Professional

ADHERENCE TO POLICIES, PROCEDURES, AND RULES: (Core Competency: Committed to SHSU's Vision & Mission)

Consider the employee's knowledge and understanding as related to individual's internal control responsibilities.

5 - Exceeds - Has completely mastered knowledge of policies, procedures, and rules
4 - Above - Knowledge of policies, procedures, and rules is frequently above that expected
3 - Acceptable - Has an adequate knowledge of policies, procedures, and rules
2 - Below - Understanding of policies, procedures, and rules is somewhat below normal expectations
1 - Does Not Meet - Has a minimum understanding of policies, procedures, and rules

ATTITUDE: (Core Competency: Committed to SHSU's Vision & Mission)

Consider the employee's manner, disposition or orientation exhibited in daily efforts.

5 - Exceeds - Has a positive and encouraging attitude and makes a positive contribution to morale
4 - Above - Shows pride in work
3 - Acceptable - Maintains a good attitude the majority of the time, though improvement could be made
2 - Below - Lacks a positive attitude towards work environment
1 - Does Not Meet - Often argumentative; considered unreceptive and antagonistic

EXTERNAL COMMUNICATION: (Core Competency: Committed to SHSU's Vision & Mission)

Consider how employee responds and interacts with employees and others within SHSU or groups outside of SHSU.

5 - Exceeds - Builds rapport with a variety of people; develops alliances to work together toward common goals
4 - Above - Effectively handles difficult external relations
3 - Acceptable - Adapts self to others and to most situations; seeks guidance when needed
2 - Below - Sometimes rigid and defensive with outside departments
1 - Does Not Meet - Lacks understanding of external departments; fails to consider their impact on other departments

INITIATIVE: (Core Competency: Innovative in thinking)

Consider employee's ingenuity for completing extra or self-initiated projects or assignments, adaptability to change, and employee's initiative in completing assignments ahead of schedule.

5 - Exceeds - Develops new ideas and methods to improve quality of results
4 - Above - Seeks additional knowledge pertaining to job
3 - Acceptable - Follows formal instructions as necessary
2 - Below - Shows little interest in current practices relating to job
1 - Does Not Meet - Unwilling to demonstrate interest in gaining new knowledge

INTERPERSONAL RELATIONS: (Core Competency: Accountable for ourselves and to others)

Consider whether employee works harmoniously and effectively with fellow employees, management and students.

5 - **Exceeds** - Goes out of way to promote good interpersonal relations; very cooperative
4 - **Above** - Effectively handles difficult interpersonal relations
3 - **Acceptable** - Adapts self to others and to most situations; seeks guidance when needed
2 - **Below** - Sometimes rigid and defensive; does not foster good working environment
1 - **Does Not Meet** - Fails to consider others; not courteous; lacks understanding

JOB KNOWLEDGE: (Core Competency: Efficient in operations)

Consider employee's knowledge of duties, responsibilities of position, and how the employee applies technical knowledge, education, and experience to job requirements.

5 - **Exceeds** - Has completely mastered job; strives to learn more/improve job skills
4 - **Above** - Understands all phases of work; most job duties mastered
3 - **Acceptable** - Has adequate grasp of job requirements; is able to learn new aspects of job
2 - **Below** - Lacks knowledge of some phases of work
1 - **Does Not Meet** - Unable to complete job duties; poor understanding of job

ORGANIZATION AND USE OF TIME: (Core Competency: Efficient in operations)

Consider employee's ability to organize and prioritize their work and how effectively time is used.

5 - **Exceeds** - Extremely capable in coordinating tasks in changing situations
4 - **Above** - Plans skillfully; handles unusual situations well
3 - **Acceptable** - Completes assignments within time expected; meets schedules
2 - **Below** - Difficulty in determining priority and schedule of duties
1 - **Does Not Meet** - Ineffective in routine tasks; cannot prioritize or schedule

QUALITY OF WORK: (Core Competency: Efficient in operations)

Consider quality in relation to level of job duties. Consider thoroughness, accuracy, and overall presentation of work.

5 - **Exceeds** - Requires minimum supervision; consistently thorough and accurate
4 - **Above** - Requires little supervision; is exact and precise most of the time; seldom makes errors
3 - **Acceptable** - Usually accurate; makes minimal errors
2 - **Below** - Makes above average number of errors; final product often needs revision or correction
1 - **Does Not Meet** - Makes frequent and recurrent errors

QUANTITY OF WORK: (Core Competency: Efficient in operations)

Consider assignments completed, overall productivity, and amount of work done during the workday.

5 - **Exceeds** - Produces consistently high volume of work; extremely productive and fast
4 - **Above** - Volume of work frequently above that which is expected
3 - **Acceptable** - Volume of work is limited to tasks assigned
2 - **Below** - Volume of work is generally below what is expected; does just enough to get by
1 - **Does Not Meet** - Minimum requirements not met; volume of work generally unsatisfactory

RESPONSIBILITY AND DEPENDABILITY: (Core Competency: Accountable for ourselves and to others)

Consider the employee's willingness to take on assignments and be held accountable

5 - **Exceeds** - Requires minimum supervision; seeks additional responsibility; is very reliable
4 - **Above** - Reliable; requires little supervision; carries through effectively
3 - **Acceptable** - Usually takes care of necessary tasks and completes them with reasonable promptness
2 - **Below** - Frequently requires prompting; often fails to meet deadlines
1 - **Does Not Meet** - Unreliable; requires close supervision; does not accept responsibility

USE OF REQUIRED TECHNOLOGY: (Core Competency: Innovative in thinking)

Consider how employee utilizes the resources provided by SHSU Information Technology Services.

5 - **Exceeds** - Has mastery level knowledge of required technology and as new ideas or technologies are introduced, is able to learn and use them swiftly and appropriately
4 - **Above** - Has substantial knowledge of required technology
3 - **Acceptable** - Possesses skills and knowledge to perform their job competently
2 - **Below** - Needs to expand knowledge of basic technology
1 - **Does Not Meet** - Lacks basic knowledge of technology

Professional Development Requirement
Has the employee met the professional development training requirement? (8 hours for staff or 12 hours for managers). A response is required.

For those who supervise others:

Leadership (Core Competency: Provide Leadership)
Consider the ability to motivate subordinates and co-workers to foster high morale, and to function consistently and effectively in an objective and rational manner.

Communication Skills (Core Competency: Manage Performance)
Consider the ability to keep you informed and to communicate (both written and verbal) effectively with peers, subordinates, and supervisor.

Decision Making (Core Competency: Provide Leadership)
Consider the ability to identify problems, gather and organize facts, evaluate, and make an effective decision.

Staff Development (Core Competency: Manage Performance)
Consider how well the supervisor selects, trains, develops, delegates, and appraises the work performance of subordinates.

Planning and Implementation (Core Competency: Support the Strategic Plan)
Consider the ability to plan in advance to utilize resources, to accomplish objectives, and meet all deadline dates.