

Santa Cruz Valley USD No. 35
Support Staff Evaluation System

Approved by Governing Board May 10, 2011

PURPOSES OF SUPPORT STAFF EVALUATION

The evaluation process provides employees with the opportunity to clarify their job responsibilities, understand their supervisor's expectations and discuss their job performance and progress with their supervisor. The evaluation process provides supervisors with opportunities to improve an employee's understanding of his/her job and encourage an employee's development for better job performance. In addition, the evaluation process assists the District in making important employment decisions (i.e. selection, assignment, retention, promotion, discipline, dismissal).

Nothing in this Evaluation System provides employees with "at-will" employment status with continuing employment rights

SUPPORT STAFF EVALUATION TIMELINES AND PROCEDURES

Initial or Annual Conference

An initial conference between a supervisor and the employee(s) should be held by September 1st. At this time, the supervisor should review the employee's job description, the supervisor's expectations, the evaluation criteria and the evaluation rating system.

New Hire or New Position Evaluation

Each new employee, or a continuing employee who has changed positions (i.e. an instructional aide transferring to a clerical position or transferring within a program, site or department), should be evaluated two (2) times a year. The first evaluation should occur within ninety (90) days of hire or transfer. A second evaluation should be completed by March 1st. Periodic evaluations may occur at the supervisor's discretion. The supervisor shall meet with the employee to review the evaluation instrument.

The original evaluation documents should be submitted to the Human Resources Department. All evaluation instruments must be submitted to the Human Resources Department no later than April 1. The supervisor should provide the employee with a copy of each evaluation document and retain a copy for the supervisor's files.

Annual Evaluation

Employees who are not new to the District or their position should be evaluated a minimum of one (1) time per year, by March 1st. Periodic evaluations may occur in addition to annual evaluation at the supervisor's discretion. If an employee is assigned to a particular school site, but is not evaluated directly by the principal, the supervisor should consult with the principal of the school site regarding employee performance, prior to the initiation of the evaluation. The supervisor shall meet with the employee to review the evaluation instrument.

The original evaluation document(s) should be submitted to the Human Resources Department. All evaluation instruments must be submitted to the Human Resources Department no later than April 1st. The supervisor should provide the employee with a copy of each evaluation document and retain a copy for the supervisor's files.

Acknowledgment of Review and Receipt of Evaluation

Employees will be asked to sign the evaluation instrument to confirm that the supervisor has reviewed the evaluation instrument with them and to acknowledge that they have been provided a copy of the evaluation. An employee's refusal to sign the evaluation instrument shall be considered insubordinate conduct for which the employee may be disciplined.

Employee Response to Evaluation

An employee who does not agree with the annual evaluation may submit a written response to their supervisor within five (5) work days. A supervisor will discuss the written response with the employee. The supervisor may then revise the evaluation, complete a new evaluation or make no changes at all to the evaluation and must provide the employee with a written response.

DEFINITIONS

Effective – Skill has been demonstrated consistently and applied effectively

Approaches – Skill has been observed, but more consistency or increased quality is needed to improve effectiveness

Unsatisfactory – Skill has not been used effectively, appropriately, or consistently

Not Applicable – Skill is not applicable or required for position

CRITERIA RATINGS

Evaluation criteria marked **Approaches** must be addressed in the evaluation document or in a separate improvement plan, at the discretion of the supervisor.

Evaluation criteria marked **Unsatisfactory** must be addressed in the evaluation document or in a separate correction plan. An employee with one (1) or more evaluative rating(s) of **Unsatisfactory** earns an overall rating of **Unsatisfactory** and is not qualified for salary advancement.

Support Staff Evaluation Criteria

The evaluation criteria used to evaluate support staff is listed below, along with a brief description of each criterion. Each criterion should be rated in relation to the employee's duties and responsibilities, as outlined in the job description. The degree of importance for each criterion will vary according to the requirements of each position.

GENERAL WORK SKILLS

Public Contacts

- Demonstrates courtesy and respect in personal or telephone conversation, correspondence, electronic communications and day to day interactions with the public
- Demonstrates a positive attitude when providing service to the public
- Maintains visibility and accessibility, as needed

Pupil Contacts

- Models appropriate behavior for students
- Demonstrates courtesy and respect in personal conversation, correspondence, electronic communications and day to day interactions with students
- Demonstrates a positive attitude when providing service for/or interacting with students
- Maintains visibility and accessibility, as needed

Employee Contacts

- Demonstrates courtesy and respect in personal or telephone conversation, correspondence, electronic communications and day to day interactions with staff members
- Demonstrates a positive attitude when providing service or collaborating with staff members
- Maintains visibility and accessibility, as needed

Communication

- Demonstrates effective verbal and/or written skills
- Organizes information clearly
- Selects appropriate method for communicating information
- Demonstrates the ability to listen and ask questions to clarify understanding
- Participates effectively in meetings
- Reads and interprets information accurately as needed for job performance

Knowledge of Work

- Demonstrates a knowledge of all aspects of position
- Effectively applies knowledge of work to complete tasks accurately and efficiently
- Identifies and uses all resources available
- Keeps current with changes related to position

Safety Practices

- Assures safety of students, employees and/or the general public
- Heeds caution and abides by warning labels
- Avoids potentially dangerous conditions

- Demonstrates use of good judgment
- Executes emergency management plans

Planning, Organization and Time Management

- Plans and organizes tasks to achieve the desired results efficiently
- Prioritizes tasks to avert crisis
- Coordinates successful completion of multiple tasks
- Demonstrates an ability to meet deadlines
- Communicates barriers to completing work in a timely manner
- Maintains work station/area neat and orderly
- Maintains work station/area conducive to completing tasks in an efficient manner

