SISKIYOU JOINT COMMUNITY COLLEGE DISTRICT CLASSIFIED EMPLOYEE EVALUATION

The Siskiyou Joint Community College District Classified Employee Evaluation is based on the premise that all employees have a commitment and responsibility to continue to improve their performance. The purpose of the evaluation is to improve employees' job performance, skills, and expertise through a systematic and constructive evaluation system. In addition, the evaluation is used for corrective actions and in making personnel decisions. The Classified Evaluation:

- 1) Provides an opportunity for the supervisor and the employee to mutually develop performance goals; and
- 2) Assists the supervisor in determining areas for improvement.
- 3) Assists the employee in correcting deficiencies.

After the supervisor has rated the employee's performance, a meeting is held with the employee to discuss performance, make necessary plans for improvement, and commend the employee for good performance.

NON-PROBATIONARY EMPLOYEES

All permanent classified employees are to be evaluated at least every year by their immediate supervisor and/or appropriate management personnel by the last working day of the month in which the employee was hired. All evaluations shall be sent to the Human Resources Department within five business days of completion.

PROBATIONARY EMPLOYEES

Probationary employees are to be evaluated by their immediate supervisor by the end of the third (3rd), seventh (7th), and eleventh (11th) months of continuous employment. The evaluation must be conducted in accordance with Article 11 of the Contract.

DEFINITION OF TERMS

Accuracy of Work: The degree to which the employee is accurate in their job tasks.

Adaptability and Flexibility: Employee adapts to changes in circumstances, policies, procedures, and organizational practices; readily accepts new responsibilities and assignments; works effectively during periods of high activity and with varying personality styles; seeks out and utilizes available resources; listens and considers other points of view, ideas, and suggestions; learns and retains new information, policies and procedures.

Attendance: Employee is reliable as demonstrated by arriving on time both to assigned locations and providing proper notice when not going to be in attendance. Consider the employee's arrival and departure from work and time devoted to actual work. Consider the amount of time off for sick leave and personal business. Complies with standards and understands importance of attendance in providing effective service to internal and external customers.

Collaboration: Consider how well the employee fits into their work environment. Does the employee work in harmony and collaborate with others? Is the employee a team player?

Communication: Ability of employee to present accurate information to other employees, peers, and supervisors.

Oral Communication: Effectively gives and receives information in individual and group situations; speaks in a clear, distinct and understandable manner; explains department procedures, services, programs and activities effectively; listens attentively to what others have to say and can elicit valuable information from others.

Written Communication: Written expression is clear, accurate, concise, and conveys the desired message. Writing style is tailored to the varying forms of communication (instruct, persuade, inform) and the audience; summarizes a set of facts or ideas to be logical, coherent, and clear; composes letters and memos, using appropriate grammar, vocabulary, and sentence structure.

Customer Service: To effectively and efficiently meet the needs of customers by continually assessing performance based on customer feedback; is polite, professional and respectful of others; improves the quality and efficiency of services; actively listens and conveys understanding of customers' requests such that their needs can be anticipated and satisfied; openly communicates needs and problems; displays sensitivity to their sense of urgency.

Decision Making: Analyzes situations effectively; evaluates alternative courses of action and makes logical decisions; uses good judgment and common sense in making decisions; takes appropriate action in a timely manner; anticipates events and responds appropriately.

Dependability/Reliability: Employee can be relied upon to meet work schedules and fulfill job responsibilities and commitments; meets deadlines and follows instructions. Consider the employee's reliability in following instructions and carrying out assigned tasks with minimum direct supervision.

Focus: Able to put aside distractions and stays with a job until complete; able to stick to assignments and get results in spite of difficulties.

Independence: Works with minimal supervision, manages own time effectively, maintains control over all current projects/responsibilities; follows up on all relevant issues.

Interpersonal Skills: Assists and works well with others including members of the public, peers or supervisors with genuine interest and desire; deals effectively and functions cooperatively with others; treats others in a fair, consistent and non-judgmental manner; remains calm under difficult and/or pressure situations.

Initiative: Does the employee make suggestions for improvement in their area or undertake new work when the job at hand is complete without prompting? Is the employee a self-starter? Thinks and acts independently and promptly addresses problems; helps others when needed; takes action beyond explicit job responsibilities; sets high performance goals and originates action rather than just responding to the action of others.

Job Knowledge: Employee possesses necessary knowledge to effectively perform job and is able to apply what they have learned about their job; acquires new knowledge/skills/abilities as required by the job; has knowledge of subject area and related policies, procedures and technical expertise.

Job Skills: Effectively performs the work of the position and assigned area; understands applicable work methods, techniques, policies, procedures and systems; has a general understanding of the organization's beliefs, values, services, policies, and procedures.

