

**Example of "Good" Review**



#PM1

**PERFORMANCE MANAGEMENT REVIEW FORM**

*It is the policy of Ohio University that all employees receive a periodic performance evaluation from their immediate supervisor. Please refer to policies 40.005 Performance Evaluation Program Administrative Presidential Appointees and 40.042 Performance Evaluation Program Classified Employees for policy descriptions, guidelines and appeal procedures.*

**Employee's Name:** Leslie B. Technical

**Title:** Computer Technician (IT Market Title: PC Support Specialist)

**Role:**  Administrative/Technical  Professional  Manager

**Department:** Numerology

**Supervisor's Name:** Robin N. Telligent

**Review Period:** 2002-2003

**Date of Review:** 5-Jun-03

*This is the annual Performance Management Review form for classified and IT employees at Ohio University. The written performance review and the subsequent conversation should focus on the employee's job performance and achievement of goals as identified during the performance planning meeting held at the beginning of the performance management cycle. The seven performance competencies below guide the performance management review:*

- Customer Focus
- Teamwork
- Respect for Others
- Performance Initiative
- Application of Knowledge
- Innovation and Managing Change
- Performance Management and Development

**Instructions:**

- Please refer to the individual's official position description to assist in assessing and evaluating his/her job performance.
- The criteria for each of the competencies are listed on pages 2 and 3 of this form. Please refer to [http://www.ohiou.edu/comp/index\\_perfm.htm](http://www.ohiou.edu/comp/index_perfm.htm) for detailed descriptions, help, and tools.
- Use a checkmark on the continuum to mark the employee's rating.

**Part I - Accomplishments**

*List the objectives or key accomplishments for the previous evaluation period, including ongoing assignments which met expectations/standards; areas of improvement; development of new skills; etc. Using the columns as a guide, indicate how you measured and defined success and progress towards established goals and objectives. Additional sheets may be attached.*

Goals & Objectives Met	Method of Measurement	Results
Became familiar with most of the computing needs of my faculty & staff user population to learn their scholarly & administrative information management needs.	Count the contacts and issues.	Worked with 100% of the departmental users at least once per person.
Stay current in server hardware technologies applicable to the department.	Learn and implement at least two new technologies.	Learned and used RAID (redundant array of inexpensive devices, i.e. redundant hard drives) and fast SCSI (fast hard drives).
Learn to utilize Internet tech support sites.	Count bookmarked sites and new software and updates found.	Found 20+ needed drivers and utilities on official support sites.

## Part II - Ohio University Competencies

Part II lists the competencies expected of all employees. For a detailed description of each of the competency performance levels, refer to [http://www.ohiou.edu/comp/index\\_perfm.htm](http://www.ohiou.edu/comp/index_perfm.htm)

Please mark a checkmark along the rating line and provide additional comments for each item. Comments should emphasize skills and behaviors that have contributed to an employee's performance. Include comments about areas for specific learning and development for performance improvement.

**Customer Focus** – Consistently meets the needs of internal and external customers.

<b>X</b>		
<i>Falls Below Expectations</i>	<i>Meets Expectations</i>	<i>Exceeds Expectations</i>
<i>Supervisor's Comments</i>		<i>Employee's Comments</i>
User feedback is that after their first encounter with you, they feel that you are both technically competent and on their side, attentive to their specific needs. You have started to be proactive by pushing technical information out to groups of users with similar needs.		I believe people in the department are comfortable coming to me for help and insight. I enjoy serving the faculty and staff but the number of people I must serve makes it hard to meet all their needs in a timely manner.

**Teamwork** – Collaborates within and across work groups, building and maintaining rapport and cooperation with co-workers to meet the needs of customers.

<b>X</b>		
<i>Falls Below Expectations</i>	<i>Meets Expectations</i>	<i>Exceeds Expectations</i>
<i>Supervisor's Comments</i>		<i>Employee's Comments</i>
You've made good contacts throughout OU to get technical information and support, but you need to share technical information more readily with your immediate colleagues supporting IT in the college		I'm too busy providing direct support to share information frequently with my colleagues. I share what I know when they ask me specific questions.

**Respect for Others** – Demonstrates respect for people from a variety of ethnic, social and educational backgrounds by interacting in a civil and sensitive manner.