Quality & Volume of Work

- Monitors work to ensure accuracy
- Completes work accurately and thoroughly
- Demonstrates attention to detail
- Accomplishes an adequate volume of work

Work Coordination with Others

- Coordinates work with other employees or departments, as necessary
- Functions effectively as a team member
- Demonstrates respect and sensitivity to others' opinions and viewpoints
- Compromises to reach desired solutions

Responsibility & Initiative

- Works independently with minimal supervision
- Accepts responsibility
- Accepts accountability for results
- Distinguishes confidential information
- Seeks and assumes responsibility for additional tasks
- Seeks and implements opportunities for work place improvement
- Recognizes challenges in the workplace and seeks solutions
- Demonstrates an effort to improve basic skill levels

Direction & Flexibility

- Responds appropriately to instruction and supervision in completing tasks
- Participates in training and implements acquired learning
- Utilizes constructive criticism to improve work performance
- Adapts to changes in physical work environment, including new equipment
- Adapts to changes in procedure or supervision

Effectiveness Under Work Stress

- Recognizes when assistance is needed and requests it
- Copes with pressures and work tempo when situations become demanding
- Produces quality work in a crisis
- Mitigates and diffuses stressful situations calmly but assertively

Operation and Care of Equipment (if applicable)

- Demonstrates effective and economical use, operation, maintenance, safeguarding and storage of machinery or equipment
- Demonstrates effective and economical use of supplies and materials.
- Requests appropriate maintenance and/or repair of equipment as necessary

TECHNOLOGY SKILLS (if applicable)**Competency with Technology**

- Demonstrates proficiency with required computer applications
- Demonstrates skills to affectively use available technology to complete tasks
- Demonstrates an ability to learn and implement new technology
- Demonstrates an ability to trouble shoot basic technological problems
- Demonstrates proficiency in the use of assistive devices

INSTRUCTIONAL SKILLS (if applicable)**Student Support**

- Implements lesson plans, Section 504 plans or individual education plans (IEPs) with teacher direction
- Provides supportive learning environment
- Monitors student behavior and performance
- Assists with individual student needs
- Assists teacher with planning and execution of daily schedule as required
- Communicates student progress to appropriate personnel, as required

Behavior Management

- Recognizes and facilitates learning environments to increase student learning
- Reinforces positive student behavior
- Encourages student solutions and reinforces successful student decisions
- Implements behavior control strategies as directed or required
- Addresses student behavior with supervisor prior to behavior becoming problematic

Support Staff Professional Responsibilities

Any professional responsibility that is not met may result in disciplinary action including, but not limited to, a written warning, letter of reprimand, temporary suspension with or without pay, or termination.

Maintains consistent and punctual attendance

- Adheres to schedule, work hours and scheduled work days as determined by supervisor
- Schedules time-off to minimize impact on productivity
- Reports any variances in work schedule and includes reasons to supervisor

Grooming and Dress

- Dresses in accordance with position held and meets health/safety standards
- Maintains standards of good grooming and dress commensurate with level of public contact

Compliance

- Complies with polices, procedures, rules and regulations established by law, District, site or department
- Demonstrates mental and/or manual skills represented verbally and/or written during job application process
- Performs duties as assigned by supervisor

Maintains confidentiality

- Maintains confidential information
- Ensures security of confidential information
- Reports unauthorized requests for confidential information
- Reports breach of confidentiality by self or others

Professional Growth and Development

- Identifies methods to continuously improve performance
- Participates in available learning opportunities
- Participates in cross-training, as needed

Santa Cruz Valley USD No. 35
Support Staff Evaluation Initial Conference

EMPLOYEE NAME _____
Position _____
Site and/or Department _____

Conference Date _____

New Hire

Transfer

Returning

The following areas were reviewed with me by my supervisor:

Review of position description **Yes** **No**

Review of Support Staff Evaluation Criteria **Yes** **No**

Review of Support Staff Evaluation Ratings **Yes** **No**

Review of supervisor expectations **Yes** **No**

Comments:

Employee signature

Date

Supervisor(s) signature

Date

****Return completed form to the Human Resources Department by September 15th**
or within 15 work days after hire or transfer. **

**Santa Cruz Valley USD No. 35
Support Staff Evaluation**

EMPLOYEE NAME _____

Date _____

Position _____

Site and/or Department _____

- New Hire**
- Transfer**
- Annual**
- Periodic**

Legend

E = Effective

A = Approaches

U = Unsatisfactory

N = Non-Applicable

	E	A	U	N
GENERAL WORK SKILLS				
Public Contacts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Pupil Contacts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employee Contacts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Knowledge of Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Safety Practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Planning, Organization & Time Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Quality & Volume of Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Work Coordination with Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Responsibility & Initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Direction & Flexibility

Effectiveness Under Work Stress

Operation and Care of Equipment

TECHNOLOGY SKILLS

Competent with Technology

INSTRUCTIONAL SKILLS

Student Support

Behavior Management

Goals for next fiscal/school year

Legend

E= Effective A= Approaches U= Unsatisfactory

OVERALL EVALUATIVE RATING

Effective Approaches Unsatisfactory

Supervisor must address any area(s) marked *Approaches* or *Unsatisfactory*. An employee with one (1) or more evaluative rating(s) of *Unsatisfactory* earns an overall rating of *Unsatisfactory* and is not qualified for salary advancement. An employee may submit a **written response to his/her evaluating supervisor within five (5) working days of receipt of the evaluation.**

Employee signature**

Date

** Employee's signature does not imply agreement with the evaluation.

Supervisor signature

Date

Original evaluation must be returned to the Human Resources Department

A copy should be retained by the supervisor

A copy must be provided to the employee