myPerformance

Management Appraisal

Demographics

Name: **Employee ID:**

Job Title: **Supervisor:**

Department: **Date:**

General Instructions

The annual Performance Appraisal is intended to summarize employee performance over the past year and provide an opportunity to plan for the coming year. Use the rating scale definitions below to help accurately document performance. Use the comment box at the end of the appraisal to provide specific examples that support your ratings. An overall comment must be provided.

Rating Scale

Outstanding
Is a role model in the job. Exhibits mastery in all facets of the job. Puts the customer at the center of every activity. Steps outside of existing responsibilities to add value to the University. Identifies break through concepts. Is sought out by colleagues for advice on issues. Models the values of the University on a daily basis. Is in sync with the strategic direction of the University. Is universally regarded by others as a knowledgeable resource and true asset. Acts as a mentor, guide and teacher. Seeks new and improved ways to perform the job. Openly shares information and resources. Actively promotes cooperation, understanding and teambuilding.

Exceeds Expectations
Performance consistently exceeds expectations in specified criteria. Sets and meets challenging professional goals and shows initiative in meeting them. Assumes extra responsibilities and participates in projects often. Proactive in planning, problem solving and initiating solutions within work group. An exceptional contributor to the success of the work group and organization.

Successful
Performance consistently meets expectations in specified criteria. Requires minimal supervision and complies with work rules and regulatory requirements. Performance consistently meets the demands placed upon the position. Reliably completes routine assignments in an accurate and timely fashion. Assumes additional responsibilities when requested or assists in extra project work. Meets the University's high performance standards. Contributes positively to the success of the work group and organization.
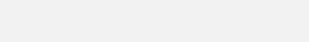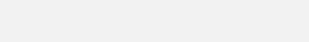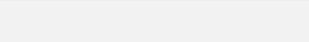
Improvement Expected
Performance meets some but not all expectations in specified criteria. Performance requires occasional supervisory intervention. Does not consistently complete job assignments in some areas in an accurate and timely fashion. Performance or behavior causes occasional problems for students, customers, department/unit and/or co-workers.

Unacceptable
Overall performance does not meet expectations in specified criteria. Often requires supervision, redirection and/or re-instruction. Does not consistently complete job assignments in an accurate and timely fashion. Performance or behavior causes problems for students, customers, department/unit and/or co-workers.

Success Factors

	Rating Scale
Accountability Owns decisions, outcomes, work products, etc. that are within the scope of one's role. • Ensures employees are aware of own responsibilities and those of others, while integrating all responsibilities to accomplish goals and objectives • Measures and tracks performance of individual and/or team(s) against goals and objectives, ensuring each employee contributes to overall outcomes • Conducts status updates with employees to manage work, including changes, delays and/or risks; ensures realistic and achievable results; coaches individuals on how to manage expectations	
Collaboration Works inclusively to build trust and accomplish tasks, goals, and initiatives. • Offers information and support to team members, peers, and leaders and participates in cross-functional/departmental teams • Communicates effectively within and across teams to streamline efficiency, ensure collaboration, and achieve team goals • Collaborates with all team members, peers, and leaders to integrate various viewpoints; encourages and acknowledges others' contributions	
Communication Provides information clearly and accurately in various settings, ensuring understanding and participation. • Determines and delivers the appropriate messages effectively to any level ensuring clarity and understanding • Understands various audiences and their nuances, adjusting style and content to appeal to their needs; coaches others on how to adjust tone and style when communicating • Listens actively to determine unstated needs and concerns, verify messages, and clarify expectations; coaches and offers constructive feedback when appropriate	
Customer Focus Understands, anticipates, and appropriately responds to internal and/or external customers' needs. • Anticipates customer needs and takes appropriate action and/or asks questions to uncover needs, developing a positive rapport with others; promotes an environment to maintain positive customer relationships • Incorporates data and information from quality reviews to improve and/or enhance services and work products; ensures accuracy and completeness of other's work outputs • Requests feedback to ensure service levels are being met/exceeded by team(s); responds appropriately based on feedback and best practices in customer service and/or university expectations	
Diversity & Inclusion Values differences by ensuring that all people are included and respected and can engage in their work to the best of their abilities. • Encourages participation in and provides professional development opportunities for employees as it relates to diversity and inclusion; serves as an example to others by demonstrating appropriate diversity and inclusion behaviors behaviors • Communicates the positive effects of diversity and inclusion among team(s); ensures that direct reports and peers are treated fairly in department processes and practices and understands their responsibility in creating a diverse and inclusive environment • Seeks input from key leaders and/or stakeholders and takes appropriate action to ensure that department practices are inclusive	
Judgment Makes appropriate decisions and evaluates risk and uncertainty to create optimal outcomes. • Evaluates the pros and cons of alternative solutions before making a decision by assessing all available information; leads team in doing the same • Provides clear directions and expectations for others to follow when making decisions, ensuring alignment with university standards and improving where needed • Weighs possible outcomes when making decisions; considers the broader impact and risks, especially when information is limited and/or decisions are difficult	
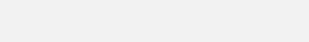
Time Management Actively manages time to most effectively accomplish work, projects, objectives, and goals. - Considers individuals' work capacity when scheduling work, allocating the appropriate amount of time to each task; keeps others informed of overall progress - Defines objectives and resources required to efficiently complete projects; manages the team to complete work within established timeframes - Adapts to multiple and/or changing work demands by adjusting own and team priorities; positively exemplifies balance and adaptability/flexibility	

Overall Rating

Supporting Comments

Use this comment box to provide specific examples that support your Success Factor ratings. A comment is required.

Self:

Evaluator:

Employee Acknowledgment

I have discussed my performance appraisal with my supervisor. My signature does not necessarily indicate agreement with the appraisal, but does acknowledge that I have received and reviewed this information.

Employee Final Comments