Technical Services Evaluation Summary

The following is a summary of input about employee performance. It is generated through a Web based tool by using information that was submitted by the employee, the employee's supervisor as well as clients and coworkers. It provides an automated and standardized reporting mechanism for many areas of performance evaluation.

The evaluation form is based upon several sources, including Evaluation Factors for Technical Services by Charles F. Dunn, The Seven Habits of Highly Effective People from the Franklin Covey Program, and the Data Processing Management Associations (DPMA) Code of Ethics, Standards of Conduct, and Enforcement Procedures. These evaluation sources were reviewed, discussed and condensed into sections that reflect the work performed in Technical Services / CIT. These areas are:

Technical	Attitude
Planning and Approach	Communication
Timeliness	Completeness
Leadership Skills	Growth Potential
Relationship with Supervisor	

Each section has several questions that focus on particular issues in the broader category.

The questions ask for input rating the employee as *Outstanding, Very Good, Good, Fair, Poor* or *Don't know.* Return values of *Don't Know* are not included in cacluating the mean and standard deviation. If all responses to a question are *Don't Know,* then the question is omitted from the evaluation summary.

Input responses from clients and co-workers are combined and averaged and the standard deviation is calculated for each item. Input responses from the employee and supervisor are separated to facilitate direct and valuable discussions about mutual performance perceptions.

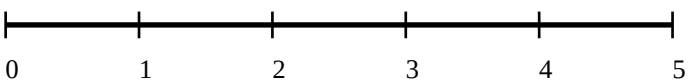
In addition to the standardized questions, the web form solicits free-form comments from the evaluators. These free format comments are stripped of attribution to preserve confidentiality and are available for inclusion in the performance evaluation as additional text.

These comments can be combined with a plan of action in the performance appraisal or subsequent programs.

This system of performance evaluation provides an overview of employee strengths and weaknesses. It can be used immediately to help shape employee training needs and over time to show growth in a variety of areas.

Evaluation for USG A Sample Review
January 1999 - January 2000

A. Technical	Freq	Mean	S-D
A1. Consistently produces high quality work	8	4.50 4.00	0.7
A2. Understands issues and concerns within work group	8	4.25 5.00	0.8
A3. Grasps broad picture of computing technologies and trends	7	4.57 4.00	0.7
A4. Is current and knowledgeable about field of work	9	4.56 5.00	0.7
A5. Demonstrates proficiency with various technologies	9	4.44 4.00	0.8
A6. Describes technical problems and solutions (the big picture) at a detailed level that is comfortable for you	8	4.50 4.00	0.9
A7. Demonstrates effective diagnostic and troubleshooting skills	9	4.56 5.00	0.7



Evaluation from Clients/CoWorkers

Evaluation from Supervisor

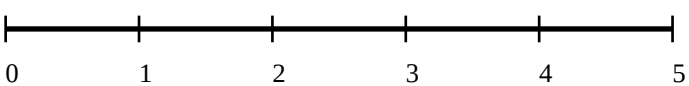
1 = Poor
2 = Fair
3 = Good
4 = Very Good
5 = Outstanding

Freq = number of respo
Mean = average of resp
S-Dev = standard devia

Evaluation for USG A Sample Review
January 1999 - January 2000

B. Attitude

	Freq	Mean	S-D
B1. Helps to create a positive and optimistic work environment	9	4.67 4.00	0.7
B2. Exhibits appropriate control over emotions	9	4.56 4.00	0.7
B3. Willingly assists others at all levels	9	4.78 4.00	0.4
B4. Shows courtesy and respect for people	9	4.78 5.00	0.4
B5. Works well as part of a team	9	4.56 5.00	0.5
B6. When faced with a choice, does what is right, not what is easy	7	4.57 5.00	0.7
B7. Acknowledges the contributions of others	9	4.89 5.00	0.3
B8. Accepts full responsibility for both quality and quantity of work performed	9	4.78 5.00	0.4



