



Support Task Expert Probationary Appraisal

Demographics

Name: _____ **Employee ID:** _____
Job Title: _____ **Supervisor:** _____
Department: _____

General Instructions

The probationary Performance Appraisal is intended to a) summarize employee performance over the probationary period, and b) provide the employee and evaluator an opportunity to discuss performance and future development. Use the rating scale definitions below to help accurately document performance.

Rating Scale

Outstanding

Is a role model in the job. Exhibits mastery in all facets of the job. Puts the customer at the center of every activity. Steps outside of existing responsibilities to add value to the University. Identifies break through concepts. Is sought out by colleagues for advice on issues. Models the values of the University on a daily basis. Is in sync with the strategic direction of the University. Is universally regarded by others as a knowledgeable resource and true asset. Acts as a mentor, guide and teacher. Seeks new and improved ways to perform the job. Openly shares information and resources. Actively promotes cooperation, understanding and teambuilding.

Exceeds Expectations

Performance consistently exceeds expectations in specified criteria. Sets and meets challenging professional goals and shows initiative in meeting them. Assumes extra responsibilities and participates in projects often. Proactive in planning, problem solving and initiating solutions within work group. An exceptional contributor to the success of the work group and organization.

Successful

Performance consistently meets expectations in specified criteria. Requires minimal supervision and complies with work rules and regulatory requirements. Performance consistently meets the demands placed upon the position. Reliably completes routine assignments in an accurate and timely fashion. Assumes additional responsibilities when requested or assists in extra project work. Meets the University's high performance standards. Contributes positively to the success of the work group and organization.

Improvement Expected

Performance meets some but not all expectations in specified criteria. Performance requires occasional supervisory intervention. Does not consistently complete job assignments in some areas in an accurate and timely fashion. Performance or behavior causes occasional problems for students, customers, department/unit and/or co-workers.

Unacceptable

Overall performance does not meet expectations in specified criteria. Often requires supervision, redirection and/or re-instruction. Does not consistently complete job assignments in an accurate and timely fashion. Performance or behavior causes problems for students, customers, department/unit and/or co-workers.

Success Factors

| | Rating Scale |
|--|----------------------|
| <p>Accountability Owns decisions, outcomes, work products, etc. that are within the scope of one's role.</p> <ul style="list-style-type: none"> • Is attentive and takes responsibility and ownership for tasks, decisions, and related outcomes • Delivers consistent, accurate results, meeting deadlines and expectations and ensuring team and/or supervisor is aware of completion and/or roadblocks • Owns individual decisions, outcomes, and work products, monitoring them according to predetermined measures | <input type="text"/> |
| <p>Collaboration Works inclusively to build trust and accomplish tasks, goals, and initiatives.</p> <ul style="list-style-type: none"> • Willingly shares relevant information with others in a timely manner and offers support whenever possible • Recognizes own role on the team and how it contributes to the overall outcomes of the team; ensures own interactions with team are collaborative and respectful • Builds relationships with colleagues through working cooperatively towards accomplishing objectives, being reliable, and demonstrating trust | <input type="text"/> |
| <p>Communication Provides information clearly and accurately in various settings, ensuring understanding and participation.</p> <ul style="list-style-type: none"> • Delivers clear and concise messages via the appropriate method to the situation • Considers the tone of messages when preparing and delivering information; modifies messages as appropriate • Demonstrates attention during discussions by taking notes, asking questions, and restating information to ensure understanding | <input type="text"/> |
| <p>Customer Focus Understands, anticipates, and appropriately responds to internal and/or external customers' needs.</p> <ul style="list-style-type: none"> • Asks the right questions and actively listens to understand needs and requests; responds and takes action appropriately • Responds to standard, routine requests in a consistent and reliable manner; follows quality standards and uses appropriate service and quality techniques • Works with supervisor, customer, and/or team to meet both customer and university expectations | <input type="text"/> |
| <p>Diversity & Inclusion Values differences by ensuring that all people are included and respected and can engage in their work to the best of their abilities.</p> <ul style="list-style-type: none"> • Engages in ongoing professional development in diversity and inclusion initiatives and applies this knowledge and awareness to one's work and interactions • Uses inclusive language when referring to and interacting with individuals from different identity groups (i.e. disability, race, gender, etc.); speaks up and notifies supervisor/manager when actions or environment hinder diversity and inclusion efforts • Provides support that meets the needs of people from different backgrounds, thoughts, etc.; appropriately demonstrates equality and inclusion when providing support | <input type="text"/> |
| <p>Judgment Makes appropriate decisions and evaluates risk and uncertainty to create optimal outcomes.</p> <ul style="list-style-type: none"> • Collects and organizes available information and uses routine procedures to make decisions • Demonstrates knowledge of and compliance with standards, protocols, and procedures; escalates complex decisions to appropriate team members • Balances making decisions independently versus seeking input; considers the short- and long-term effects of own decisions | <input type="text"/> |

Time Management

Actively manages time to most effectively accomplish work, projects, objectives, and goals.

- Works with supervisor to set goals and priorities for own work; evaluates urgency and importance to prioritize tasks appropriately
- Demonstrates reliability in meeting deadlines and accomplishing tasks; persists until a problem is solved or goal is achieved
- Adapts to shifting priorities as a result of new ideas, processes, and/or working styles

Overall Rating**Rating:****Supervisor Final Comments****Supervisor Signature:** _____**Employee Acknowledgment**

I have discussed my probationary appraisal with my supervisor. My signature does not necessarily indicate agreement with the appraisal, but does acknowledge that I have received and reviewed this information.

Employee Final Comments**Employee Signature:** _____