

## Bluefield State University Annual Performance Review

Review Period:

Staff Name:

Staff Title:

**Performance Ratings to be completed by the Supervisor.** Listed below are performance standards that are important to employee and BSU success. Considering the essential functions of the position, carefully evaluate each standard separately and rate performance within the standard.

<b>Work Environment:</b> Contributes to a positive work environment with coworkers. Supports the mission of the university and encourages others to work effectively. Utilizes work time in a productive manner. Maintains a positive attitude.			
<b>Unsatisfactory</b>	<b>Needs Improvement</b>	<b>Meets Expectations</b>	<b>Exceeds Expectations</b>
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
<b>Unsatisfactory work environment.</b> Poor attitude, unsatisfactory relationships, and poor cooperation among BSU constituents. Poor time management skills.	<b>Improvement is needed.</b> Training needed on time management and/or job responsibilities. Inconsistent behavior from employees.	<b>Strong service orientation.</b> Enthusiastic, cheerful, courteous, adaptable and flexible. Approaches tasks with the spirit of cooperation; open to change. Adaptable and willing to learn new skills. Consistently meets BSU's performance standards.	<b>Exceptionally high work environment,</b> exceeding BSU's high-performance requirements. Truly embraces the mission of BSU.

**Comments:**

**Job Knowledge:** Understands job procedures, policies, and responsibilities; exhibits ability to learn and apply new skills; keeps up-to-date on current developments; acts as a resource for others.

Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
<p><b>Unsatisfactory knowledge.</b> Lacks adequate understanding of duties and technical aspects of the position despite training and other resources that have been provided.</p>	<p><b>Improvement is needed.</b> Training on specific skills or other resources is needed.</p>	<p><b>Acceptable knowledge of the job and acceptable technical proficiency.</b> A good understanding of duties and responsibilities, and proficiency in using tools, software, materials, etc. required for these duties. Consistently meets BSU's performance standards. Remains up to date.</p>	<p><b>Exceptionally high job understanding,</b> exceeding BSU's high-performance requirements.</p>

**Comments:**

**Customer Service:** Understands the needs of internal and external customers; responds promptly to his/her needs in a courteous manner; handles conflicts appropriately; maintains institutional goodwill at all times; commits to doing the best job possible.

Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
<p><b>Unsatisfactory customer service.</b> Poor relationships with internal and external customers, inability to handle conflict, does not meet BSU's high-performance requirements</p>	<p><b>Improvement is needed.</b> Inconsistent customer service provided given the expectations of the position.</p>	<p><b>Acceptable knowledge of the job and acceptable technical proficiency.</b> Understanding of duties and responsibilities, and proficiency in understanding the needs of internal and external customers, maintaining goodwill at all times. Consistently meets BSU's high performance standards.</p>	<p><b>Exceptionally high job understanding,</b> exceeding BSU's high-performance requirements.</p>

**Comments:**

**Team work:** Exhibits flexibility, adaptability, and spirit of cooperation in the work environment; balances team and individual responsibilities; shares information appropriately with others.

Unsatisfactory		Needs Improvement		Meets Expectations		Exceeds Expectations	
	1		2		3		4
<b>Unsatisfactory relationships, attitude, and cooperation.</b> Inability to balance the team and individual responsibilities, difficult to work with, and can be inflexible.		<b>Improvement is needed.</b> Difficulty balancing team and individual responsibilities, employee needs training to understand the needs of the position/department.		<b>Consistently effective in teamwork.</b> Willing to learn new skill sets, flexible and adaptable to change, shares information appropriately and consistently with others. Consistently meets BSU's high performance standards.		<b>Exceptionally teamwork,</b> exceeding BSU's high-performance requirements. A team recognizes this individual as an integral member of the team in achieving department goals and the institutional mission.	

**Comments:**

**Accountability/Flexibility:** Takes responsibility for own actions; completes assignments and projects on schedule; reviews projects and assignments, monitoring resources and budgetary matters to ensure cost savings measures are in place.

