

Name:  
Title:  
Department:

## SUPPORT STAFF PERFORMANCE EVALUATION

Date of Employment:  
Current Salary:  
Salary Range:       |       |  
Comparatio:  
Next Review Date:

**Directions**

1. Discuss the following topics with the staff member and provide a written summary following each question.
3. Recommend an increase, using the matrix guidelines provided.
4. Make a copy for your records and one for the staff member.
5. Return the fully completed original to the Human Resources Office.
6. This review will be filed in the employee's personnel file.

**Recommended Increase \_\_\_\_\_%    New Salary \$\_\_\_\_\_    Effective Date:**

**\_\_\_\_ Employee is eligible for an adjustment to the midpoint of the salary range.**

Suffolk University's Performance Management System is designed to improve job understanding, to recognize outstanding performance, to identify areas needing improvement, and to serve as a basis for salary increase determinations. The most important part of this performance evaluation is the evaluation interview itself. This form serves as written documentation of that interview.

Effective performance evaluation is a continuing process throughout the year. Informal and formal meetings should be held with staff frequently to provide feedback on expectations, priorities, goals and objectives. This annual evaluation is a summary of this continuing process with emphasis on making next year as productive and successful.

**I. On-Going Job Responsibilities:** List the major functions of the employee's job. (Include particular accomplishments since the last review and indicate participation in special projects, committee work, courses, etc.).

### Evaluation Matrix

The matrix below must be used to determine the level of increase the staff member will receive. Please use the Comparatio listed at the top of the evaluation, and the Overall Evaluation of Performance to determine the appropriate level of increase, and record that level at the top of this evaluation form.

The matrix may be superseded by an employee's eligibility for a midpoint adjustment on the second anniversary of his/her employment in the same position. This adjustment will only be made if it is of greater value than the increase warranted by the matrix below. If eligible for the adjustment, please complete the review as usual; the employee will receive the increase that is of greater value.

OVERALL EVALUATION	COMPARATIO		
	80-94	95-105	106-120
Exceeds Requirements	4.50%	3.75%	3.50%
Meets Requirements	4.00%	3.50%	3.25%
Needs Improvement	2.00%	2.00%	0%
Does Not Meet Requirements	0%	0%	0%

**II. Performance:** Use the following evaluation factors as a guideline to evaluate staff member's performance on each of the performance elements in the list below.

**Evaluation Factors:** The following definitions should be used as a guideline for evaluating staff.

- **Performance exceeds job requirements:** The employee consistently surpassed all requirements of the position. Accomplishments are significant and superior to the standards of the position. Performance at this level is rarely achieved by peers. Contributions serve as a role model for others.

- **Performance meets job requirements:** The employee met all essential requirements of the position, and may have exceeded some. Accomplishments are clearly in accordance with the standards of the position. Represents positive contribution to department performance.

- **Performance needs improvement:** The employee requires some improvement to make full contributions to the job and department. The employee may have met most of the requirements for the position, but there are specific areas that the employee needs to address.

- **Performance does not meet job requirements:** Performance was below expectations and requires a specific plan of action to correct noted deficiencies. The employee did not meet the important requirements of the position. Failure to improve performance could lead to a future disciplinary action.

- **Does not apply:** A specific performance factor does not relate to the employee's position in any way.

PERFORMANCE ELEMENT	EVALUATION FACTOR
<b>Student / Customer Service</b> (develops effective working relationships with "customers" [students, prospective students, alumni, faculty and other employees] through a service-oriented and professional manner)	
<b>Team Work / Collaboration / Interpersonal Skills</b> (works effectively with other department and other staff members, and with a diverse employee, student and customer population)	
<b>Problem Solving / Resourcefulness</b> (displays good judgment, creativity and initiative in resolving problems)	
<b>Job Knowledge / Technical Skills</b> (understands job duties and responsibilities; uses appropriate methods, equipment and materials to accomplish work)	
<b>Quality of Work</b> (shows accuracy, thoroughness and an overall concern for the quality of work)	
<b>Productivity</b> (includes quantity of work, meeting goals and expectations, deadlines, prioritizing and fulfilling duties)	
<b>Reliability</b> (shows dependability on the job; fulfills attendance and punctuality requirements)	
<b>Resource Management</b> <i>for people with supervisory responsibilities</i> (directs, trains and motivates staff/student workers)	
<b>Overall Evaluation of Performance</b>	

\*\* Please remember that the *Performance exceeds job requirements* evaluation should be reserved only for those employees whose performance is clearly at the highest level. To be eligible for an Overall Evaluation rating of *Performance exceeds job requirements* a staff member must:

- a) exceed job requirements in at least 4 of the performance elements, if they all apply to the employee (in other words, the employee must exceed in half of the factors that are applicable to him/her), and
- b) at least meet expectations for the remaining elements.

**III. Supervisor's Comments/Examples:**

**IV. Employee's Comments:**

**V. Goals and Objectives for Next Year:** List mutually agreed upon goals and objectives for the next year. Include an "action plan" (how you plan to achieve these goals).

**VI. Plans for Improvement:** If performance needs to be improved, outline steps to be taken.

**SIGNATURES**

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Supervisor's Signature

Date

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Staff Member's Signature

Date

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Human Resources Approval

Date