

Emily Employee Evaluation

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- Department:
- Location:
- Start Date: Jan 18, 2012
-

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Review Phase Status

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| Performance Goals |
| Decrease processing time of new student information |
| Use the new student registration process for all students by June 1, 2012, in order to decrease processing time of new student information from ~23 minutes to 10 minutes or less. |
| Note Entries: |
| Emily Employee Jan 19, 2012 (Assessment) I became proficient with new registration process by end of January 2012. By March, I was able to decrease my average processing time from 23 minutes to 15 minutes. By June, my processing time was, on average, 10 minutes per new student. |
| Mary Manager Jan 19, 2012 (Assessment) Emily Employee has adapted well to the new registration process and mastered it in order to decrease processing time. I would like her to continue processing new student information at 10 minutes per new student and indicate any potential areas for improvement going forward. |
| Rate: Emily Employee: Fully Achieved Expected Results Mary Manager: Fully Achieved Expected Results |
| Improve the new visitor experience |
| Identify best and worst practices of new visitor experiences by visiting 4-6 other universities and colleges in the Philadelphia area by April 30, 2012. Develop proposal and recommendations for visitor experience improvement by June 1, for implementation during the month of July. Provide justification for any financial or human resources. Monitor scores on visitor feedback survey before and after implementation. Achieve improvement of 2-5 points within first quarter of fiscal year. |
| Note Entries: |
| Emily Employee Jan 19, 2012 (Assessment) I visited 6 other Philadelphia colleges/universities in January and February. In March I drafted my proposal of recommendations for improving the visitor experience. After revising with my supervisor, the action plan was finalized and implemented in late March. The ratings on the visitor feedback survey have improved 10 points since the implementation of my action plan, as of June 2012. |
| Mary Manager Jan 19, 2012 (Assessment) Emily Employee has fully embraced improving the visitor experience and has approached this as her personal mission to ensure that every visitor is greeted promptly and made sure that his/her's needs have been met. I commend Emily for improving her feedback rating by twice the amount that we had initially stated. I hope that she continues to think of more process improvements that can be implemented to ensure that our new visitor experience is top notch. |
| Rate: Emily Employee: Achieved More Than Expected Results Mary Manager: Achieved More Than Expected Results |
| Development Goals |
| Increase confidence in public speaking |
| Develop increased confidence in public speaking by June 1, 2012, by identifying 2-3 excellent public speakers by March 15; interviewing them about the keys to their success by March 30; preparing a 5-10 minute talk for a staff meeting in April. Before the talk identify two trusted observers to give feedback. Plan and deliver a |

second talk by June 1, again seeking feedback on what went well and areas for improvement. Specifically ask for indicators regarding confidence, including self-assessment.

Note Entries:

Emily Employee Jan 19, 2012 (Assessment)

Public speaking has **always** been a struggle for me, so I was determined to start to overcome my fears this year. I was able to partner with two colleagues who are consistently good at public speaking and was able to gain some insight to successful public speaking from them. I delivered my first 8 minute talk during our April staff meeting and was given some feedback from my colleagues. My June talk went much smoother after I was able to apply the feedback from the April meeting. While I have not completely tackled my fear of public speaking, I believe I am on my way to becoming a confident and effective public speaker. I would like to continue working on this skill during the next evaluation period.

Mary Manager Jan 19, 2012 (Assessment)

Emily Employee has taken it upon herself to improve her public speaking and has, thus far, done a wonderful job. She successfully drew up a game plan to improve her public speaking. She was able to follow through with her game plan and gradually improve upon her public speaking skills. I agree that there is room for more improvement, but Emily Employee should be commended for how much she has improved in such a short amount of time.

Rate: Emily Employee: Fully Achieved Expected Results

Mary Manager: Achieved More Than Expected Results

Competencies (Drexel)

Teamwork/Cooperation

Works effectively with others; establishes and sustains a positive impact on people; actively contributes to teamwork; balances team and individual responsibilities; exhibits objectivity and openness to others' views.

Note Entries:

Emily Employee Jan 19, 2012 (Assessment)

I **always** try to help team members when they need assistance. Volunteer to work at department events.

Mary Manager Jan 19, 2012 (Assessment)

Emily Employee is **always** the first to volunteer for a department event or if a colleague needs assistance with a project.

Rate: Emily Employee: Fully Achieved Expected Results

Mary Manager: Fully Achieved Expected Results

Initiative

Seeks solutions to problems both within and beyond area of direct responsibility; looks for and takes advantage of opportunities; seeks opportunities to increase job skills and knowledge.

Note Entries:

Emily Employee Jan 19, 2012 (Assessment)

Consistently seek opportunities to expand work knowledge beyond my role. Have partnered with colleagues in departments to gain a well-rounded understanding of entire department.

Mary Manager Jan 19, 2012 (Assessment)

I agree with the Emily Employee's remarks: she is **always** seeking out opportunities for growth and to further understand the overarching processes within our department.

Rate: Emily Employee: Fully Achieved Expected Results

Mary Manager: Fully Achieved Expected Results

Customer Service

Demonstrates First Principles in word and action; understands the service needs of students and/or Drexel co-workers and regularly meets or exceeds them; confirms satisfaction with the students and/or Drexel co-workers s/he serves; continually seeks to enhance/improve the interactions and processes that influence the satisfaction of the students and/or Drexel co-workers s/he serves.

Note Entries:

Emily Employee Jan 19, 2012 (Assessment)

I strive to meet the needs of customers, including students and department and University colleagues by providing prompt and consistent customer service.