Judgment: Able to reason, compare, understand, and think rationally on the job; makes quality work-related decisions based on sound conclusions/data; able to separate facts from opinions.

Listening Skills: Asks meaningful questions and listens closely and respectfully before offering comments.

Planning and Organizing: Uses time efficiently; plans and organizes priorities so that goals can be accomplished; keeps manager/supervisor advised of the status of projects and work assignments; establishes specific action plans to achieve short and long-term goals; identifies key activities necessary to achieve goals; allocates proper amounts of time and resources to activities and maintains an awareness of inter-relationships between activities.

Problem Solving: Able to identify problems and relevant issues; breaks problem into components; sees relationships and alternative solutions and arrives at sound conclusions through a logical process; uses good judgment and common sense in making decisions; anticipates events and responds appropriately.

Quantity of Work: The extent to which the employee produces an acceptable amount of work in order to meet schedules and deadlines. Consider neatness, skill, thoroughness and accuracy in completing job assignments; shows attention to detail, accuracy, and follow-through; stays with a task or job until it is finished or no longer attainable; maintains effectiveness in spite of rejection or disappointment.

Quality of Work: The extent to which the employee neatly, thoroughly and accurately completes job assignments according to established standards of quality.

Respect: Gains confidence of others and earns respect of peers and supervisors; values diversity and respects opposing opinions.

Responsibility: Consider the employee's sense of responsibility and willingness to carry out assigned duties. Does the employee think and act reasonably? Is the employee able to tell right from wrong?

Safety: Follows established safety practices; corrects unsafe work practices on the job.

Teamwork: Degree to which the employee works effectively and cooperatively with others and other departments in achieving organizational goals; establishes and maintains effective working relationships; accomplishes tasks by working with others and being an effective team player; recognizes how their decisions may impact others; seeks input from others.

Time Management: Employee is prompt in reporting for work and effectively and efficiently uses their time to accomplish their job tasks. Consider the amount and promptness of work produced based on specific job requirements. Does the employee use time wisely?

THE PERFORMANCE EVALUATION MEETING

How the performance evaluation is conducted can be as important as the information that goes into it. Careful preparation and scheduling of the performance evaluation meeting may take a little time, but the results produced are worthwhile. Consider the following in conducting a performance evaluation meeting:

- 1. Pre-schedule a time to meet with the employee, giving the employee sufficient notice to prepare.
- 2. Be prepared. Review the employee's job description and review other resources related to the employee's job performance.
- 3. Give your full attention to the evaluation meeting. Ensure you are in a quiet place where you will not be interrupted. Create a positive atmosphere.
- 4. Ask open-ended questions.
- 5. Give honest and constructive work-related feedback.
- 6. Encourage an interactive discussion on the review and establishment of goals and objectives.
- 7. Ask the employee what you can do to assist them to be successful.
- 8. Discuss how you will follow-up with the employee.
- 9. Close the meeting by thanking the employee for participating.

PERFORMANCE EVALUATION RATINGS

CODE	RATING	DEFINITION
NA	Not Applicable	The evaluation item is not applicable.
U	Unsatisfactory	Employee does not perform their job duties at an acceptable level; performance is clearly inadequate. Immediate corrective measures are required.
NI	Needs Improvement	Employee performs some of the job responsibilities; frequently or regularly falls short of normal acceptable standards and does not meet expectations.
ME	Meets Expectations	Employee routinely meets performance standards. Most employees should fall in this category.
EE	Exceeds Expectations	Employee consistently exceeds performance and is well above normal standards.

