



## GUIDELINES FOR STAFF EMPLOYEE PERFORMANCE EVALUATION

For employees represented by: UAPD (Unit 1); CSUEU (Units 2,5,7,9);  
SETC (Unit 6); SUPA (Unit 8); and Confidential Employees

The Staff Employee Performance Evaluation (HR 138 Form) is used for staff employees represented by the following labor groups: Union of American Physicians and Dentists (Unit 1); California State University Employees Union (Units 2,5,7,9); State Employees Trades Council (Unit 6); Statewide University Police Association (Unit 8); and “Confidential” employees. The Unit 4 Performance Evaluation Form (HR 140 Form) is used only for employees in classifications represented by the Academic Professionals of California (APC). The Performance Planning and Appraisal for Management Personnel (HR 136 Form) is used for all Management Personnel Plan (MPP) employees.

The Staff Employee Performance Evaluation (HR 138 Form) provides a direct link between the evaluative criteria and assigned job functions as described on the employee’s Position Description (HR 120 Form). Evaluators must assess demonstrated performance for each job function based on all applicable factors such as: job knowledge; quality of work; problem-solving; organizational skills; teamwork; flexibility and adaptability; interpersonal skills; and supervision of others. The form provides space for comments by the Evaluator based on the performance of job functions, contributions to the campus, CSU, and community in areas directly related to the work assignment. The optional Staff Employee Self-Evaluation (HR 138a Form) is also available for use in the evaluation process. Employees are encouraged to utilize the optional Self-Evaluation Form to aid in the identification of specific accomplishments during the evaluation period.

The Staff Employee Performance Evaluation and optional Staff Employee Self-Evaluation forms are available on the Web at: <https://afd.calpoly.edu/hr/forms.asp?form=20#evaluation>.

### PROCEDURES

The performance evaluation is a formal means of communication between an Evaluator and an employee that provides an opportunity to acknowledge mutual understanding of job duties and responsibilities and to discuss performance expectations and future objectives for the position. The performance evaluation process is the culmination of all informal and formal communication and training that has occurred during the evaluation period. Evaluators are not limited to established evaluation cycles, and may build on that structure to maintain a continuous flow of communication and feedback.

**Employees appointed to a probationary assignment** must serve a probationary period and be evaluated as outlined in the respective labor agreement. To view current collective bargaining agreements, visit [http://www.calstate.edu/LaborRel/Contracts\\_HTML/current\\_cba.shtml](http://www.calstate.edu/LaborRel/Contracts_HTML/current_cba.shtml) or contact Human Resources.

**Permanent employees** are evaluated annually around their established original start date. Special circumstances, such as exceptional merit or unsatisfactory performance, should, however, be recorded as “other” for recognition or documentation which may be used for progressive corrective action. The identification of original start dates can be found in the next section.

**Temporary employees** should be evaluated at least once every appointment period, but not less than once per year.

## **FORM CONTENT**

The ‘Compensation’ Dashboard query should be used to collect specific employee employment information (e.g. Empl ID, original start date, classification title, etc.) need on the Staff Employee Performance Evaluation form. The ‘Compensation’ Dashboard can be accessed by navigating as follows: My Cal Poly Portal > PolyData Dashboards > Dashboards Drop-down Menu > Human Resources (State) > Job/Position Information > Compensation (tab). Within the Compensation Prompt, select the ‘Deptid Ldescr’ drop-down and areas under review, and click apply to extract the information.

**Date** - The date the Staff Employee Performance Evaluation is being drafted.

**Name** - The employee’s last and first names, and middle initial, if applicable.

**Employee ID** - The PeopleSoft-assigned employee identification number.

**Original Hire Date** - The original start date the employee began employment at Cal Poly.

**This evaluation is for the time period from/to** - The timeframe in which the employee’s performance is being evaluated.

**Classification Title** - The CSU classification title held by the employee during the period of evaluation.

**Department/Division/College** - The employee’s work department, division, college.

Indicate whether the performance evaluation is for a probationary employee and select the corresponding labor group and type of periodic evaluation. Or indicate whether the performance evaluation is for a permanent employee, a temporary employee, or other (an additional evaluation due to exceptional merit or unsatisfactory performance).