Mary Manager Jan 19, 2012 (Assessment)

I have received numerous emails and phone calls regarding Emily Employee's superb customer service. Emily Employee consistently goes above and beyond to assist customers whether the issue is pertaining to the employee's job or not.

Rate: Emily Employee: Fully Achieved Expected Results

Mary Manager: Achieved More Than Expected Results

Adaptability/Flexibility

Adapts to changes in the work environment; manages competing demands; accepts criticism and feedback; adjusts approach or method to best fit the situation.

Note Entries:

Emily Employee Jan 19, 2012 (Assessment)

As noted in last year's evaluation, this was an area of needed growth for me. In January, I worked with my supervisor to determine an action plan for when plans change or how to switch gears if a project arises that needs immediate attention. I have had fewer conflicts with my colleagues as a result of following this action plan.

Mary Manager Jan 19, 2012 (Assessment)

I agree that the employee has made great strides in becoming more adaptable and flexible when situations arise that prohibit a project from progressing as originally planned. Employee's relationships with colleagues has strengthened due to increased ability to take change in stride.

Rate: Emily Employee: Fully Achieved Expected Results

Mary Manager: Fully Achieved Expected Results

Job/Technical Knowledge

Demonstrates skills and technical competence needed to execute job duties; able to learn and apply new skills; keeps up with current developments; understands how job relates to others; uses resources effectively.

Note Entries:

Emily Employee Jan 19, 2012 (Assessment)

I am consistently able to learn new software and technology in order to perform my job duties. For example, when our department adopted scanning in January, I was able to learn how to use the new scanner and scanner software to ensure that our documents were scanned and stored properly.

Mary Manager Jan 19, 2012 (Assessment)

Emily Employee is able to perform her job well using the appropriate technology. With respect to Emily Employee's example of the new scanning software, she also took the initiative to train a colleague on new scanning software.

Rate: Emily Employee: Fully Achieved Expected Results

Mary Manager: Fully Achieved Expected Results

Dependability

Arrives as scheduled, prepared to work; takes responsibility for own actions; commits to doing the best job possible; keeps commitments.

Note Entries:

Emily Employee Jan 19, 2012 (Assessment)

I consistently arrive to work on time every day and often stay late to accommodate a last minute project that needs to be completed. I have been told that I am dependable by many colleagues and that the quality of my work is **always** above expectations.

Mary Manager Jan 19, 2012 (Assessment)

Emily Employee can **always** be depended on to arrive on time and to perform to top standards while at work.

Rate: Emily Employee: Achieved More Than Expected Results

Mary Manager: Achieved More Than Expected Results

Communication

Expresses verbal and written ideas and thoughts clearly and effectively; good listening and comprehension skills; keeps others adequately informed; uses appropriate communication methods.

Note Entries:

Emily Employee Jan 19, 2012 (Assessment)

I am able to communicate well with my colleagues, both within the department and University-wide. When working with others on projects, I keep them well-informed of the status and of any hiccups that might cause a delay in the project.

Mary Manager Jan 19, 2012 (Assessment)

Emily Employee has excellent written and verbal communication skills. She was able to improve her public speaking skills this year through the partnership with colleagues. She **always** keeps me informed of the progression of her projects.

Rate: Emily Employee: Fully Achieved Expected Results

Mary Manager: Fully Achieved Expected Results

Evaluation Scale Information

| Did Not Achieve Results | Partially Achieved Expected Results | Fully Achieved Expected Results | Achieved More Than Expected Results | Exceptional Achievement |
|---|--|---|--|---|
| Goals: Results did not meet expectations regarding this goal. | Goals: Results met some, but not all, expectations regarding this goal. | Goals: Results met all expectations regarding this goal. (GOOD SOLID PERFORMANCE) | Goals: Results exceeded most performance expectations regarding this goal. | Goals: Results exceeded all performance expectations regarding this goal. |
| Competencies: Did not demonstrate this competency at the expected level. | Competencies: Inconsistently demonstrated this competency at the expected level. Sometimes required assistance or direction from others. | Competencies: Consistently demonstrated this competency at the expected level without assistance or direction from others. | Competencies: Consistently demonstrated this competency at a high level. May have been viewed as a role model and clearly stood out among peers relative to this competency. | Competencies: Always demonstrated this competency at a superior level. Functioned as an internal expert across Drexel University with this competency, teaching or coaching others, in addition to serving as a role model. |
| Overall Rating: Results did not meet most objectives and/or did not demonstrate competencies at the expected level. | Overall Rating: Achieved some but not all objectives and/or inconsistently demonstrated competencies at the expected level. | Overall Rating: Results met all objectives (and may have exceeded some objectives), and demonstrated all competencies at the expected level. (GOOD SOLID PERFORMANCE) | Overall Rating: Results exceeded most objectives, and demonstrated all competencies at a high level. | Overall Rating: Results exceeded all objectives, and demonstrated all competencies at a superior level. Contributions to the department/organization were exceptional during this performance cycle. |

Overall Evaluation of Performance: Fully Achieved Expected Results

Manager Comments:

Emily Employee has taken the initiative to improve herself in many ways during this short evaluation period. I am pleased with her success thus far and look forward to her continued success in FY13.

Goal Overall Rating Scale: (Fully Achieved Expected Results)

| Did Not Achieve Results | Partially Achieved Expected Results | Fully Achieved Expected Results | Achieved More Than Expected Results | Exceptional Achievement |
|---|--|---|--|---|
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Signature Comments:

| User | Signature | Date & Time |
|----------------|-----------|---------------------------------------|
| Emily Employee | | Thursday, February 9, 2012 at 9:32 AM |
| Mary Manager | | Thursday, February 9, 2012 at 9:33 AM |

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