SISKIYOU JOINT COMMUNITY COLLEGE DISTRICT

CLASSIFIED EMPLOYEE EVALUATION

Evaluation Period:	to	Date:	Date	e of e	evalua	ation:	
Employee Name:	, ,	'					
Department:							
Position Title:							
Reason for Review:	☐ Annual ☐ Probationary ☐ Other						
Probationary Employ	rees Only: Recommended for Con	itinued Employment 🗆 Not Recommen	ded				
<u>Instructions:</u>		cator below. <u>An explanation must be pr</u> tach additional sheets if necessary.	ovided fo	or ea	<u>ch ra</u>	ting c	<u>of</u>
	I. WORK SK	ILLS/WORK HABITS					
Coi		is are necessary to ensure successful job per	formance	·.			
	xtent of thoroughness and neatness. Em						
manner.	C	. , .	NA	U	NI	ME	EE
a. Demonstrates o	ompetence in completing job functions.						
	and thorough in job tasks.						
·	otable amount of work on schedule.						
		yee efficiently produces a significant amour	t				
	ed time. Organizes work and assignments		NA	U	NI	ME	EE
	nt schedules as work assignments are ma						
•	ment in use of supplies, materials and equ						
	ange plans in job assignments.	агритене.					
	eness in daily planning.						
	ndards and work ethic.						
	resources to achieve job results.						
g. Prioritizes work							
	rganizational skills and ability to multi-tas	sk					
i. Manages time a	-	JK.					
	ctent to which employee has knowledge o	of ich requirements and demonstrates	+				
knowledge of work		or job requirements and demonstrates	NA		NI	ME	EE
_	and related tasks.						
-	extensive job instructions.						
	rposes and methods of work performed.						
	to which employee fulfills responsibilities	mosts commitments, and uses time					
efficiently.	to which employee fulfills responsibilities	s, meets commitments, and uses time	NI A		NII.	845	
	on schedule (barring unforeseen disrupt	sians)	NA 🗆			ME	EE
·		ions).					
c. Prioritizes tasks	es out daily assignments.						
			.				
	=	ork arrival and departures, lunch periods and	1				
•	al and sick leave in accordance with Distr						
•	ceptable attendance record, and observe	s work nours/attendance.	NA	U	NI	ME	EE
	and compensation time appropriately.						
_	attendance record.						
	on time; does not leave early without aut	norization.					
 d. Provides reasor 	able notice when absent.						

6.	Independence/Judgment – Extent to which employee works with little or no supervision and accepts					
	accountability for job.	NA	U	NI	ME	EE
	a. Rarely needs direct supervision.					
	b. Sees a job through to completion.					
	c. Does not blame others for mistakes or failures.					
7.	Creativity – Extent to which employee proposes ideas, finds new and better ways of doing things.	NA 🗆	U	NI	ME	EE
8.	Initiative – Extent to which employee seeks new assignments, assumes additional duties when					
	necessary.	NA	U	NI	ME	EE
	a. Identifies and corrects problems before they escalate into major issues.					
	b. Often makes workable suggestions.					
	c. Demonstrates initiative in developing new and improved procedures; able to identify problems and					
	develop appropriate solutions.					
9.	Adherence to Policy – Extent to which employee follows conduct rules, adheres to and follows District					
	policies and procedures.	NA	U	NI	ME	EE
	a. Demonstrates knowledge of District policies related to work assignments.					
	b. Adheres to daily work guidelines, safety regulations, etc.					
	c. Follows appropriate channels of communication when dealing with students or District personnel.					
	d. Accepts District goals and policies.					
	e. Exercises discretion and confidentially when dealing with all matters pertaining to personnel and					
	District business. Safeguards confidential and privileged information.]				
10	D. Interpersonal Relationships – Extent to which employee is willing and demonstrates the ability to					
	cooperate with coworkers, supervisors, and/or outside contacts.	NA	U	NI	ME	EE
	a. Accepts responsibility in building and maintaining positive relationships.					
	b. Communicates in a polite, tactful and courteous manner.					
	c. Demonstrates effective listening skills.					
	d. Accepts feedback in a positive manner.					
	e. Communicates concerns/needs in a timely manner.					
	f. Participates in problem solving in a positive manner.					
_	g. Resolves conflicts professionally.					
W	ork Skills/Work Habits Comments:					

II. COMMUNICATION AND INTERPERSONAL SKILLS

How well does the employee get along with other individuals in the performance of job duties? Consider effectiveness of relations with co-workers, supervisor and, if applicable, students and the public. Consider the employee's cooperativeness, tact, and courtesy.

1. Interpersonal Skills	NA	U	NI	ME	EE
a. Exhibits a positive approach toward students					
b. Values diversity					
c. Relationship with others is appropriate to job setting.					
d. Responds to student concerns appropriately.					
e. Relates well with other staff. Communication with others is respectful, confidential and professional.					
f. Demonstrates courtesy and professionalism in all communications with the public.					
g. Maintains composure when things are not going as expected.					
h. Treats all persons with respect and civility.					
i. Demonstrates a willingness to work with students, employees, and the public regardless of race,					
gender, age, disability, sexual preference, gender identity, or other protected class status.					
2. Communication	NA	U	NI	ME	EE
a. Maintains student and staff confidentiality.					
b. Practices appropriate telephone and e-mail etiquette.					
c. Demonstrates effective written and oral communication appropriate for job function.					
d. Writes in a clear, concise, well-organized manner.					
e. Conveys detailed information clearly and effectively.					
f. Communicates concerns/needs in a timely manner.					
g. Communicates in a polite, tactful and courteous manner.					
h. Prepares written materials utilizing various computer software programs as appropriate to job					
duties.					
i. Greets visitors and the public appropriately.					
j. Responds to concerns and questions in an effective, professional and courteous manner.					
3. Peer Relations – Extent to which employee works with and interacts well with co-workers.	NA	U	NI	ME	EE
a. Interaction with co-workers adds to successful completion of assignments.					
 Exhibits cooperation with co-workers and works well as a team member to accomplish District goals and tasks. 					
c. Understands job-related needs of co-workers.					
 d. Understands and demonstrates professional behaviors and expectations related to interoffice/team working environments. 					
 c. Develops and maintains professional relationships, refrains from discussing information about colleagues, staff and/or students obtained in the course of professional service for other than 					
professional purposes.		_	_	_	
d. Employee maintains composure, demonstrates constraint and self-control in difficult situations.					
e. Understands contribution to total District effort.					
f. Works well with others to solve common problems.					
4. Personal Appearance – Consider the employee's overall appearance in connection with the type of work					
performed. Is the employee's appearance clean and appropriate for their job?	NA	U	NI	ME	EE
 a. Personal hygiene and grooming are appropriate to the work place and have no negative effect on work performance. 					
b. Positively represents the District in the work place and public environment; exhibits professional		П			
demeanor, including appropriate dress and language.					
Communication and Interpersonal Skills Comment:					

