**PERFORMANCE EVALUATION**

**OF**

**NON-TEACHING STAFF**

**PERFORMANCE EVALUATION PLAN**

1. **RATIONALE**

The purpose of this performance evaluation plan is to develop and maintain acceptable levels of performancewith non-teaching staff. The plan strives to support and encourage staff and foster excellence in the workplace. Personal growth is to be sustained; employee effectiveness and individual worth is to be acknowledged.

Furthermore, the plan will provide the means to constructively assist an employee in improving performance standards where and when necessary.

**PERFORMANCE CRITERIA AND INDICATORS**

**CRITERIA**

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| **KNOWLEDGE**  **Knowledge of specific job requirements.**  **Knowledge of appropriate methods, practices and procedures.** | | |
| **PERFORMANCE INDICATORS** | | |
| Excellent | E | Consistently demonstrates excellent knowledge of job requirements. Consistently applies appropriate methods, practices and procedures in performing the duties and responsibilities. Achieves required results with minimal direction from supervisor. |
| Good | G | Frequently demonstrates good knowledge of the job requirements.  Frequently applies appropriate methods, practices and procedures in performing the duties and responsibilities. Achieves required results with occasional direction from supervisor. |
| Needs Improvement | NI | Frequently demonstrates inadequate knowledge of the job requirements. Frequently applies inappropriate methods, practices and procedures in performing the duties and responsibilities. Frequently requires direction from supervisor to achieve required results. |

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| **ORGANIZATION**  **Ability to set priorities and to plan and execute responsibilities in a logical and systematic manner.**  **Ability to use time, resources and energies effectively to achieve goals.** | | |
| **PERFORMANCE INDICATORS** | | |
| Excellent | E | Consistently demonstrates excellent ability to set priorities, and to plan and execute duties and responsibilities in a logical and systematic manner. Consistently uses time, resources and energies effectively to achieve goals. Meets goals and deadlines with minimal direction from immediate supervisor. |
| Good | G | Frequently demonstrates good ability to set priorities, and to plan and execute duties and responsibilities in a logical and systematic manner. Frequently uses time, resources and energies effectively to achieve goals. Meets goals and deadlines with occasional direction from supervisor. |
| Needs Improvement | NI | Demonstrates inadequate ability to set priorities, and/or to plan and execute duties and responsibilities in a logical and systematic manner. Demonstrates ineffective use of time, resources and energies to achieve goals. Frequently requires direction from supervisor to meet goals and deadlines. |

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| **COOPERATION**  **Willingness to work with others toward a common objective.**  **Ability to work as a team member.**  **Positive and flexible approach to demands.** | | |
| **PERFORMANCE INDICATORS** | | |
| Excellent | E | Consistently demonstrates a willingness to work with others toward a common objective. Demonstrates excellent ability to promote and support cooperation among team members. Consistently demonstrates a positive and flexible approach to demands. |
| Good | G | Frequently demonstrates a willingness to work with others toward a common objective. Frequently demonstrates good ability to promote and support cooperation among team members. Frequently demonstrates a positive and flexible approach to demands. |
| Needs Improvement | NI | Demonstrates an unwillingness to work with others toward a common objective. Does not promote and support cooperation among team members. Does not respond positively and with flexibility to demands. |

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| **COMMUNICATION**  **Effective use o Effective use of language in oral expression and in written work (as required) in the language of the workplace.**  **Communications manner is courteous and professional.** | | |
| **PERFORMANCE INDICATORS** | | |
| Excellent | E | Consistently demonstrates effective use of language in oral expression and in written work (as required) in the language of the workplace. Consistently transmits ideas and information effectively, rarely requiring clarification. Consistently communicates in a courteous and professional manner. |
| Good | G | Frequently demonstrates effective use of the language in oral expression and in written work (as required) in the language of the workplace. Frequently transmits ideas and information effectively; may require some clarification. Frequently communicates in a courteous and professional manner. |
| Needs Improvement | NI | Demonstrates inadequate use of the language in oral expression and in written work (as required) in the language of the workplace.  Does not transmit ideas and information effectively; frequently requires clarification. Does not regularly communicate in a courteous and professional manner. |

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| **INTERPERSONAL SKILLS**  **Ability to deal effectively with others, in a variety of situations, showing sensitivity, tact, diplomacy, and respect.** | | |
| **PERFORMANCE INDICATORS** | | |
| Excellent | E | Consistently demonstrates an excellent ability to deal effectively with others, in a variety of situations, showing sensitivity, tact, diplomacy, and respect. Effectively resolves interpersonal differences with minimal intervention from supervisor. |
| Good | G | Often demonstrates good ability to deal effectively with others, in a variety of situations, showing sensitivity, tact, diplomacy, and respect. Resolves interpersonal differences with occasional intervention from the supervisor. |
| Needs Improvement | NI | Demonstrates inadequate ability to deal effectively with others, in a variety of situations, showing sensitivity, tact, diplomacy, and respect. Frequently requires intervention from supervisor to resolve interpersonal differences. |

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| **INITIATIVE**  **Ability and willingness to take action and resolve problems within the limits of the job duties and responsibilities.**  **Ability to identify needs, develop action plans, and respect accordingly.** | | |
| **PERFORMANCE INDICATORS** | | |
| Excellent | E | Consistently demonstrates excellent ability and willingness to take action within the limits of the job duties and responsibilities.  Identify needs, develops action plans, and responds accordingly with minimal direction from supervisor. Resolves problems with minimal direction from supervisor. |
| Good | G | Frequently demonstrates good ability and willingness to take action within the limits of the job duties and responsibilities. Identifies needs, develops action plans, and responds accordingly with occasional direction from supervisor. Resolves problems with occasional direction from supervisor. |
| Needs Improvement | NI | Demonstrates inadequate ability and/or unwillingness to take action within the limits of the job duties and responsibilities.  Does not identify needs, develop action plans, and respond accordingly. Frequently requires direction from supervisor to resolve problems. |

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| **QUALITY OF WORK**  **Ability to execute duties and responsibilities effectively and with a high degree of accuracy.** | | |
| **PERFORMANCE INDICATORS** | | |
| Excellent | E | Consistently executes duties and responsibilities effectively and with a high degree of accuracy. Achieves required results with minimal direction from supervisor. |
| Good | G | Frequently executes duties and responsibilities effectively and with a high degree of accuracy. Achieves required results with occasional direction from supervisor. |
| Needs Improvement | NI | Demonstrates inadequate ability to execute duties and responsibilities effectively and with a high degree of accuracy.  Frequently requires direction from supervisor to achieve required results. |

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| **JUDGEMENT**  **Ability to make consistent, pertinent and logical decisions.** | | |
| **PERFORMANCE INDICATORS** | | |
| Excellent | E | Consistently demonstrates an excellent ability to make consistent, pertinent and logical decisions. Requires minimal direction from supervisor and decision-making. |
| Good | G | Frequently demonstrates good ability to make consistent, pertinent and logical decisions. Requires occasional direction from supervisor in decision-making. |
| Needs Improvement | NI | Demonstrates inadequate ability to make consistent, pertinent and logical decisions. Frequently requires direction from supervisor in decision-making. |