

**WESTFIELD STATE UNIVERSITY  
PERFORMANCE EVALUATION FOR NON-UNIT CLERICAL**

**PART I: GENERAL INFORMATION**

**Name:** \_\_\_\_\_

**State Title:** \_\_\_\_\_

**Campus Title:** \_\_\_\_\_

**Department:** \_\_\_\_\_

**Evaluation Period:** \_\_\_\_\_

**PART II: EVALUATION OF SPECIFIC AREAS**

**Rating Scale**

**Significantly Exceeds Expectations** – work is performed in a distinguished superior manner achieving all goals at a level significantly above expectations; very few employees will achieve this rating.

**Exceeds Expectations** – work is performed with a high degree of competence and all goals are achieved at a level typically above standard.

**Meets Expectations** – work is performed in an acceptable manner achieving goals at a level that meets the standard.

**Does Not Meet Expectations** – work is performed below the standard requirement; has trouble meeting some goals; room exists for improvement.

**Unsatisfactory** - significantly deficient in skills and abilities.

**Quality of Work** - Produces accurate, neat, and thorough work, whether self-initiated or supervised; takes pride in work; demonstrates professional skills and knowledge of the responsibilities and duties assigned to the position.

<b>Comments/Examples:</b>          
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**CHECK ONE:**

- Significantly Exceeds Expectations**
- Exceeds Expectations**
- Meets Expectations**
- Does Not Meet Expectations**
- Unsatisfactory**

**Management of Workload/Organization Skills** - Organizes and prioritizes work appropriately; meets deadlines; produces the required amount of work to meet the needs of the institution; completes work in a timely and thorough manner; is results oriented and assumes responsibility and accountability for own work.

Comments/Examples:

**CHECK ONE:**

- Significantly Exceeds Expectations
- Exceeds Expectations
- Meets Expectations
- Does Not Meet Expectations
- Unsatisfactory

**Attendance and Availability** - Conforms to established work schedule; is available to perform responsibilities and provide administrative support; answers messages and inquiries in a timely manner.

Comments/Examples:

**CHECK ONE:**

- Significantly Exceeds Expectations
- Exceeds Expectations
- Meets Expectations
- Does Not Meet Expectations
- Unsatisfactory

**Communication Skills** - Effectively communicates with others in writing and speaking, listens carefully, represents the University well in internal and external communications; informs supervisors of status of projects and key issues.

Comments/Examples:

**CHECK ONE:**

- Significantly Exceeds Expectations
- Exceeds Expectations
- Meets Expectations
- Does Not Meet Expectations
- Unsatisfactory

**Constituent Service** - Responds quickly and in a friendly manner to requests from students, faculty, staff, administrators, and the external community; is courteous and helpful to others; assists constituents efficiently avoiding unnecessary referrals to other offices or agencies

Comments/Examples:

**CHECK ONE:**

- Significantly Exceeds Expectations
- Exceeds Expectations
- Meets Expectations
- Does Not Meet Expectations
- Unsatisfactory

**Work Attitudes** - Endeavors to improve work techniques; accepts supervision and feedback, constructive criticism and responsibility; projects a positive image; demonstrates initiative and flexibility.

Comments/Examples:

**CHECK ONE:**

- Significantly Exceeds Expectations**
- Exceeds Expectations**
- Meets Expectations**
- Does Not Meet Expectations**
- Unsatisfactory**

**Interpersonal Skills** - Has effective working relationships with others; treats others with civility and respect; works collaboratively as part of an office team.

Comments/Examples:

**CHECK ONE:**

- Significantly Exceeds Expectations**
- Exceeds Expectations**
- Meets Expectations**
- Does Not Meet Expectations**
- Unsatisfactory**

### **PART III: ACCOMPLISHMENTS AND GOALS**

**Accomplishments:** Please identify any extraordinary achievements, notable service, or exemplary contributions to the university community made within this evaluation period.

**Goals for upcoming evaluation period:**

**PART IV: ADDITIONAL COMMENTS/SIGNATURES**

**Employee Comments (Optional):**

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Employee Signature  
**Does not imply agreement with the evaluation.**

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Date

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Supervisor's Signature

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Date

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Department Head's Signature

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Date