

# Tech-Paraprofessional

## Appraisal Factors

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

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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)

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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)

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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)

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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)**

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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)**

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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)**

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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)**

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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)**

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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)**

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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)**

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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.