

ACC's Performance Planning & Review Form

Total Score:

Employee Full Name:	Department:	Division:	Position Title:
Name of Supervisor:	Name of Director:	Interim Review Date:	Final Review Date:
Type of Evaluation (please check one): <input type="checkbox"/> Probationary <input type="checkbox"/> Standard <input type="checkbox"/> Special			
Performance Evaluation Period: From / / Through / /			

PART I - ORGANIZATIONAL-WIDE PERFORMANCE CRITERIA

This section should be reviewed during the **Planning** phase of the *Performance Management Process*. The supervisor and the employee should discuss each level of each **Organizational-Wide Performance Criteria**. A rating for each criterion should be assigned during the **Review** phase (please check the appropriate box in the right hand corner).

Performance criteria are defined by: 1 = Unacceptable; 2 = Marginally Meets; 3 = Fully Meets; 4 = Superior; 5 = Exemplary.

	1	2	3	4	5
1. Customer Service <i>Does the person act on behalf of the customer (external or internal)?</i>	Frequently fails to respond to customer. May be discourteous to co-workers or fellow employees.	Occasionally fails to attend to customer needs. Infrequently follows through on customer request.	Consistently follows through on customer inquiries, requests, or complaints in a timely manner. Keeps customer informed.	Provides prompt and friendly service to customers and monitors customer satisfaction. Makes extra effort to satisfy customer.	Continuously builds rapport with customer by taking personal responsibility for correcting problems. Provides exemplary assistance in dealing with critical and demanding situations.
Weight: pts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Organizational Commitment <i>Does the person actively support the goals and mission of the organization and act in accordance with its needs and goals?</i>	Through action or inaction, interferes with organizational progress so that it detracts from the organization's ability to meet goals.	Occasionally fails to support objectives of the organization. Reluctant to help others with their work to meet organizational objectives.	Understands and supports organization's goals and objectives. Consistently assists others in efforts to achieve the organization's goals.	Initiates effective actions to support the accomplishment of the organization's goals.	Undertakes and accomplishes activities which result in exemplary accomplishments that support the organization's goals.
Weight: pts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Communication <i>Does the person provide information in a timely manner that is coherent and accurate? (Sample)</i>	Fails to share information with others. Conveys information ineffectively (both formally and informally).	Fails to deliver information in a timely manner. Frequently provides incomplete information.	Exchanges complete information with others in a timely manner. Demonstrates attention to comments and concerns of others.	Consistently provides quality, timely information to others. Initiates communication with others.	Provides quality information to others in an exemplary and timely manner when faced with difficult circumstances or time pressures.
Weight: pts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Supervisor Comments for Organization-Wide Performance Criteria :

PART II: JOB SPECIFIC PERFORMANCE CRITERIA

Part II requires employees and supervisors to review the following five Job Specific Performance Criteria which reflect the employee's major job responsibilities as well as his/her unique contributions to Athens-Clarke County. (Please note that these five criteria are NOT listed in order of importance.) After reviewing each criterion, please discuss the exact standards/expectations for successfully fulfilling the criterion and complete column two ("Expectation") of the form. In rows nine (9) and ten (10), the supervisor and employee are responsible for jointly establishing **two** (2) additional criteria. These criteria need to represent major job responsibilities and may **NOT** overlap with any of the criteria currently listed on this form. At the end of the performance period, a **Rating** should be assigned to each criteria.

Job Responsibility	Expectation	Performance Rating
<p>4.</p> <p>Weight: pts.</p>		<p>Ratings: (Check One)</p> <p><input type="checkbox"/> 1. Unacceptable</p> <p><input type="checkbox"/> 2. Marginally Meets</p> <p><input type="checkbox"/> 3. Fully Meets</p> <p><input type="checkbox"/> 4. Superior</p> <p><input type="checkbox"/> 5. Exemplary</p>
<p>Supervisor Comments:</p>		
<p>5.</p> <p>Weight: pts.</p>		<p>Ratings: (Check One)</p> <p><input type="checkbox"/> 1. Unacceptable</p> <p><input type="checkbox"/> 2. Marginally Meets</p> <p><input type="checkbox"/> 3. Fully Meets</p> <p><input type="checkbox"/> 4. Superior</p> <p><input type="checkbox"/> 5. Exemplary</p>
<p>Supervisor Comments:</p>		
<p>6.</p> <p>Weight: pts.</p>		<p>Ratings: (Check One)</p> <p><input type="checkbox"/> 1. Unacceptable</p> <p><input type="checkbox"/> 2. Marginally Meets</p> <p><input type="checkbox"/> 3. Fully Meets</p> <p><input type="checkbox"/> 4. Superior</p> <p><input type="checkbox"/> 5. Exemplary</p>
<p>Supervisor Comments:</p>		

Job Responsibility	Expectation	Performance Rating
7. Weight: pts.		Ratings: (Check One) <input type="checkbox"/> 1. Unacceptable <input type="checkbox"/> 2. Marginally Meets <input type="checkbox"/> 3. Fully Meets <input type="checkbox"/> 4. Superior <input type="checkbox"/> 5. Exemplary
Supervisor Comments:		
8. Weight: pts.		Ratings: (Check One) <input type="checkbox"/> 1. Unacceptable <input type="checkbox"/> 2. Marginally Meets <input type="checkbox"/> 3. Fully Meets <input type="checkbox"/> 4. Superior <input type="checkbox"/> 5. Exemplary
Supervisor Comments:		
9. <i>Departmentally Developed</i> Weight: pts.		Ratings: (Check One) <input type="checkbox"/> 1. Unacceptable <input type="checkbox"/> 2. Marginally Meets <input type="checkbox"/> 3. Fully Meets <input type="checkbox"/> 4. Superior <input type="checkbox"/> 5. Exemplary
Supervisor Comments:		
10. <i>Departmentally Developed</i> Weight: pts.		Ratings: (Check One) <input type="checkbox"/> 1. Unacceptable <input type="checkbox"/> 2. Marginally Meets <input type="checkbox"/> 3. Fully Meets <input type="checkbox"/> 4. Superior <input type="checkbox"/> 5. Exemplary
Supervisor Comments:		

Total Weighted Points should equal 100.

Part III: Supervisor's Summary Comments

Areas of Strengths:

Opportunities for Further Development and Improvement:

PART IV: VERIFICATION OF REVIEW AND DISCUSSION

Employee Comments (may attach additional sheets if necessary)

Employee's Signature and Date

Note: The employee's signature does not imply agreement with the evaluation; it merely indicates that the performance evaluation information has been shared with the employee.

Immediate Supervisor's Comments

Immediate Supervisor's Signature and Date

Reviewing Supervisor's Comments

Reviewing Supervisor's Signature and Date

Department Director's Comments

Department Director's Signature and Date

