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Performance Review

**Employee Name: Employee’s Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Department: Evaluation Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager’s Name: Evaluation Period: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Use the following guidelines to rate the core performance values, business and individual goals and the employee’s overall performance:

**4 Exceeds Expectations** – Performance at this level is clearly unique and far in excess of established expectations. The employee consistently exceeds expectations in the outcomes achieved in quality work, quantity and timeliness. The employee exhibits leadership among peers in all dimensions of the field work performed.

**3 Above Expectations** – Performance at this level often surpasses established expectations and standards of work quality, quantity and timeliness. The employee exhibits mastery of most dimensions of the field work performed.

**2 Meets Expectations** – Performance at this level meets established expectations and standards of work quality, quantity and timeliness. The employee competently achieves the requirements of the position.

**1 Below Expectations** – Performance at this level is below the level expected of the employee. Improvement is required in significant dimensions of the job in order to meet the expectations and standards of work quality, quantity and timeliness.

**Core Performance Values** – Rate specific performance values and provide examples relative to essential duties of the position that support the rating. Explanation is required for all ratings.

**Mission** – Integrates the shared values for the common good: competence, compassion, community and commitment into work; integrates the standards of conduct that promote the common good within the work unit and University community; treats others with respect; courtesy; honesty and compassion; participates and facilitates the participation of others in service related activities.

**Rating and Explanation:**

**Customer Service** – For both internal and external customers demonstrates good listening skills, assesses customers’ needs and takes timely action to respond to those needs; provides follow up on all issues and builds rapport; anticipates customer needs and contributes to improving processes and services.

**Rating and Explanation:**

**Collaboration and Partnership** – Reports to work regularly, on time and is accountable during the workday; cooperates and interacts with employees inside/outside the work unit contributing to improved operations; demonstrates self-control; aligns individual efforts with team goals.

**Rating and Explanation:**

**Communication** – Represents the University in a professional manner relating to all verbal, non-verbal, and written communication; demonstrates good listening skills; conveys information clearly and concisely; uses proper grammar, correct spelling, and proper tone in all written and verbal communication.

**Rating and Explanation:**

**Technical Skills and Knowledge** – Applies knowledge, skills, and mastery of job processes to achieve results; continuously develops and advances technical abilities.

**Rating and Explanation:**

**Quality and Productivity** – Delivers products and services with little or no re-work required; strives for continuous quality improvements; uses time and resources effectively and efficiently; produces value added contributions.

**Rating and Explanation:**

**Problem Solving** – Interprets data from various sources; generates effective solutions to problems; makes sound decisions; generates alternative approaches to problem solving; demonstrates awareness of consequences or implications of judgement.

**Rating and Explanation:**

**Leadership** – Leads tasks and people effectively; guides, coaches, inspires, and motivates others to improve skills and achieve goals; takes independent action; seeks out opportunities for professional development; solicits and considers other opinions; demonstrates strong work ethic and sense of urgency to meet commitments; recommends system/procedure improvements.

**Rating and Explanation:**

**Diversity** – Committed to creating an inclusive community and environment that respects, embraces, and celebrates all expressions of diversity and identity that are in keeping with the Reformed tradition of being men and women for others.

**Rating and Explanation:**

**Goals:**

**Employee’s Signature: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Supervisor’s Signature: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

I have reviewed the documents related to this employee’s performance and agree with the supervisor’s overall assessment.

**Print name of next level supervision: Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**