

# UW EXTENSION

## Employee Performance Appraisal Components

**1. Performance (Output) and Accomplishments (Outcomes and Impacts):** This component evaluates the performance and accomplishments as outlined in the job description and annual goal statement.

Significantly Below Expectations - Performance is significantly below expectations for the position and rank. Inadequate progress has been shown during the last evaluation period. Improvement to meet expectations is unlikely in a reasonable time frame.

Below Expectations - Performance is below the minimum acceptable expectations for the position and rank. There is expectation of improvement within a reasonable time frame (as determined by supervisor and employee).

Meets Expectations - Performance is at or slightly above the expectations for the position and rank. This level is what one would expect from most competent, experienced employees. The employee completes requirements as defined in the job description and annual goals in a manner which exemplifies the high standards expected for UWE work. The employee must: Develop annual goals based upon clientele needs; provide program planning, implementation and evaluation according to their job description, and annual goals; evaluate programs; report program impacts.

Exceeds Expectations - Performance consistently exceeds expectations as outlined in job description, annual goal statement and by rank in terms of quality, quantity, creativity or innovation. Performance must go beyond expectations, for example, evaluating clientele needs, program planning, evaluating programs, and reporting program impact(s).

Significantly Exceeds Expectations - Performance significantly and consistently exceeds expectations for the position and rank. Performance must go beyond exceeds expectations, for example, providing creative, innovative and forward-thinking programming. The employee's performance is a model for other people in similar positions and is comparable to the best in the country in terms of quality and quantity.

**2. Customer Service:** This component evaluates how effectively the employee represents the University and the Cooperative Extension Service to all clientele; understands and constructively responds to customer needs; develops effective relationships with the variety of publics as per job description.

Significantly Below Expectations - Performance is significantly below expectations for the position and rank. Inadequate progress has been shown during the last evaluation period. Improvement to meet expectations is unlikely in a reasonable time frame.

Below Expectations - Performance is below the minimum acceptable expectations for the position and rank. There is expectation of improvement within a reasonable time frame (as determined by supervisor and employee).

Meets Expectations - Performance is at or slightly above the expectations for the position and rank. This level is what one would expect from most competent, experienced employees. Employee effectively responds to clientele requests in a cordial and timely manner; makes referrals to appropriate resources; demonstrates courtesy and respect toward clientele; works well with related agencies and diverse constituencies.

Exceeds Expectations - Performance consistently exceeds expectations in terms of quality, quantity, creativity or innovation. Performance must go beyond expectations, for example, actively seeks to identify new clientele and address their needs.

Significantly Exceeds Expectations - Performance significantly and consistently exceeds expectations for the position and rank. Performance must go beyond exceeds expectations, for example, clearly position UWE as a premier resource for research-based information and educational programming. The employee's performance is a model for other people in similar positions and is comparable to the best in the country in terms of quality and quantity.

**3. Teamwork:** This component evaluates how effectively the employee participates in various teams across UWE, which may include but are not limited to county, area, State Issue, and State Initiative Teams.

Significantly Below Expectations - Performance is significantly below expectations for the position and rank. Inadequate progress has been shown during the last evaluation period. Improvement to meet expectations is unlikely in a reasonable time frame.

Below Expectations - Performance is below the minimum acceptable expectations for the position and rank. There is expectation of improvement within a reasonable time frame (as determined by supervisor and employee).

Meets Expectations - Performance is at or slightly above the expectations for the position and rank. This level is what one would expect from most competent, experienced employees. The employee effectively attends, participates, and contributes to team meetings; shares information and resources with others; gives timely responses to requests and deadlines; interacts well with all individuals; establishes and maintains effective working relationships; promotes teamwork and values the group's efforts; demonstrates effective partnering (cooperation, collaboration, coalition); participates in resource development; demonstrates a "we" vs. "I" attitude.

Exceeds Expectations - Performance consistently exceeds expectations in terms of quality, quantity, creativity or innovation. Performance must go beyond expectations, for example, substantially contributes to team goals; acknowledges contributions of co-workers and clientele; includes stake holders and fellow staff members in programs; participates in resource development.

Significantly Exceeds Expectations - Performance significantly and consistently exceeds expectations for the position and rank. Performance must go beyond exceeds expectations, for example, developing leadership skills and abilities among co-workers and clientele; plays a crucial role in team resource development. The employee's performance is a model for other people in similar positions and is comparable to the best in the country in terms of quality and quantity.

**4. Communication and Teaching--Written and Oral:** This section evaluates how effectively the employee conveys ideas, information, and/or instructions to others.

