UNIVERSITY OF CENTRAL FLORIDA

University Support Personnel System Annual Performance Appraisal

This form should be utilized for annual or out-of-cycle reviews for USPS employees who have achieved regular status.

Annual Review:

The supervisor shall review (discuss) job performance with each University Support Personnel System (USPS) employee **who has achieved regular status** annually to (a) ensure performance standards are met; (b) update the employee's position description (if necessary); (c) enhance communications; and (d) convey the supervisor's performance expectations for the coming year. Though not required, the supervisor may elect to complete an additional written statement outlining the items discussed during the annual review.

The annual performance appraisal and other written documents must be submitted to Human Resources at appraisals@ucf.edu no later than February 15th of each calendar year.

Out of Cycle Review (a/k/a Informal):

Additional informal reviews are encouraged at any time for USPS employees in regular status, to discuss changes in one or more areas of the employee's performance, a change in supervision, changes in original job duties or the priority of job duties, or a change in the supervisor's job performance expectations.

These types of reviews are typically kept in the departmental file unless the department would like to update the official personnel file with an updated performance appraisal to show an improvement in the employee's performance. *If this is the case*, the department should include a memorandum with the review to reflect such a request and to support this action.

Instructions:

- All sections of the performance appraisal should be completed by the immediate supervisor.
- The review should then be discussed with and approved by the Department Head who may have input to the original content.
- The Department Head and Supervisor must sign the Supervisory Certification section.
- Once the review is signed off by the Department Head and Supervisor, the immediate supervisor should make arrangements to discuss the completed appraisal with the staff member.
- Following this discussion, the staff member may make any appropriate written comments in the final section and/or submit a written response as described below.
- Once the supervisor has discussed the appraisal with the employee, the staff member should sign the performance appraisal to signify the review was administered.
- If the employee disagrees with their performance evaluation, 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 in the personnel file.
- The supervisor must provide a copy of the signed appraisal to the employee, retain the original for departmental files, and scan a signed copy with all attachments to Human Resources via email at appraisals@ucf.edu.

HR is here to help. Your HR Business Center leader will serve as your primary point of contact for assistance with all performance appraisals. Please contact your HR Business Center as early as possible if a performance appraisal will result in a "below effective" rating. General questions about performance appraisals may also be directed to eerelations@ucf.edu and relevant training is offered by HR Learning & Organizational Effectiveness.



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Name:	Dept. N	Name:	Employee ID:		
Appraisal Period: From	To	Appraisal	Type : □ Annual	□ Out of Cycle	
	dd/yy mm/dd I appraigai ota	,,			
PERFORMANCE FACTOR		•		ent for each Performance F	•
	Unsatisfactory	Marginal	Effective	Commendable	Exemplary
Job Knowledge: Understanding of present job duties and related work.	☐ Unable to list anddescribe duties and knows little about related work.	☐ Able to list and describe minimum requirements ofthe position. Knowledge should improve with experience.	☐ Can list and describe job mechanics. Routine instructions given.	☐ Has very good knowledge of job and related work. Rarely needs instruction.	☐ Exceptionally well- informed on all phases of work. Needs no instruction, even in new situations.
Job Skills: Demonstrated skills andabilities necessary for full job performance.	☐ Not able to perform job functions despite training/instruction.	☐ Demonstrates minimal skills and abilities.	☐ Possesses satisfactoryskills and abilities to produce acceptable work.	☐ Above average competency in use ofnecessary skills and abilities.	☐ Consistently superior useof skills and abilities.
Quality of Work: The accuracy, completeness, neatness, and effectiveness of work performed.	☐ Consistently below minimum standards. Work is unacceptable.Work must often be redone.	Usually meets minimumstandards. However, improvement is needed. Work must be redone.	☐ Produces good work. Meets all expectations of the position.	☐ Frequently exceeds expectations. Does aboveaverage work.	☐ Consistently exceedsexpectations. Does exceptional work.
Quality of Service: Willingness to exhibit a caring attitude and be courteous and timely in responding to the needs of others.	☐ Is often insensitive/ unresponsive to the needs of others.	☐ Sometimes responds to the needs of others in an untimely/insensitive manner.	☐ Responds to the needs of others in a timely/sensitive manner.	☐ Takes extra initiative to ensure that the needs of others are met in a timely and sensitive manner.	☐ Is exceptionally conscientious in ensuring that the needs of others are met in a timely and sensitivemanner.
Judgment: Ability to organize and achieve logical conclusions in a timely manner.	☐ Makes frequent errors in judgment.	☐ Judgment less thanadequate in routine situations.	☐ Exercises satisfactoryjudgment in nearly all cases.	☐ Exercises good judgmentand anticipates consequences of actions.	☐ Exercises exceptional judgment. Displays maturity in handling most situations.
Dependability: Performance of jobduties in the absence of direct or indirect supervision.	☐ Needs constant direct supervision.	☐ Needs frequent direct supervision.	☐ Needs routine indirect supervision.	☐ Seldom needs direct orindirect supervision.	Justifies utmost confidence. A self-starter. Needs no supervision.
Adaptability / Flexibility: The ability to successfully alter activities to cope withdemands of new situations that requireacceptance and support. For example, being open to ideas and suggestions from others.	☐ Unable / unwilling to adapt to new situations.	☐ Shows resistance anddelays transition to change.	☐ Accepts the changing situation.	☐ Embraces change and views it as an opportunity for positive improvement.	☐ Initiates and promotes positive change.
Initiative: Resourcefulness, self- reliance, willingness to accept andability to carry out responsibility.	☐ Needs detailed instructions. Rarely develops more effective ways of handling assignments. Requires constant follow-up.	☐ Demonstrates minimal initiative. Seldom exhibits creative thought. Requires some follow-up.	☐ Takes initiative to solve problems and carry out responsibility.	☐ Has drive and resourcefulness to deviate from routines and make effective suggestions.	☐ Frequently makes ingenious suggestions, Independently develops ideas and solutions to problems and follows through completely.
Communication Skills: Ability to communicate with others orally and/or writing	☐ Written ☐ Spoken Frequently unable to communicate clearly.	☐ Written ☐ Spoken Occasionally unable tocommunicate clearly.	☐ Written ☐ Spoken Possesses appropriate communication skills for the position.	☐ Written ☐ Spoken Better than average ability to communicate thoughts and ideas.	☐ Written ☐ Spoken Exceptional communication skills.
Attendance: Attendance and punctuality.	☐ Often absent and/or frequently tardy without good excuse.	☐ Lax in attendance orreporting on time.	☐ Attendance andpunctuality are satisfactory.	☐ Rarely absent or tardy.	☐ Extremely conscientious. Absent only when unavoidable.
Relationship with People: Works harmoniously and effectively withothers.	☐ Has difficulty relating to others, which frequently inhibits effectiveness.	☐ Relates fairly well to others, works with some better than others.	☐ Works well with others, which promotes effectiveness in carrying out duties.	☐ Gets along extremely well with others, promotes efficiency and productivity.	☐ Demonstrates outstanding interpersonal skills and abilities, which areassets on the job and to others in the workplace.
Promotion of Cultural Diversity: Encourages students, staff, faculty, andcommunity members to participate in the educational, employment, and cultural activities/programs of the University.	☐ Does not demonstrate support for the University's diversity goals.	☐ Occasionally demonstrates lack of support for the University's goal of becoming more inclusive and diverse.	☐ Treats people fairlyand supports the University's diversity goals.	☐ Shows extra initiative to support the University's diversity goals.	☐ Consistently and frequently embodies the University's promotion of cultural diversity through formal and informal communications/actions.