It is recommended that the Evaluator and employee review the position description (HR120) to ensure it accurately reflects duties and responsibilities currently assigned. This will also provide an opportunity to further discuss job duties and seek clarification where needed. If the job description is not current, please update it and forward to Human Resources with the performance evaluation.

### **Performance Review Report**

1. **Job Knowledge:** Demonstrates the knowledge and skills necessary to perform the essential functions of the job description.

2. **Quality of Work:** Demonstrates accuracy, thoroughness and efficiency; understands goals and completes assignments within reasonable timeframes.
3. **Problem-Solving:** Demonstrates analytical and problem-solving skills; recognizes, diagnoses, and resolves routine problems independently; considers policies, procedures, and long term ramifications of decisions.
4. **Organizational Skills:** Demonstrates ability to plan, organize and coordinate job duties in a manner that efficiently and effectively achieves desired work goals/objectives.
5. **Teamwork:** Demonstrates ability to foster a supportive work environment by establishing and maintaining effective working relationships within a diverse population.
6. **Flexibility and Adaptability:** Demonstrates ability to handle changing demands and uncertainty; can respond quickly to problems; receptive to learn new techniques and procedures.
7. **Interpersonal Skills:** (Customer service, Communication, Integrity and Trust, Professionalism). Easily understood by others; able to communicate clearly; demonstrates active listening skills; demonstrates integrity and professionalism; is trustworthy; demonstrates tact and courtesy in discussions with others.
8. **Supervision of Others:** Promotes a positive work environment; regularly communicates with employees, delegates tasks and motivates/leads others to achieve or exceed unit goals.

### **Rating Definitions**

**Exceeds Expectations:** Performance exceeds expectations due to exceptional quality of work performed in all *essential* areas of responsibility resulting in an overall quality of work that is excellent, and/or includes the completion of a major goal/project, and/or makes an exceptional or unique contribution in support of unit, department, or University objectives. Meets annual goals or exceeds expectations.

**Meets Expectations (Satisfactory):** Performance consistently meets expectations in all *essential* areas of responsibility and the quality of work is satisfactory overall. The most critical annual goals are met.

**Requires Improvement:** Performance does not *consistently* meet expectations. Performance fails to meet expectations in one or more *essential* areas of responsibility, and/or one or more of the most critical goals are not met. Overall quality of work needs improvement. Performance is consistently below expectations in most *essential* areas of responsibility, and/or reasonable progress toward critical goals was not made. Significant improvement is needed in any important areas. A professional development plan may be necessary to improve performance. For categories marked with this definition, the Evaluator must explain how the employee is not meeting expectations with specific example(s) in the Comments box.

For each Performance Review Report category, select the corresponding Exceeds Expectations, Meets, Expectations, or Requires Improvement check-box. Write a comment, attaching additional sheets if necessary, that provides a narration of the performance of job functions as outlined in the position description (HR120) and list any contributions made to the campus, CSU, and community in areas

directly related to the work assignment. This explanation is particularly important when “Requires Improvement” is noted.

**Not Applicable:** Check if the category does not pertain to the position being evaluated (e.g. Supervision of Others).

**Overall Performance:** The overall performance selection should represent a summary of the rating definitions used for the Performance Review Report categories and should be consistent with the comments provided. In assigning an overall performance rating, consideration should be given to the importance or critical nature of each job function. Contact Human Resources for questions and guidance.

## **PERFORMANCE EVALUATION MEETING**

The performance evaluation meeting is a critical component of the evaluative process. The meeting provides the Evaluator and employee with an opportunity to engage in an open and constructive discussion regarding job performance, accomplishments, areas requiring improvement, training and development, and future performance goals and expectations.

The Evaluator shall provide the employee with a draft Staff Employee Performance Evaluation prior to the meeting. Refer to the [Staff/MPP Employee Evaluation Cycle](#) for detailed information on required timelines and next steps as described in each respective collective bargaining agreement. During the meeting, the Evaluator is expected to solicit the employee’s comments and input and create an atmosphere in which the employee is encouraged to speak candidly and reply to positive criticisms or suggestions offered by the Evaluator.