



Bethune-Cookman University

Staff Performance Evaluation

Employee's Name: _____ Today's Date: _____ Eval. Period: _____ -- _____

Department: _____ Supervisor's Name: _____

RATING CATEGORIES AND DEFINITIONS

OUTSTANDING	Consistently exceeds expectations. Performance is characterized by exceptionally high work quality. Employee rated as outstanding repeatedly makes contributions, which are far above the requirements of their position.
EXCEEDS EXPECTATIONS	Frequently exceeds expectations. Performance indicates thorough attention to and the completing of all assigned responsibilities.
MEETS EXPECTATIONS	Performance exceeds the requirements of the position. The position is being covered in a satisfactory manner and the responsibilities are being handled competently.
NEEDS IMPROVEMENT	Performance and results generally fall short of the minimum requirements of the job
UNSATISFACTORY	Performance does not meet the expectations of the position and immediate improvement is needed.

***Supervisor needs to provide specific written expectations for the improvement on all ratings that fall under "Needs Improvement" and "Unsatisfactory". It is encouraged to explain all ratings of "Outstanding".**

General Factors	Rating
JOB KNOWLEDGE AND SKILLS – The extent to which an employee possesses and applies that practical and technical knowledge and skills required on the job.	
Optional Supportive Comments:	
JOB PERFORMANCE – The extent to which an employee's work is consistently accurate and thorough. The extent to which the job is performed in a professional manner.	
Optional Supportive Comments:	
WORKING RELATIONSHIPS – The ability and willingness to work effectively with colleagues. Consider behaviors that indicate support of the mission of the University and enthusiasm for working as part of the team to achieve goals.	
Optional Supportive Comments:	
CUSTOMER SERVICE – The ability and willingness to treat customers in a respectful and helpful manner, taking the extra step to make the customer feel welcome and that their problems were heard and solved. Customers are students, parents, colleagues and/or the community at large.	
Optional Supportive Comments:	



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COMMUNICATION – The extent to which an employee is proficient and professional in oral and written communications. Including listening, understanding, remembering, and following oral/written instructions; asking for clarification when necessary; and providing information to others in a clear, complete and concise manner.	
Optional Supportive Comments:	
ORGANIZATIONAL SKILLS – The extent to which an employee works efficiently and productively, and effectively manages resources (labor, time, materials, etc....)	
Optional Supportive Comments:	
DECISION MAKING/PROBLEM SOLVING – Gathers, analyzes and evaluates information for effective decisions. Demonstrates a willingness to make a decision under conditions of risk and follows through appropriately. The extent to which an employee demonstrates proper judgment, decision making, and problem solving skills when necessary. Draws appropriate conclusions from relevant data, solves short and long term problems by generating alternative solutions and	
Optional Supportive Comments:	
INTERPERSONAL RELATIONSHIPS – The extent to which an employee is willing, and demonstrates the ability, to cooperate, work and communicate with co-workers, supervisors, other departments and subordinates.	
Optional Supportive Comments:	
INITIATIVE - The extent to which an employee is a self-starter, shares new and better ideas for advancing the department, and is willing to assume additional duties when necessary. Attitude and willingness to improve themselves both personally and professionally in a constantly changing working environment.	
Optional Supportive Comments:	
RELIABILITY – The extent to which an employee can be relied upon regarding task completion and follow-up – meeting deadlines without sacrificing accuracy, work quality, or customer service satisfaction. Has an acceptable overall punctuality and attendance record.	
Optional Supportive Comments:	
ADHERENCE TO POLICY – The extent to which an employee follows safety and conduct rules, other regulations, and adheres to college/department policies & procedures.	
Optional Supportive Comments:	



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SUPERVISORY SKILLS (if applicable) – The effectiveness with which tasks and responsibilities are delegated, guidance and direction was provided to develop the skills of direct reports. Review how problems were handled and resolved from in both task performance and interpersonal relations. Gains trust and confidence of others and sets realistic and challenging performance objectives and creates an environment to attain them.	
Optional Supportive Comments:	
BUDGET MANAGEMENT (if applicable) – The effectiveness with which the individual used and allocated financial resources, and kept expenditures within budget.	
Optional Supportive Comments:	
DIVERSITY – Demonstrates a respect for the rights and property of all individuals regardless of gender, race, national origin, physical disability, economic background, sexual orientation, or religious belief.	
Optional Supportive Comments:	
OTHER DEPARTMENT SPECIFIC FACTORS (if applicable)	
Optional Supportive Comments:	



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Required Questions and Comments

1. What are some performance objectives for the coming year that the supervisor and employee agree to set?

2. Please comment on employee strengths and weaknesses. Also comment on plans for the employee's professional growth and development i.e. seminars, training, education, etc.

Supervisor's Overall Comments:

Employee's Comments (optional):

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

A review of this evaluation is required by the next level of management.

Director or Vice President's Signature: _____ Date: _____