Unsatisfactory		Needs Improvement		Meets Expectations		Exceeds Expectations	
	1		2		3		4
<b>Unsatisfactory accountability.</b> Lacks ability to be accountable for actions; consistently misses deadlines. Mismanages resources or budget.		<b>Improvement is needed.</b> Ex. Projects/assignments are occasionally late, and budgetary matters and other resources are inappropriately monitored.		<b>Acceptable accountability.</b> Consistently takes responsibility for own actions; meets deadlines, and monitors budgetary matters when required. Consistently meets BSU's high performance standards.		<b>Exceptionally accountable,</b> exceeding BSU's high-performance requirements. Ensures own deadlines are met as well as assists others in meeting their deadlines. Anticipates needs and contributes to projects in ways that exceed expectations.	

**Comments:**

**Quality of work:** Completes work thoroughly, accurately, and according to specifications and produces useful results; displays a commitment to process improvement; applies feedback to improve performance.

Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
<p><b>Unsatisfactory quality.</b> Work lacks thoroughness and contains multiple errors. The employee is not responding to feedback regarding the quality of their performance.</p>	<p><b>Improvement is needed.</b> Training and/or assistance may be needed to complete work consistently. The employee is committed to correcting errors.</p>	<p><b>High-quality work.</b> Consistently accurate, neat, and thorough, with useful results. Work rarely needs to be redone. Entirely acceptable performance, meeting BSU's high-quality standards.</p>	<p><b>Exceptionally high quality,</b> exceeding BSU's high-performance standards. Quality of work consistently exceeds expectations.</p>

**Comments:**

**Quantity of Work:** Produces the amount of work necessary to meet reasonable expectations, considering availability of resources, etc. Effectively maximizes time to accomplish tasks.

Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
<p><b>Unsatisfactory quantity.</b> Consistently fails to meet expectations given the time and resources available.</p>	<p><b>Improvement is needed.</b> Fails to produce the amount of work necessary to meet reasonable expectations.</p>	<p><b>Consistently high productivity</b> with excellent volume. Seeks additional work when basic tasks are completed. Consistently meets BSU's high performance standards.</p>	<p><b>Exceptionally high quantity,</b> consistently exceeds BSU's high-performance requirements.</p>

**Comments:**

**Communications:** Communicates clearly and concisely both verbally and in writing; exhibits good listening and comprehension skills; uses communication methods.

Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
<b>Unsatisfactory oral and verbal communication.</b> Ex. Inappropriate language, frequent misspellings, poor grammar, etc.	<b>Improvement is needed.</b> Employee's performance is impacted by their inability to consistently communicate effectively.	<b>Consistently clear and appropriate communication both oral and written.</b> Very few difficulties in communicating with others. Acceptable performance meeting BSU's high performance standards.	<b>Exceptional communication skills,</b> exceeding BSU's high-performance requirements.

**Comments:**

**Resourcefulness:** Develops new ideas and can handle new situations; anticipates and appropriately handles unforeseen difficulties successfully; asks for help when needed; uses resources effectively.

Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
<b>Unsatisfactory resource management.</b> Fails to use BSU's resources appropriately. Fails to prioritize tasks and/or handle unforeseen situations effectively.	<b>Improvement is needed.</b> Inconsistencies in the use of BSU's resources, difficulty in prioritizing tasks, and/or handling unforeseen situations effectively.	<b>Consistently effective</b> in the use of BSU's resources, both within the work unit/department and University-wide, in effectively meeting BSU's mission. Self-starter; resourceful; prioritize well. Consistently meets BSU's high performance standards.	<b>Exceptional resource management,</b> exceeding BSU's high-performance requirements.

**Comments:**

**Interpersonal Relations/Diversity:** Treats others with respect and courtesy; works effectively and cooperatively with others; respects individual differences and perspectives; complies with equal opportunity guidelines and supports affirmative action.

Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
<b>Unsatisfactory relationships.</b> Inability to work cooperatively and respect individual differences and perspectives. Lacks respect for others in words or actions.	<b>Improvement is needed.</b> Inconsistent behavior in regard to interpersonal relationships.	<b>Consistently effective in interpersonal relationships,</b> with students, staff, faculty, visitors, administrators, and others that interact within this position. Consistently meets BSU's high performance standards.	<b>Exceptionally high interpersonal relationships,</b> exceeding BSU's high-performance requirements.