Significantly Below Expectations - Performance is significantly below expectations for the position and rank. Inadequate progress has been shown during the last evaluation period. Improvement to meet expectations is unlikely in a reasonable time frame.

Below Expectations - Performance is below the minimum acceptable expectations for the position and rank. There is expectation of improvement within a reasonable time frame (as determined by supervisor and employee).

Meets Expectations - Performance is at or slightly above the expectations for the position and rank. This level is what one would expect from most competent, experienced employees. The employee effectively teaches in accordance with job description; evaluates teaching effectiveness; promotes open communication; demonstrates active listening; delivers appropriate educational programs within the assigned area.

Exceeds Expectations - Performance consistently exceeds expectations in terms of quality, quantity, creativity or innovation. Performance must go beyond expectations, for example, effectively uses a variety of appropriate methods; adapts teaching method to clientele learning styles, evaluations show impact, appropriate follow-up of educational efforts.

Significantly Exceeds Expectations - Performance significantly and consistently exceeds expectations for the position and rank. Performance must go beyond exceeds expectations, for example, participates as an educator on a multi-area, state, regional or national level; uses innovative teaching methods; reaches new audiences; shares impacts with stakeholders. The employee's performance is a model for other people in similar positions and is comparable to the best in the country in terms of quality and quantity.

**\*\*\* Component Required For All County Coordinators  
and State Specialists With Supervisory Responsibility \*\*\***

**5. Administrative/Supervisory**

This section evaluates how effectively the employee provides administrative responsibilities in the areas of: policies and procedures, program development and management, fiscal management, human resource management, and office/facility management.

- **Policies and Procedures:** Understands and articulates the mission and strategic plan of the University, College of Agriculture and Natural Resources and UW Extension; has a working knowledge of university, college and county policies and procedures and assures that they are applied in a consistent manner; keeps staff (professionals, para-professionals, volunteers, support staff, etc.), county commissioners, and other appropriate publics informed of new policies and procedures; periodically reviews established policies and procedures with staff and appropriate publics; periodically reviews affirmative action policies and compliance procedures with staff and appropriate publics; initiates policy change as appropriate and necessary.

- **Program Development and Management:** Understands the extension program development process and promotes a team approach among county, area and state staff, program associates, academic professionals, and faculty in development, implementation and evaluation of programs; setting program priorities; encourage supervised staff to be innovative in program development, delivery, and outreach efforts.
- **Fiscal Management:** In cooperation with personnel, provide leadership in the development and presentation of a budget to support extension programs; manage budget so that all personnel have support to conduct programs as resources allow; monitor the budget to assure proper management of finances; provide for the development and maintenance of all fiscal records as required; as appropriate, explore external funding.
- **Human Resource Development:** Management style provides for fair, consistent and open communication; is approachable; supports professional growth (training); maintains positive work environment; provides new staff orientation; evaluates supervised staff in a fair and consistent manner; takes appropriate action regarding position vacancies; assures that equal employment opportunity policies and practices are followed in all hiring opportunities.
- **Office/Facility Management:** Oversees the management of office operations to provide adequate support for all extension programs as resources allow; works to comply with ADA standards; if appropriate, oversees the operation and maintenance of auxiliary facilities, 4-H centers, satellite offices, etc.

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Below Expectations - Performance is below the minimum acceptable expectations for the position and rank. There is expectation of improvement within a reasonable time frame (as determined by supervisor and employee).

Meets Expectations - Performance is at or slightly above the expectations for the position and rank. This level is what one would expect from most competent, experienced employees. The employee effectively teaches in accordance with job description; evaluates teaching effectiveness; promotes open communication; demonstrates active listening; delivers appropriate educational programs within the assigned area.

Exceeds Expectations - Performance consistently exceeds expectations as outlined in job description and annual goal statement in terms of quality, quantity, creativity or innovation. Performance must go beyond expectations, for example, provides leadership in uniquely challenging circumstances; works to facilitate educational programming in appropriate Extension Initiatives, pursues new ideas, adapts programming to emerging needs and demands, obtains additional resources; pursue a positive working relationship with elected officials or funding sources.

Significantly Exceeds Expectations - Performance significantly and consistently exceeds expectations for the position. Performance must go beyond exceeds expectations, for example, expands the role and position of UWE; pro-actively addresses change, cultivates an effective

program in all appropriate Extension Initiatives. The employee's performance is a model for other people in similar positions and is comparable to the best in the country in terms of quality and quantity.