

**CREIGHTON UNIVERSITY
STAFF PERFORMANCE ASSESSMENT & COMMUNICATION PROGRAM**

Employee Name:	Department:
Manager:	Review Period:

INDIVIDUAL OBJECTIVES

Objective:
Results:
Needs Improvement <input type="checkbox"/> Meets Objectives <input type="checkbox"/> Exceeds Objectives <input type="checkbox"/>

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Needs Improvement <input type="checkbox"/> Meets Objectives <input type="checkbox"/> Exceeds Objectives <input type="checkbox"/>

Growth & Development Plan:

**CREIGHTON UNIVERSITY
STAFF PERFORMANCE ASSESSMENT & COMMUNICATION PROGRAM**

**NON-SUPERVISORY PERFORMANCE COMPETENCIES
(Complete if employee does not have supervisory responsibilities)**

Contribution to Mission, Core Values and Service to Others
<p>Does the employee support and contribute to the University's mission and core values?</p> <ul style="list-style-type: none"> Pursues truth in all its forms; Directs activities and/or supports the intellectual, social, spiritual, physical and recreational aspects of students' lives and to the promotion of justice; Supports Creighton's core values: Service to others, the importance of family life, the inalienable worth of each individual, and appreciation of ethnic and cultural diversity; and; Understands, supports and enriches the Creighton community.
Needs Improvement <input type="checkbox"/> Meets Objectives <input type="checkbox"/> Exceeds Objectives <input type="checkbox"/>
Customer Service to (students, staff, faculty, patient(s), vendors)
<ul style="list-style-type: none"> Responds effectively when an internal or external customer problem is identified. Makes effort to listen, understand, and anticipate customer needs. Contributes ideas or suggestions and participates in activities to improve processes and services for our customers.
Needs Improvement <input type="checkbox"/> Meets Objectives <input type="checkbox"/> Exceeds Objectives <input type="checkbox"/>
Teamwork/Mutual Respect
<ul style="list-style-type: none"> Contributes to team by reporting to work regularly and on time and is accountable throughout the work day. Actively contributes to the achievement of team goals and aligns individual efforts with the group's goals. Assists other members of the team. Works to establish good working relationships with all CU employees. Handles conflict effectively and demonstrates self-control. Interacts effectively with others regardless of level, status, or diversity.
Needs Improvement <input type="checkbox"/> Meets Objectives <input type="checkbox"/> Exceeds Objectives <input type="checkbox"/>
Communication
<ul style="list-style-type: none"> Listens to others and effectively expresses ideas and facts in a concise and organized manner. Writes and speaks clearly and concisely. Uses proper grammar, correct spelling, and proper tone in all verbal and written communication (including e-mail and voice mail.) Represents University in a professional manner at all times. Maintains a professional appearance based on department objectives. Keeps supervisor informed with accurate and timely reports and updates.
Needs Improvement <input type="checkbox"/> Meets Objectives <input type="checkbox"/> Exceeds Objectives <input type="checkbox"/>
Continuous Development
<ul style="list-style-type: none"> Seeks out internal/external learning opportunities (e.g. seminars, professional organizations, on-the-job assignments or projects, etc.). Shares experiences with staff and applies new knowledge to job. Learns rapidly when faced with new problems or situations. Recognizes when tasks require the use of talents that are not a part of personal strengths. Finds effective ways to personally manage these situations and/or seeks assistance. Takes an active interest in learning about other areas within the department or within Creighton.
Needs Improvement <input type="checkbox"/> Meets Objectives <input type="checkbox"/> Exceeds Objectives <input type="checkbox"/>

Growth & Development Plan:

CREIGHTON UNIVERSITY
STAFF PERFORMANCE ASSESSMENT & COMMUNICATION PROGRAM
SUPERVISORY PERFORMANCE COMPETENCIES
(Complete if employee has supervisory responsibilities.)

Contribution to Mission, Core Values and Service to Others

Does supervisor/manager support and contribute to the University's mission and core values? Does the manager/supervisor expose staff to opportunities in which they can support and contribute to the mission, core values and service to others?

- Pursues truth in all its forms;
- Directs activities and/or supports the intellectual, social, spiritual, physical and recreational aspects of students' lives and to the promotion of justice;
- Supports Creighton's core values: **Service to others**, the **importance of family life**, the **inalienable worth of each individual**, and **appreciation of ethnic and cultural diversity**; and
- Understands, supports and enriches the Creighton community.

Needs Improvement **Meets Objectives** **Exceeds Objectives**

Teamwork/Mutual Respect

- Creates and encourages a work environment conducive to teamwork and mutual respect.
- Establishes good working relationships and team environment.
- Handles conflict effectively and demonstrates self-control.
- Interacts effectively with others regardless of level, status, or diversity.
- Develops cooperative relationships throughout the organization.

Needs Improvement **Meets Objectives** **Exceeds Objectives**

Communication

- Provides ongoing feedback and coaching to direct reports.
- Effectively expresses ideas and facts in a concise and organized manner.
- Writes clearly and concisely. Uses proper grammar, correct spelling, and proper tone in all written communication (including email.)
- Listens openly to others' ideas and responds appropriately.

Needs Improvement **Meets Objectives** **Exceeds Objectives**

Financial Management

- Plans and monitors expenses. Considers cost budget timeframes, and expected value when making financial decisions.
- Prepares, justifies, and meets budget requirements.
- Monitors revenue-generating activities and makes necessary adjustments.

Needs Improvement **Meets Objectives** **Exceeds Objectives**

Management

- Clearly communicates job expectations and changes that affect peoples' work.
- Ensures employees have the materials and equipment to do their jobs.
- Handles employee disciplinary issues in an effective manner. Focuses on coaching for improved performance.
- Effectively records all employment related decisions and discussions (e.g. interview notes, disciplinary actions forms, accomplishments, on-going performance results.)
- Completes employee performance evaluations, conducts performance discussions and submits required paperwork to HR on time.
- Supports people development and provides appropriate resources for people to learn and grow.

Needs Improvement **Meets Objectives** **Exceeds Objectives**

Leadership

- Identifies and celebrates accomplishments.
- Encourages employees to learn and grow by challenging them to try new and innovative approaches to their work.
- Shares technical knowledge with peers and staff.
- Understands strategic goals of the University and shows employees how their jobs contribute to the University's vision and mission.
- Creates an encouraging environment that results in employee retention and/or growth.
- Recognizes the positive influence of diversity and builds a diverse team.
- Takes initiative to overcome obstacles even when outcomes are uncertain.
- Sets a personal example of what is expected from others.

Needs Improvement **Meets Objectives** **Exceeds Objectives**

Continuous Development

- Seeks out internal/external learning opportunities (e.g. seminars, professional organizations, on-the-job assignments or projects, etc.)
- Learns rapidly when faced with new problems or situations.
- Recognizes when tasks require the use of talents that are not a part of personal strengths. Finds effective ways to personally manage these situations and/or seeks assistance.
- Seeks feedback from others (peers, manager, subordinates) to become a better leader.

Needs Improvement **Meets Objectives** **Exceeds Objectives**

Growth & Development Plan:

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COMMENTS/OVERALL RESULTS**

Analyze performance and results for all objectives (including competencies) to determine Overall Results. Place a checkmark by the performance level that best represents the employee's overall performance.

Needs Improvement

Meets Objectives

Exceeds Objectives

Manager comments: Comment on strengths, accomplishments and areas of improvement.

Manager signature:

Date:

Employee Comments: Comment on overall results.

Employee signature:

Date:

**Date of Performance
Results Discussion:**

Next Level Signature:

Date: