

MISSISSIPPI VALLEY STATE UNIVERSITY
"The Valley of Scholars"

PERFORMANCE EVALUATION PROGRAM

Purpose

The Performance Appraisal Program was designed to achieve the following objectives:

- To improve achievement of the University's goals by ensuring that individual objectives are consistent with the University's mission and goals;
- To encourage meaningful communication between the employee and supervisor;
- To identify needed areas of individual professional development and personal growth;
- To provide appropriate and timely feedback to individual managers/supervisors regarding their performance;
- To provide a written record of performance and development;
- To recognize outstanding managerial performance;
- To improve organizational effectiveness; and
- To challenge the employee to continually improve performance and personal effectiveness.

Participants

This program is designed to include all professional, clerical and support staff employees.

The Evaluation Process

The process for conducting and completing the evaluation process prescribed by this program is described below. Any questions should be addressed to the Department of Human Resources.

1. Position Descriptions

The Professional Performance Appraisal program is based on the fact that there is an approved position description on file for each employee and, as part of each annual performance evaluation; the description will be reviewed to ensure that it is accurate and up-to-date. Proposed changes should be forwarded to the Director of Human Resources.

2. Timing

The appraisal process will be completed annually on or in close proximity to the employee's anniversary date.

3. Evaluation Areas

Each employee will be evaluated generally in these areas:

1. General work ethics and capabilities;
2. Performance of his/her responsibilities as specified in the approved position description;
3. Strengths and Weaknesses;

Professional Employee Performance Evaluation

4. Establishment and achievement of any requisite training and development goals and objectives.

4. *Professional Employee Performance Evaluation Interview*

The evaluation process includes:

- a review of the employee's performance of principal duties and responsibilities;
- the employee's performance of various skills;
- the employee's performance of previously agreed upon goals/objectives;
- the objectives/goals for the next review period;
- and a training and development plan.

Upon completion of the evaluation interview, the supervisor will forward a copy of the evaluation to the Director of Human Resources. If desired, the signing of the appraisal may be deferred until consultation by the supervisor and/or the employee has taken place to clarify any questions.

5. *Disposition of Signed Performance Appraisal Form*

The signed evaluation form (original) is sent to the Department of Human Resources. A signed copy may be kept by the employee and the supervisor. *Training/Orientation of Managers/Supervisors*

The responsibility for ensuring that all directors/managers/supervisors are thoroughly familiar with the Professional Employee Performance Appraisal and are trained on its implementation resides with the Director of Human Resources. The Human Resources Department will also be responsible for orienting and training new directors/managers/supervisors on the Professional Employee Performance Appraisal Program.

6. *Evaluation of the Professional Employee Performance Evaluation Program*

The Human Resources Department shall be responsible for periodically soliciting feedback from professional employees about the effectiveness of the program and for recommending and implementing appropriate changes to the program.

MVSU PERFORMANCE REVIEW DEFINITIONS FOR REVIEW RATINGS

1: ATTENDANCE/PUNCTUALITY

OUTSTANDING	Employee has demonstrated perfect attendance during the rating period.
COMMENDABLE	The employee rarely has been late or absent during the rating period.
SATISFACTORY	The employee has been occasionally late or absent.
NEEDS IMPROVEMENT	The employee has often been late or absent during the rating period.
UNSATISFACTORY	The employee's attendance has not been acceptable during the rating period.

2: POLICIES AND PROCEDURES

OUTSTANDING	This employee has exceptional understanding of department and University policies and procedures, e.g., would be able to explain them to other employees, and would often be consulted by others. Never asks the same question more than once.
COMMENDABLE	This employee has received no disciplinary counseling during the rating period. He/she has a good understanding of department and University policies and procedures. Has made a definite effort to understand and only needs to ask questions once.
SATISFACTORY	This employee has received no disciplinary counseling during the rating period. Has a basic understanding of University and department policies and procedures, but occasionally asks routine questions that he/she should know.
NEEDS IMPROVEMENT	This employee has had at least one disciplinary counseling during the rating period. He/she has a marginal understanding of department policies and procedures and has made minimal effort to understand or learn them. Asks the same questions more than once.
UNSATISFACTORY	This employee has had more than one disciplinary counseling during the rating period. They have made little or no effort to learn University and department policies and procedures and are continually asking the same routine questions.

3: COMMUNICATIONS

OUTSTANDING	Day to day written and oral communications are extremely effective. Written material is clear and extremely easy to understand. Language and vocabulary is <u>always</u> appropriate and understandable for someone seeing (or hearing) information for the first time. This employee can communicate effectively at all levels.
COMMENDABLE	The employee at this level may be as good at day-to-day oral or written communication on the outstanding level, but one or the other is not at the outstanding level.
SATISFACTORY	Written and oral communications are generally effective and easily understood. There are no communication problems between employee and those with which he/she works regularly.
NEEDS IMPROVEMENT	Employee has difficulty in communicating clearly or effectively. This employee's written communication requires the reader to seek clarification because it is unclear or confusing. This employee's oral communication may be unclear or may require the listener to seek additional information.
UNSATISFACTORY	Supervisor would generally avoid using this person for complicated or non-routine communication either oral or written. Written and oral communications by this employee require the reader or listener to <u>regularly</u> seek additional information.

4: PLANNING/ORGANIZING

OUTSTANDING	Employee plans, organizes and monitors work projects in such a manner that maximum output is obtained. Work is usually done ahead of schedule and is of extreme high quality. Employee knows how to work within the system to get things done. Virtually never causes crises because of lack of planning.
COMMENDABLE	This employee is better than the majority of his/her peers at planning and organizing work assignments. Does not allow crises to occur because of lack of planning.
SATISFACTORY	This employee is fully capable of planning, organizing and monitoring work projects. They are completed satisfactorily and on time. Usually does not allow crises to occur because of lack of planning.
NEEDS IMPROVEMENT	Employee occasionally causes problems with others in the work area because of lack of planning and organizing of his/her work. Does not get work projects out on time or may have problems with monitoring of time to make most effective use of time.
UNSATISFACTORY	Employee rarely does assignments or work projects on time. Has extreme difficulty using time effectively. Has caused problems or crises in the work area because of lack of planning.

5: DEPENDABILITY

OUTSTANDING	Employee is extremely adept at finding creative and innovative solutions to complete routine problems. Is able to head off problems before they occur. Is able to quickly see solutions to problems that others have tried unsuccessfully to solve. Others regularly seek this person's help in finding solutions to problems. Can always depend on this person to do the job exceptionally well and go the extra mile.
COMMENDABLE	Employee is adept at finding creative and high quality solutions to problems for all but the extremely complex problems. Others may seek out this person for help in finding solutions. Frequently creates methods or procedures that head off problems. Does more than his/her job very well.
SATISFACTORY	Solutions are, at times, fairly creative and innovative. May reach solutions slightly faster than peers, or may rarely find solutions which other have missed. Devises good, workable solutions to problems <u>as they occur</u> but does not often anticipate problems. Does a good job on a steady basis.
NEEDS IMPROVEMENT	Employee has difficulty in finding workable solutions to non-routine problems. Occasionally misses routine problems that he/she should have been able to solve and rarely anticipates. Often cannot depend on this employee to do his/her job on a steady basis.
UNSATISFACTORY	This employee is never able to anticipate problems before they occur. Often cannot solve routine problems and cannot depend on him/her to do their job well on a steady basis.

6: CONTRIBUTION TO A POSITIVE WORK CLIMATE AND TEAM EFFORT

OUTSTANDING	Employee has excellent insight into human behavior, is able to work well with virtually everyone, subordinates, peers and superiors. Is able to see all sides and points of view and can maintain a professional working relationship with everyone. Virtually never loses his/her temper or says things that could damage a working relationship. Does not allow personal feelings or differences to affect the working relationship with others.
COMMENDABLE	Employee has very good insight into others behavior and is able to work well with anyone, except in very unusual circumstances. Is able to create cooperative and professional relationships with almost anyone, subordinates, peers and superiors. Does not lose temper or alienate others. Deals in conflict situations without damaging the working relationship.
SATISFACTORY	Employee is good at working with others in most contexts, including conflict situations. Generally can develop a cooperative and professional relationship with others.
NEEDS IMPROVEMENT	Employee has difficulty understanding others points of view. In a conflict situation may damage the working relationship because of unprofessional or inappropriate behavior.
UNSATISFACTORY	Employee sees situation as "them" or "us". Makes value judgments and allows conflict to interfere with performance of job. May engage in backstabbing kinds of behavior.

7: SELF DEVELOPMENT AND APPRAISAL

OUTSTANDING	This employee continually seeks out constructive criticism from supervisors, peers, or subordinates. He/she uses this criticism to improve job performance and strengthen weaknesses. Seeks out ways to improve job skills, e.g.: takes classes and takes full advantage of tuition exemption. Participates in other program areas other than his/her specific service.
COMMENDABLE	This employee always accepts constructive criticism and may occasionally seek it out. Employee takes classes etc. to improve job performance.
SATISFACTORY	This employee accepts constructive criticism but does not seek it out. Will attend mandatory classes or seminars only.
NEEDS IMPROVEMENT	This employee has a difficult time accepting constructive criticism on his/her weaknesses or job performance. Makes a marginal effort to improve job performance or to attend necessary seminars, etc.
UNSATISFACTORY	This employee gets extremely defensive when given constructive criticism by subordinates, peers, or supervisors. Does not try at all to improve performance and only attends seminars and classes if not given any other option.

8: QUALITY OF WORK

OUTSTANDING	Employee is considered to be an expert at his/her job, produces very high quality work usually ahead of time, and is often consulted by peers and/or supervisor about unusual or non-routine aspects of the work. This employee is given problems others cannot handle. He/she has an exceptional grasp of the job and a clear understanding of how his/her job affects other services and departments.
COMMENDABLE	Employee is highly skilled at his/her job more than the majority of his/her co-workers. This employee is able to come up with creative solutions to problems. The overall quality of this person's work is higher than the majority of peers. Almost always does thorough and accurate work in a timely fashion.
SATISFACTORY	Employee performs well on his/her job and is fully capable of solving routine problems. Produces timely, thorough and accurate work the majority of the time.
NEEDS IMPROVEMENT	This employee consistently performs below level of other peers. Does not produce thorough or accurate work the majority of the time. Fails to meet deadlines majority of time.
UNSATISFACTORY	This employee often needs assistance for routine work and individuals who utilize their services may complain of employees work being unsatisfactory. Routinely fails to meet deadlines.

Clerical and Staff Evaluation Ratings Criteria/HRD Revised 2/2009