**Comments:**

**Punctuality/Dependability:** Arrives at the appointed time on a consistent basis; is prompt with strict observance of keeping engagement, meeting, and project deadlines.

Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
<b>Unsatisfactory attendance or dependability.</b> Unreliable, consistently misses work and deadlines for projects.	<b>Improvement is needed.</b> Inconsistent with the completion of deadlines, unreliable.	<b>Consistently punctual and dependable</b> for work attendance, performance, projects, etc. Can be relied upon to complete assignments and projects consistently meeting BSU's high-performance standards. Remains up to date.	<b>Exceptional dependability,</b> exceeding BSU's high-performance requirements. Rarely misses deadlines or work, anticipates needs, etc.

**Comments:**

**Leadership: (*Supervisors/Managers Complete*)** Models ethical workplace behavior; helps to create a productive, creative environment in which individuals strive for quality of service; influences the actions of other individuals and groups to obtain positive results; helps to create an environment in which diversity is viewed as a strength.

Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
<b>Unsatisfactory leadership or management.</b> Poor morale in the department, ineffective in addressing issues.	<b>Improvement is needed.</b> Lacks the necessary skills to effectively lead staff, and struggles to address difficult employee situations or conflict with others.	<b>Consistently effective supervision –</b> effective daily supervision, staff development, and annual evaluations. Understands personnel policies and applies them correctly and in the best interest of the department. Builds teamwork, morale, and enthusiasm. Effectively addresses difficult personnel decisions. Consistently meets BSU’s high performance standards.	<b>Exceptionally supervisory skills,</b> exceeding BSU’s high-performance requirements.

**Comments:**

**Planning & Organizing: (*Supervisors/Managers Complete*)** Is organized in achieving the goals set forth for the unit and by the supervisor; manages both short-term and long-term planning to ensure that projects are completed appropriately; is an active participant in planning and executing the work of the unit/department.

Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations
1	2	3	4
<b>Unsatisfactory Planning and Organization.</b> Lacks adequate planning and organizational skills despite training and other resources that have been provided.	<b>Improvement is needed.</b> Resources and/or training are needed to facilitate planning and organizational skills.	<b>Consistently effective leadership –</b> managed unit is efficient, effective, and innovative. Employees demonstrate a clear understanding of the college’s mission and their contribution to the mission. Consistently meets BSU’s high performance standards.	<b>Exceptional management skills,</b> exceeding BSU’s high-performance requirements.

**Comments:**

<b>Overall Evaluation</b> <i>(Detailed comment is required and shall be consistent with above ratings.)</i>			
<b>Unsatisfactory</b>	<b>Needs Improvement</b>	<b>Meets Expectations</b>	<b>Exceeds Expectations</b>
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

**Comments:**

Were there **Goals, Objectives, Projects, Accomplishments, or areas of Growth or Concern** during the review period to address?

**Goals, Objectives, Projects, Accomplishments, or areas of Growth:** Appropriate, please identify Goals, Objectives, Projects, Accomplishments, or areas of Growth for the next review period



## Bluefield State University Annual Performance Review

---

### Required Signatures

*I acknowledge that this performance review was conducted to evaluate my performance in the specified period and to discuss future performance and development plans. Also, a current copy of my job description was reviewed with me by my supervisor. I further understand that my signature does not necessarily indicate my concurrence with the review results and that I am entitled to receive a copy of my performance review bearing all of the required signatures. I also understand that I have the opportunity to respond in writing to this evaluation on the next page.*

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

*I acknowledge that I have reviewed the employee's performance and have conducted evaluation meetings to discuss, in detail, the evaluation document, along with other documents that support this employee's overall evaluation rating.*

\_\_\_\_\_  
Immediate Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
President's Cabinet Member

\_\_\_\_\_  
Date

---

***The finalized document should be sent to the Office of Human Resources and will be placed in the employee's personnel file.***

Date Received & Reviewed by HR: \_\_\_\_\_

By Whom: \_\_\_\_\_

Staff Response

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Immediate Supervisor

\_\_\_\_\_  
Date