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University Support Personnel System: Annual Performance Appraisal

Employee	ID:		

SUPERVISORY SKILLS: The following performance factors are to be rated for those who supervise.

PERFORMANCE FACTOR	APPRAISAL STATEMENT (Check the one most appropriate statement for each Performance Factor)					
	Unsatisfactory	Marginal	Effective	Commendable	Exemplary	
Organizational and Administrative Effectiveness and Efficiency: The supervisor's ability to plan, implement and administer.	☐ Unable to plan, implement and administer.	☐ Able to plan, implement and administer at a basic level.	□Plans and implements most tasks with minimal direction.	☐ Can be relied upon toplan, implement, and administer tasks well.	☐ Plans, implements and administers all tasks and projects very well with little or no direction.	
Leadership: The extent to which the supervisor is able and willing to effectively guide, develop and set a positive example for others.	☐ Avoids or neglects leadership; results arebased on employee effort, not leadership skills.	showspotential for growth.	☐ Obtains satisfactory results from employee(s)as a result of leadership skills.	☐ Obtains good results from employee(s) as a result of good leadership skills.	☐ Obtains outstanding results from employee(s) as a result of exceptionalleadership skills.	

Strengths / Accomplishments: Briefly describe the staff member's most significant strengths, accomplishments, and training during this rating period. Please support any performance factors rated as "Exemplary" by providing specific examples and justification. (Use additional sheets if necessary.)

Areas of Improvement: List areas in which the staff member should take special care to address areas that need improvement. Please support any performance factors rated "Unsatisfactory" or "Marginal" by providing specific examples and justification. (Use additional sheets if necessary.)

Goals and Objectives: Provide a brief description of the major goals and objectives for the next rating period. (Use additional sheets if necessary.)

		I. SUPERVISOR'S C	OMMENTS		
□ Commendable: Performan □ Effective: Performan with one p □ Marginal: Performan	ce is at least effective or above is at least effective or above is either effective in a major efformance factor rated below the effective level ce is unsatisfactory in a major	ve in all performance factors ority of the performance factor veffective in two or more performance	and commendable in a rs OR at effective or ab factors.	majority of the performance	factors.
Use additional sheets if necessar	y.)				
mmediate Supervisor:		II. SUPERVISORY CEI	RTIFICATION artment Head:		
· 	Circ Nove	· 		Olem Name	
Print Name	Sign Name		Name	Sign Name	Date
	ID a lili	III. STAFF MEMBER'S	COMMENTS		ı
How clearly do you understand what is expected of you regarding your job performance?	☐ Completely clear. I know exactly what is expected of me.	Very clear. I generally know what is expected of me.	☐ Usually clear. I seldom have to ask.	☐ Somewhat clear. I sometimes have to ask.	☐ Not clear. I'm never sure of my duties and responsibilities.
To what extent do you agree, or disagree, with this performance appraisal?	☐ Completely Agree	☐ Agree	☐ I have some disagreement	☐ Completely Disagree	
Oo you have a copy of your most	recent position description?	☐ Yes ☐ No			
Other Comments (Use additional	sheets if necessary):				
				Staff Member's Signature	Date