Review _____