III. <u>PROFESSIONAL JUDGMENT</u>					n l
Consider the extent to which the employee can be counted on to carry out instructions and responsibilities (necessary to complete work).	the de	gree	of sup	ervisio	'''
1. Decision Making – Extent to which employee demonstrates good judgment/makes reasonable decisions.	NA	U	NI	ME	EE
a. Practices self-control – thinks before acting.					
b. Analyzes situations accurately.					
c. Analyzes fiscal resources, human resources and community impact before making decisions.					
d. Researches to obtain knowledge of District's practices and procedures before making decisions.					
					_
e. Uses good judgment in determining the best way to help customer (staff, students, public, etc.).					
2. Adapts Well to Change – Extent to which employee is flexible.	NA	U	NI	ME	EE
a. Performs well in new situations.					
b. Adjusts to new scheduling and/or changes in schedules.					
c. Demonstrates willingness to learn new tasks and procedures.					
d. Demonstrates willingness to incorporate new ideas or methods.					
e. Exhibits flexibility and adaptability.					
IV. <u>JOB COMMITMENT</u>					
Consider the extent to which the employee can be depended on to perform their duties withou					
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V. TECHNOLOGY AND EQUIPMENT					
Consider the extent to which the employee utilizes technology and equipment to achieve efficiencies in	the d	elivery	of the	eir duti	es.
1. Skill in Technology and Use of Equipment	NA	U	NI	ME	EE
a. Exhibits adequate knowledge of applicable software systems.					
b. Exhibits proficiency the use of technology systems and software.					
c. Applies technology as needed.					
d. Participates in training needed to have required skill level and increased skill in operation.					
e. Properly cares for and maintains technology and equipment if applicable.					
f. Implements technology to improve efficiency.					
,					
Technology and Equipment Comments:					
<u>VI. SAFETY</u>					
1. Safety	NA	U	NI	ME	EE
a. Ensures a hazard-free environment for students, staff and him or herself, i.e. locks doors, secures]		
equipment, maintains a clean and orderly workspace, etc. b. Follows District safety policies.					
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VII. ACCREDITATION STANDARD REGARDING	G STUDENT LEARNING OUTCOMES	<u> </u>				
For employees who are directly responsible for student progress	s toward achieving stated student i					
1. Effectiveness in producing student learning outcomes		NA	U	NI	ME	EE
a. Effectively assists faculty and others directly responsible for studer	nt progress in producing stated					
student learning outcomes.						
VIII OVERALL COMMENTAL	EC AND DATING					
VIII. OVERALL COMMENT						
Evaluator's Comments : Note employee's major strengths and accomplish	ments.					
Areas Needing Improvement: Include action plans recommended to achie	ieve successful work standard					
The day recently improvement. The date decion plans recommended to dem	eve successful work standard.					
Overall Rating of Employee's Job Performance:						
□Unsatisfactory □Needs Improvement □Meets Expectations □	Exceeds Expectations					
What can the employee do to improve his or her performance? Include	any suggested trainings.					
	, 55					
Employee's Comments:						
Name of Evaluator	Title					
Traine of Evaluation	THE					
Evaluator's Signature	Date					
Evaluator 3 Signature	Date					
My signature below indicates I have read this evaluation. It does not indic	ate that I agree with the evaluatio	n. I un	dersto	and I h	ave th	ie
right to respond in writing within 10 working days. My comments will be						
, J		, , , ,		,		
Employee's Signature	Date				-	_

Make 2 copies: 1 for the employee; 1 for the evaluator. Send the original to Human Resources to be placed in the employee's personnel file.