

# University of Massachusetts Boston

## Non-Unit Performance Appraisal

Review Period: January 1  to December 31

### Employee Information

Employee Name	<input type="text"/>	Employee ID	<input type="text"/>
Department	<input type="text"/>	Job Title	<input type="text"/>
Manager	<input type="text"/>	Date	<input type="text"/>

### Section A - Previous Year's Goals

EE = Exceeds Expectations

ME = Meets Expectations

NI = Needs Improvement

- Exceeds Expectations** Performance frequently exceeds the normal standards for a person qualified to fully perform the duties of this position in a professional and competent manner.
- Meets Expectations** Performance is completely satisfactory. The performance consistently and completely meets the normal standards for a person qualified to fully perform the duties of this position in a professional and competent manner.
- Needs Improvement** Performance does not fully meet the normal expectations or is inconsistent for a person qualified to perform in the position. While this performance may not yet be a significant problem, immediate corrective action is necessary.

Goal #1

End of Year Achievement of Goal:  EE  ME  NI

Comments

Goal #2

End of Year Achievement of Goal:  EE  ME  NI

Comments

Goal #3

End of Year Achievement of Goal:  EE  ME  NI

Comments

Section B - Performance Appraisal - All Staff

**1. Job Knowledge:**

EE     ME     NI

Demonstrates competence to perform assignments. Effectively utilizes job skills. Stays current with latest job related advances and process improvements related to work. Appropriately applies new knowledge and techniques.

Comments

**2. Quality/Quantity of Work:**

EE     ME     NI

Produces sufficient volume and high quality of work while at the same time meets commitments, schedules and deadlines. Work is accurate and neat. Uses time efficiently and effectively. Meets the demands of the job at the level required.

Comments

**3. Professionalism/Integrity:**

EE     ME     NI

Conducts self in an ethical and professional manner. Makes sound business decisions that are in the best interest of the University. Complies with all laws, regulations, established procedures/processes, internal controls, and policies. Is perceived by others as one who is knowledgeable, hardworking and a professional representative of the Department and the University. Has a sincere desire to contribute to the success of the University.

Comments

**4. Initiative/Motivation:**

EE     ME     NI

Is a self-starter. Shows initiative. Requests training when needed. Demonstrates good judgment with effective approaches to tasks and takes appropriate action. Seeks out new and better ways of accomplishing tasks. Implements creative solutions effectively. Readily assumes responsibility outside of the typical scope of the job. Contributes practical ideas for job, service, and process improvement.

Comments

**5. Dependability:**

EE     ME     NI

Carries out assignments to completion without undue supervision. Meets tight deadlines. Does what is necessary to get the job done. Adjusts to change quickly and displays flexibility. Can be depended upon to accept responsibility and ownership for the consequences of own actions.

Comments

**6. Teamwork:**

EE     ME     NI

Works cooperatively with co-workers in all divisions to achieve University and team goals. Listens to suggestions and ideas before taking action. Effectively resolves conflict. Maintains good working relationships with others throughout the department and the University. Participates in teams outside normal functional responsibility to achieve overall University objectives.

Comments

**7. Customer Service:**

EE     ME     NI

Consistently provides positive and professional customer service to both students, peers, and other departments. Solves issues and problems efficiently and effectively. Able to handle sensitive situations with minimal assistance to resolution and satisfaction of the customer. Can be counted on to follow up and meet customer expectations 100% of the time.

Comments

**8. Interpersonal/Communication Skills:**       EE       ME       NI

Interacts effectively at all levels within the team and the University. Clearly presents views verbally and in writing. Shares and solicits information in a timely and appropriate manner. Listens effectively. Treats all with respect.

Comments

**9. Analytical Ability:**       EE       ME       NI

Demonstrates ability to solve problems by collecting, analyzing, and evaluating facts to recommend and implement sound business decisions and improvements. Understands his/her role and responsibilities in contributing to the attainment of department and University business goals and objectives.

Comments

**Section C - Performance Appraisal - Supervisory/Management Staff**

**1. Leadership Skills:**       EE       ME       NI

Provides appropriate leadership and support within the work environment. Successfully achieves results by planning, directing, influencing, motivating and informing others. Is a positive role model. Exemplifies University's principles, values and ethics for professional conduct.

Comments

**2. Performance Management**       EE       ME       NI

Sets clear expectations and measurable objectives for subordinates. Evaluates subordinates' performance in a timely and consistent manner. Works with subordinates to establish plans for performance improvement and development. Recognizes and rewards accomplishments to measurable objectives. Identifies high potential employees and develops them for future advancement.

Comments

**Section D - Additional Comments/Overall Rating - All Staff**

**1. Significant accomplishments in addition to goals - Include professional development completed:**

a.

b.

**2. Professional development goals:**

a.

b.

**3. Performance strengths - Indicate areas of particular strength or ability:**

a.

b.

**4. Areas for improvement:**

a.

b.

**5. Overall performance rating** - Please provide an overall rating based on the activities and overall performance for the year.

- Exceeds Expectations       Meets Expectations       Needs Improvement

Section E - Employee Comments

Section F - Performance Appraisal Signatures

\_\_\_\_\_  
**Employee's Signature**

(This signature does not imply agreement or disagreement with the evaluation but only indicates the employee has read it and been provided an opportunity to respond if he/she chooses to do so.)

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Supervisor's Signature**

(This signature indicates that the supervisor has met in person with the employee, reviewed last year's performance and discussed future goals and development.)

\_\_\_\_\_  
**Date**

Employee Name

Section G - Goals for Calendar Year

Goals should always be: **S** - Specific **M** - Measurable **A** - Action-Oriented **R** - Realistic **I** - Time Bound

**Goal #1**

Rating: Mid-year appraisal:  On Target  Not on Target

Comments

**Goal #2**

Rating: Mid-year appraisal:  On Target  Not on Target

Comments

**Goal #3**

Rating: Mid-year appraisal:  On Target  Not on Target

Comments

Section H - Mid-Year Signatures

\_\_\_\_\_  
**Employee's Signature**

\_\_\_\_\_  
**Date**

(This signature does not imply agreement or disagreement with the evaluation but only indicates the employee has read it and been provided an opportunity to respond if he/she chooses to do so.)

\_\_\_\_\_  
**Supervisor's Signature**

\_\_\_\_\_  
**Date**

(This signature indicates that the supervisor has met in person with the employee, reviewed last year's performance and discussed future goals and development.)