<b>X</b>		
<i>Falls Below Expectations</i>	<i>Meets Expectations</i>	<i>Exceeds Expectations</i>
<i>Supervisor's Comments</i>		<i>Employee's Comments</i>
You took the lead on a server upgrade project but failed to keep your IT colleagues adequately informed of progress and reacted in a defensive and hostile manner when your technical approach was questioned by a colleague. I'm also disturbed at receiving reports from several Asian-American OU employees that you interacted with them in a patronizing way.		This was my first time to take the lead on a team project and I will work on communication. I wasn't aware that I had possibly offended anyone and I will be more aware of that in the future. When I have a hard time understanding people maybe I give up too quickly sometimes or assume that they don't know what they want.

**Performance Initiative** – Continuously takes self-motivated steps toward achieving organizational goals.

<b>x</b>		
<i>Falls Below Expectations</i>	<i>Meets Expectations</i>	<i>Exceeds Expectations</i>
<i>Supervisor's Comments</i>		<i>Employee's Comments</i>
You got to know departmental user needs even faster than we expected. You have met all deadlines for specific projects. You frequently generated new ideas for meeting departmental information management needs and consulted with me.		I enjoy pushing myself and making a contribution to the work of the department.

**Application of Knowledge and Continuous Learning** – Effectively applies current knowledge and skills and keeps abreast of new knowledge and developments in one’s areas of responsibility.

<b>x</b>		
<i>Falls Below Expectations</i>	<i>Meets Expectations</i>	<i>Exceeds Expectations</i>
<i>Supervisor's Comments</i>		<i>Employee's Comments</i>
You've done a good job in your first year of applying your prior knowledge to our departmental needs, and you've learned quite a bit of the job. You've made the time to stay current in the key areas for supporting our users.		I appreciate the positive comments, but I think I "exceed" expectations since I have quickly earned a reputation as a technical expert in the department. I'm proud of what I can do to help people.

**Innovation and Managing Change** – Readily adapts to change, demonstrates a willingness to learn, and seeks new ideas to apply for positive results.

<b>x</b>		
<i>Falls Below Expectations</i>	<i>Meets Expectations</i>	<i>Exceeds Expectations</i>
<i>Supervisor's Comments</i>		<i>Employee's Comments</i>
You helped us to identify and make changes to the departmental IT infrastructure (especially consolidating file storage and web pages on servers).		Dealing with change is part of being an IT person.

**Performance Management and Development**- Uses the performance management program effectively to develop and improve personal job performance (and that of others, where appropriate).

<b>x</b>		
<i>Falls Below Expectations</i>	<i>Meets Expectations</i>	<i>Exceeds Expectations</i>
<i>Supervisor's Comments</i>		<i>Employee's Comments</i>
You've kept me well-informed of your progress on projects and your goals for professional development are a good match between your own interests and departmental needs.		I've made a real effort in this area, even when it takes time away from project work.

**Part III - Overall Performance:** Consider the scope of the job, as well as any exceptional circumstances under which the employee worked during the evaluation period. What goals were achieved? What responsibilities were fulfilled? If the employee did not meet or exceed expectations, provide an explanation. Mark the overall rating along the rating line at the bottom of this section.

<b>x</b>	
<i>Falls Below Expectations</i>	<i>Meets Expectations</i>
<i>Exceeds Expectations</i>	
<i>Supervisor's Comments</i>	<i>Employee's Comments</i>
You've had a very good first year and you met most of our expectations for a professional IT staff member in the department. Our working relationship is good and I look forward to working with you over the coming year.	I've made the transition to the higher education environment and I like it, but there are a lot of challenges around budget and workload.

**Part IV - Goals**

Discuss and list the major goals to be included in the performance management planning meeting for the next evaluation period.

1. Do an analysis of the need for custom administrative applications in the department, including justification and prioritization, and prepare budgets and timelines for one or more proposed projects, in collaboration with the appropriate departmental and central IT staff.
2. Develop a plan for security of the department's information assets, with recommendations and budget.
3. Upgrade the departmental computer lab to meet the teaching needs of the three new faculty coming into the department this summer.

*I certify that my supervisor has discussed this document with me. My signature does not necessarily imply that I agree with this evaluation.*

**Signature of Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature of Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*I certify that I have read the contents of this document and discussed them with the employee's supervisor.*

**Signature of Supervisor's Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

- Employee
- Supervisor
- Supervisor's Supervisor
- UHR (Classified forms only)
- Department (Administrative forms only)