



# Tennessee State University Performance Evaluation System Performance Evaluation Form

### Students Matter Most

Tennessee State University believes that student success is fostered through a commitment to excellence shared among all campus constituencies by:

- Teaching students to think
- Challenging students to work
- Guiding students to serve

TSU provides a rich and supportive learning environment enabling students to acquire the keys to their success by:

- Providing excellent faculty members to promote quality learning and assistance in reaching the students' career goals
- Providing competent caring professional administrators and staff to assist students through this process
- Encouraging shared mutual responsibility among students, faculty and staff to meet the mission and goals of TSU

### Purpose of Performance Evaluation

The purpose of Performance Evaluation is to support the mission of the university by evaluating all staff to promote employee development, enhance employee productivity, serve as a basis for sound personnel decisions, and provide a permanent record of the job performance for employees at Tennessee State University.

### Instructions

This performance evaluation form is to be used for all employees of Tennessee State University and completed by the employee's supervisor, incorporating all relevant information and attachments. Once completed, it is shared with the employee for discussion. After discussion, each must sign in Section IV. The employee, if in disagreement with the evaluation, may attach applicable comments and discuss with the department head.

**RETURN COMPLETED DOCUMENTS TO DEPARTMENT OF HUMAN RESOURCES.**

For more information on how to complete these forms, please go to [www.tnstate.edu](http://www.tnstate.edu) .

### SECTION I. EMPLOYEE INFORMATION

1. Name (Last, First, Init.) _____	2. Job Title _____	3. Department /Unit (Name) _____
4. Rating Period From: _____ To: _____	5. Date of Evaluation _____	6. Type of Evaluation Probationary _____ Annual _____ Other _____

Special Attachments:      Supervisory Competencies \_\_\_\_\_      Athletics \_\_\_\_\_

## SECTION II. RATING AND COMMENTS

After giving careful thought to the employee's performance during the *entire* evaluation period, taking into consideration goals set during the previous evaluation period and the employee's self evaluation, rate the employee on the following 7 aspects of job performance factors and behavioral standards.

In each of the 7 factors, note in the comments section all accomplishments, progress and/or deficiencies. If you need more room than the space provided, please use the back of the sheet or attach a separate sheet(s).

- **Any rating of 1, 2 or 5 requires comments**
- **Any rating of 1 or 2 requires plan for development**
- **Include training needed, through University offerings or through the employee's initiative**
- **If a rating differs from one given the last rating period, please include rationale**

### Rating Definitions

<b>5—Superior</b> Performance is exceptional in all areas, including in demanding situations or circumstances; performance is recognizable as being far superior to others	<b>4—Exceptional</b> Results clearly exceed most position requirements; consistent competent performance, including in demanding situations or circumstances	<b>3—Competent</b> Competent performance in most situations and circumstances	<b>2—Marginal</b> Shows capability, but in a variable manner; improvement needed in key areas	<b>1—Unsatisfactory</b> Major or ongoing problems that negatively impact unit or university objectives
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**PLEASE USE WHOLE NUMBERS ONLY**

### Behavioral Standards

**A. Collaborative Working Relationships/Team Building** Rating:

- Cooperates positively as a team member with members of own unit and other units
- Negotiates with respect, resolves conflict and reaches agreement
- Seeks and incorporates the ideas of others
- Works effectively with individuals of diverse backgrounds and abilities

**Comments and Plan for Development:**

**B. Customer Service & Empowered User Approach** Rating:

- Greets and acknowledges all customers in a positive manner and demonstrates welcoming telephone manners
- Listens attentively to customer's needs, asks clarifying questions, and provides needed information and assistance

**Comments and Plan for Development:**

**C. Professional Attitude** Rating:

- Works effectively under pressure or in a crisis situation
- Works beyond normal expectations when workload and deadlines require it
- Applies an empowered user approach to all situations

**Comments and Plan for Development:**

**OVERALL BEHAVIORAL STANDARDS** Add Total Rating =  Divide by 3 =

<b>5—Superior</b> Performance is exceptional in all areas, including in demanding situations or circumstance; performance is recognizable as being far superior to others	<b>4—Exceptional</b> Results clearly exceed most position requirements; consistent competent performance, including in demanding situations or circumstances	<b>3—Competent</b> Competent performance in most situations and circumstances	<b>2—Marginal</b> Shows capability, but in a variable manner; improvement needed in key areas	<b>1—Unsatisfactory</b> Major or ongoing problems that negatively impact unit or university objectives
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**PLEASE USE WHOLE NUMBERS ONLY**

### Job Performance

**D. Job Knowledge and Competence** Rating:

- Possesses and uses skills required for position; learns new skills when needed
- Complies with unit's policies and seeks clarification when rationale is not understood
- Alerts supervisor or appropriate person if unit's policies and or practices are producing undesired results
- Knows clearly the functions of his/her unit/department and other units and departments

**Comments and Plan for Development:**

**E. Productivity and Quality of Work** Rating:

- Meets most deadlines and when unable to meet them, conveys needs and plan for corrective action to supervisor
- Ensures work completed is accurate
- Is punctual for work, meetings, and appointments; when absent from work, informs supervisor and insures work assignments are completed
- Establishes a daily routine for checking voicemail and email; returns calls and messages in a timely and appropriate fashion

**Comments and Plan for Development:**

**F. Judgment/Decision Making/ Problem Solving Ability** Rating:

- Anticipates, identifies and clearly defines problems, evaluates and weighs alternatives
- Refers to the appropriate person when unable to resolve issues
- Includes other units in problem solving
- Initiates and follows through with tasks and assignments, both routine and new

**Comments and Plan for Development:**

**G. Communication** Rating:

- Expresses ideas and information clearly in both oral and written form
- Demonstrates good listening skills
- Keeps others informed including superiors, co-workers, and customers

**Comments and Plan for Development:**

**OVERALL JOB PERFORMANCE** Add Total Rating =  Divide by 4 =

**SECTION III. PERFORMANCE GOAL REVIEW / EMPLOYEE DEVELOPMENT**

***Areas of Achievement, Accomplishments and Progress on Goals***

Accomplishments & Achievements: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Goals and Progress**

*Identify goals set last evaluation period and specific progress made on each—attach additional sheet(s) if needed*

- 1.  
*Progress:*
- 2.  
*Progress:*
- 3.  
*Progress:*
- 4.  
*Progress:*
- 5.  
*Progress:*

***Areas of Needed Development***

Include a plan of how the employee and supervisor will address these areas.

Emphasis: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Development Plan**

*Include all activities and tasks noted in each rating section—attach additional sheet(s) if needed*

**Area of Development**

**Plan**

- 1.
- 2.
- 3.
- 4.
- 5.

**Goals Set for Next Evaluation Period (you may attach the goal planning sheet)**

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_

**Please attach all relevant documentation.**

**SECTION IV. COMMENTS & SIGNATURES (THIS SECTION MUST BE COMPLETED)**

SUPERVISOR COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*This report represents my true and complete appraisal of this employee during this appraisal period.*

\_\_\_\_\_  
Supervisor's Signature Date

EMPLOYEE'S COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*I understand that affixing my signature to this evaluation does not mean that I necessarily agree or disagree with the evaluation, but that it has been discussed with me.*

\_\_\_\_\_  
Employee's Signature Date

\_\_\_\_\_  
Person to Whom Supervisor Reports Date