

FORM B

UNIVERSITY OF CAPE COAST STAFF PERFORMANCE APPRAISAL FORM (SUPERVISOR) SENIOR STAFF CATEGORY

Name of Employee: Staff No:

Employee's Designation/ Rank:

Employee's Department:

Name of Supervisor:

Supervisor's Designation/ Rank:

Year under Review:

Purpose of Current Review

Annual Appraisal Provisional Mid-Point Special

STAFF PERFORMANCE APPRAISAL FORM INSTRUCTIONS

The performance appraisal process should include the following steps:

- Obtain and review self-appraisal from employee
- Complete Staff Performance Appraisal form for employee
- Schedule meeting to discuss the appraisal
- Conduct performance appraisal meeting
- Provide copy of signed Staff Performance Appraisal to employee
- Place signed Staff Performance Appraisal in the employee's Departmental personnel file
- Schedule meeting to discuss performance expectations with employee for upcoming year

Unsatisfactory	Satisfactory	Successful	Above Expectations	Exceptional
Employee has not demonstrated improved work performance under the period of review	Performance standards are not fully achieved; employee fairly performs assign duties.	Work is fully satisfactory; employee consistently meets and occasionally may exceed performance standards. This represents the expected level of performance as established by the supervisor.	Work is fully satisfactory and often exceeds performance standards.	Work performance consistently exceeds performance standards.

U = Unsatisfactory
 S = Satisfactory
 S = Successful
 A = Above Expectations
 E = Exceptional

UNIVERSITY OF CAPE COAST
STAFF PERFORMANCE APPRAISAL FORM

	U	S	S	A	E	Examples that Support Rating
Job Knowledge/Functional and Technical Skills: <ul style="list-style-type: none"> Has achieved required level of knowledge and skills in position-related areas Applies knowledge and skills to meet job requirements Keeps up to date in all relevant knowledge and skills areas to meet job requirements 						
Service Orientation: <ul style="list-style-type: none"> Actively seeks information to understand customers' circumstances, problems, needs, and expectations Shares information with customers to build their understanding of issues and capabilities Responds quickly to meet customer needs and resolve problems Seeks opportunities to improve the products and/or services to meet customer needs 						
Interpersonal Communication: <ul style="list-style-type: none"> Relates well to all people – up, down, and across – internally and externally to the School/Department Establishes rapport; builds and maintains effective working relationships Practices attentive and active listening Uses diplomacy and tact; can diffuse high-tension situations comfortably 						
Initiating Action: <ul style="list-style-type: none"> Readily takes action consistent with department objectives Looks for and takes advantage of opportunities to act beyond what is required Takes independent actions when appropriate Volunteers readily Suggests methods and procedures to improve departmental operation 						
Organizing and Planning: <ul style="list-style-type: none"> Prioritizes multiple activities and assignments effectively and adjusts as appropriate Determines tasks and secures appropriate resources to get things done Uses time effectively and stays focused to ensure work is completed Meets commitments and deadlines consistently 						
Quality of Work: <ul style="list-style-type: none"> Accurately and carefully follows process/procedures for completing work Ensures a high-quality output of work (resulting in minimal acceptable/zero errors) Attentive to all details and aspects of a job or process to ensure a complete, high quality output 						
Work Habits: <ul style="list-style-type: none"> Conducts work within the established (and accepted) department practices Conducts work according to the established and approved work schedule 						

<ul style="list-style-type: none"> • Demonstrates professionalism and workplace etiquette 						
Decision Making: <ul style="list-style-type: none"> • Identifies issues, problems and opportunities and determines that action is needed • Probes all relevant sources to better understand problem, issue or opportunity • Analyzes information and generates options for addressing issue, problem or opportunity • Chooses appropriate action by evaluating options and considering implications in a timely manner • Involves others as needed to ensure quality and commitment of decision 						
Composure: <ul style="list-style-type: none"> • Maintains effective performance under pressure • Copes effectively and develops effective approaches to deal with pressure or stress • Presents a positive disposition and maintains constructive interpersonal relationships when under stress 						
Leading Others: <ul style="list-style-type: none"> • Inspires and guides individuals toward higher levels of performance • Treats people with dignity, respect, and fairness • Creates a climate in which people want to do their best • Serves as a positive role model • Operates with integrity, honesty, and courage 						
Mentoring Others: <ul style="list-style-type: none"> • Clarifies expected behaviors and levels of performance • Sets clear objectives and measures • Provides the necessary information, support, and resources for staff to be effective • Provides timely feedback and guidance on performance • Works with employees to reinforce effective efforts and progress or improve performance 						

Summary of Current Year Objectives:

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Identify Development Needs (Specified areas):

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Supervisor's Overall Summary:
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Supervisor's Overall Rating (tick)

Unsatisfactory Satisfactory Successful Above Expectations Exceptional

Employee Comments (Optional):
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Employee Signature/Date

Supervisor Signature/Date

Name

Name