Evaluation from Clients/CoWorkers

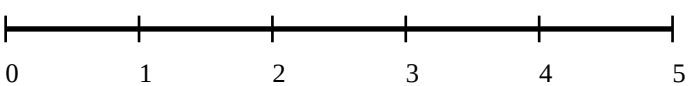
Evaluation from Supervisor

1 = Poor
2 = Fair
3 = Good
4 = Very Good
5 = Outstanding

Freq = number of respo
Mean = average of resp
S-Dev = standard devia

Evaluation for USG A Sample Review
January 1999 - January 2000

C. Planning and Approach	Freq	Mean	S-D
C1. Plans ahead on projects and is proactive in approach	8	4.75 4.00	0.4
C2. Defines and focuses the end objective	8	4.25 4.00	0.8
C3. Maintains an appropriate balance between planning and doing	8	4.12 4.00	1.1
C4. Strives for outcomes that are viewed as positive by all concerned	9	4.56 5.00	0.7
C5. Shares and presents factual and objective information	8	4.50 4.00	0.7
C6. Includes appropriate people in work process	9	4.56 4.00	0.7
C7. Works to solve problems rather than ignoring them	9	4.67 5.00	0.5
C8. Protects privacy and confidentiality of University information	6	4.50 5.00	0.8



Evaluation from Clients/CoWorkers

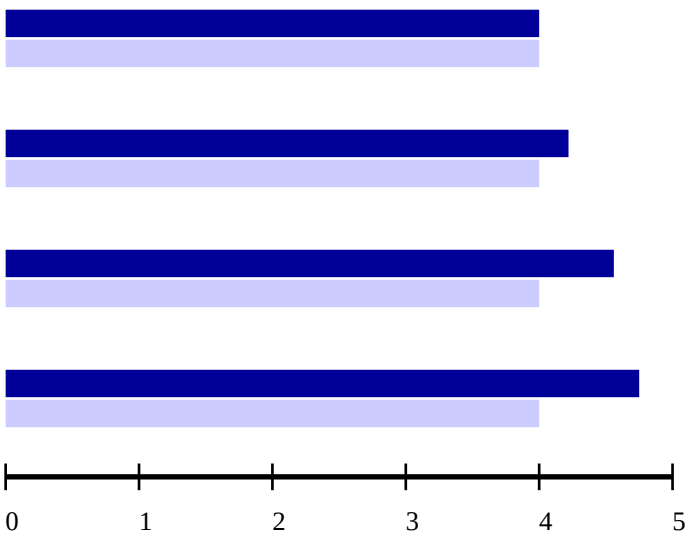
Evaluation from Supervisor

1 = Poor
2 = Fair
3 = Good
4 = Very Good
5 = Outstanding

Freq = number of respo
Mean = average of resp
S-Dev = standard devia

Evaluation for USG A Sample Review
January 1999 - January 2000

D. Communication	Freq	Mean	S-D
D1. Listens effectively	9	4.00 4.00	1.4
D2. Seeks to understand other points of view	9	4.22 4.00	0.9
D3. Verbally communicates effectively	9	4.56 4.00	0.7
D4. Writes effectively	8	4.75 4.00	0.4



Evaluation from Clients/CoWorkers

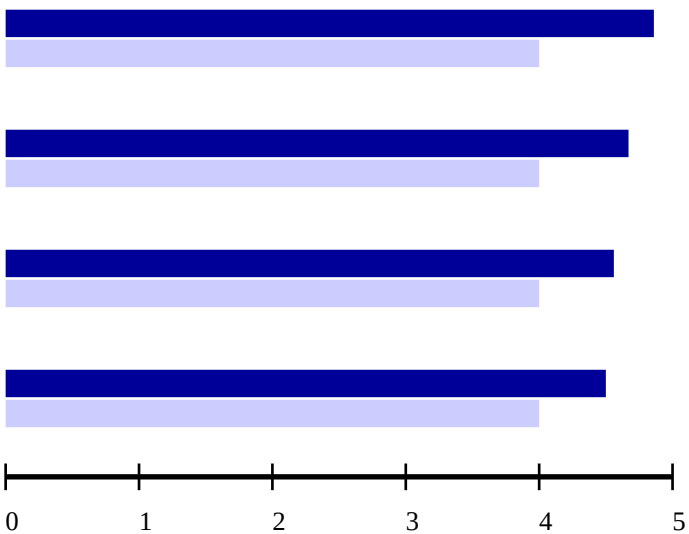
Evaluation from Supervisor

1 = Poor
2 = Fair
3 = Good
4 = Very Good
5 = Outstanding

Freq = number of respo
Mean = average of resp
S-Dev = standard devia

Evaluation for USG A Sample Review
January 1999 - January 2000

E. Timeliness	Freq	Mean	S-D
E1. Keeps promises and honors commitments	7	4.86 4.00	0.3
E2. Meets requests in a timely manner	9	4.67 4.00	0.7
E3. Is able to work on multiple projects despite distractions	9	4.56 4.00	0.7
E4. Prioritizes work and spends time on most important issues	8	4.50 4.00	0.7



