UCF | Human Resources
UNIVERSITY OF CENTRAL FLORIDA

Business Centers, HR/Finance COE, and kNEXT SET Performance Appraisal

Employee Name: _____ Employee ID: _____

Supervisor Name: _____

Feedback Period: From _____ through _____

Instructions

Instructions are listed for each section. The supervisor should provide a copy of the signed feedback form to the employee after discussing and administering, retain the original for departmental files, and scan and send a signed copy with all attachments to their HRBC.

I. Discussion and Feedback Questions

To be completed by the employee.

All applicable staff should answer the questions on pages two and three and provide their feedback to their supervisor prior to their one-on-one meeting/discussion.

For your information, answers on this form are limited to 600 characters. If needed, you may attach additional pages.

1. What accomplishments are you most proud of this past year? (Refer to your Goal Planning Form).

2. What do you feel you are the most proficient at in your job/role?

3. What aspects of your job/role do you feel has the most room for development or improvement?

4. What has surprised you the most about your job/role?

5. What do you hope to achieve over the next year?

6. What do you feel you can improve on in your job/role?

7. Do you feel like you have an overarching understanding of your role and responsibilities? If not, please explain why.

8. Do you feel you have everything you need to do your job?

9. Do you feel you work well with the rest of the team?

10. What can your supervisor do to help you succeed in the next year?

11. What other information would you like to share about this past year?

12. Do you have a copy of your most recent position description? ☐ Yes ☐ No
    If no, please discuss with your supervisor to obtain a recent copy.

II. Performance Factors

To be completed by the supervisor.

Each supervisor will provide standardized feedback to their employees on the following key performance indicators using the definitions below:

- **Distinguished**: Exceeds performance expectations on a consistent and uniform basis in areas of responsibility. In addition, makes a unique or significant contribution well beyond performance expectations through remarkable achievement and pacesetting performance.
- **Exceeds Expectations**: Achieves performance expectations and at times exceeds them.
- **Meets Expectations**: Fulfills performance expectations. Level of performance is effectively and consistently maintained.
- **Needs Improvement**: Fails to consistently fulfill performance expectations, possibly due to certain mitigating circumstances that may or may not have been under their control. Improvement(s) may be required in order to fully achieve expectations on a continuous basis.
- **Unsatisfactory**: Fails to fulfill most of the performance expectations. Regularly fails to meet or exceed required outcomes. Immediate improvements are required by the next performance evaluation.

Job Knowledge: Ability to demonstrate an understanding of job duties and responsibilities.

☐ Distinguished ☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unsatisfactory

Adaptability/Flexibility: Ability to positively adjust to new processes and situations.

☐ Distinguished ☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unsatisfactory

Judgment: Ability to achieve logical conclusions to make appropriate choices.

☐ Distinguished ☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unsatisfactory

Interpersonal Relationships: Ability to work harmoniously and effectively with others.

☐ Distinguished ☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unsatisfactory

Customer Focus: Ability to listen, support, respond, and demonstrate a customer centered approach.

☐ Distinguished ☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unsatisfactory

Initiative: Ability to be resourceful, active in problem solving, willingness to fulfill responsibilities.

☐ Distinguished ☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unsatisfactory

Dependability: Ability to be consistent and reliable in performing job responsibilities.

☐ Distinguished ☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unsatisfactory

Staff Development (*for those in supervisory positions*): Ability to effectively lead, manage, and make decisions that impact the team's success.

☐ Distinguished ☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unsatisfactory

III. Overall Feedback

To be completed by the supervisor.

Each supervisor will take all factors into consideration and employee feedback to assign an overall feedback rating.

☐ **Distinguished**:	Performance at least exceeds expectations in all performance factors **and** is distinguished in a majority of the performance factors.
☐ **Exceeds Expectations**:	Performance at least meets expectations in all performance factors **and** exceeds expectations in a majority of the performance factors.
☐ **Meets Expectations**:	Performance meets expectations in all performance factors **or** meets expectations in all performance factors with **one** performance factor rated as needs improvement.
☐ **Needs Improvement**:	Performance needs improvement in **two or more** performance factors.
☐ **Unsatisfactory**:	Performance is unsatisfactory in a majority of the performance factors.

Supervisory comments on feedback rating (please attach additional pages if needed):

If the employee disagrees with their overall feedback rating, the supervisor will notify the employee of their option to submit a response/rebuttal within five business days after administering the review. The response/ rebuttal should be submitted directly to the supervisor for consideration and inclusion with the appraisal and the personnel file.

IV. Signatures

To be completed by the supervisor, department head, and employee.

_____	_____	_____
Immediate Supervisor (Print Name/Sign/Date)	Department Head (Print Name/Sign/Date)	Employee (Print Name/Sign/Date)