Evaluation from Clients/CoWorkers

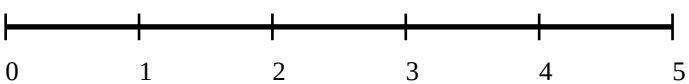
Evaluation from Supervisor

1 = Poor
2 = Fair
3 = Good
4 = Very Good
5 = Outstanding

Freq = number of respo
Mean = average of resp
S-Dev = standard devia

Evaluation for USG A Sample Review
January 1999 - January 2000

F. Completeness	Freq	Mean	S-D
F1. Consistently follows through on projects, giving attention to detail	8	4.75 4.00	0.7
F2. Prepares in advance and is well organized for meetings/projects	7	4.57 4.00	0.7
F3. Positively contributes to the effectiveness of meetings and/or projects	9	4.44 5.00	0.8
F4. Provides adequate documentation on projects	7	4.57 3.00	0.7
F5. Keeps current and complete record of work progress	7	4.71 3.00	0.4



Evaluation from Clients/CoWorkers

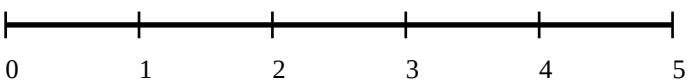
Evaluation from Supervisor

1 = Poor
2 = Fair
3 = Good
4 = Very Good
5 = Outstanding

Freq = number of respo
Mean = average of resp
S-Dev = standard devia

Evaluation for USG A Sample Review
January 1999 - January 2000

G. Leadership	Freq	Mean	S-D
G1. Encourages others to be productive	8	4.50 5.00	1.0
G2. Expresses ideas and feelings with confidence	9	4.22 4.00	1.3
G3. Takes initiative to get things done	8	4.50 5.00	0.9
G4. Helps to identify and solve problems not directly assigned	6	4.50 4.00	0.8
G5. Demonstrates effective coaching skills	7	4.29 4.00	1.1
G6. Participates in the technical development of junior staff	6	5.00 4.00	0.0
G7. Supervises staff or leads projects effectively	6	4.83 4.00	0.4



Evaluation from Clients/CoWorkers

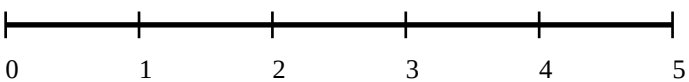
Evaluation from Supervisor

1 = Poor
2 = Fair
3 = Good
4 = Very Good
5 = Outstanding

Freq = number of respo
Mean = average of resp
S-Dev = standard devia

Evaluation for USG A Sample Review
January 1999 - January 2000

H. Growth Potential	Freq	Mean	S-D
H1. Strives to develop new skills and abilities	9	4.56 5.00	0.7
H2. Strives to build and improve relationships with others	9	4.56 4.00	0.7
H3. Adapts to changing situations and requirements	9	4.56 4.00	0.7
H4. Seeks increasing responsibilities and spheres of influence	9	4.56 4.00	0.7
H5. Demonstrates an understanding of the role of IT in UB's mission	6	4.83 4.00	0.4



Evaluation from Clients/CoWorkers

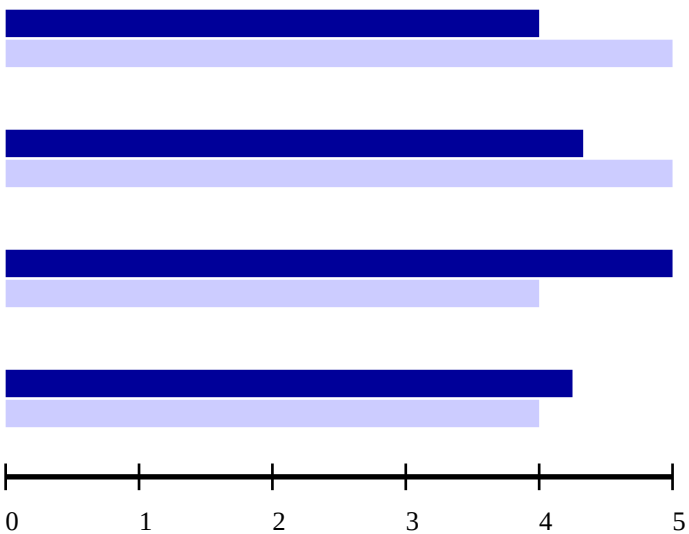
Evaluation from Supervisor

1 = Poor
2 = Fair
3 = Good
4 = Very Good
5 = Outstanding

Freq = number of respo
Mean = average of resp
S-Dev = standard devia

Evaluation for USG A Sample Review
January 1999 - January 2000

J. Relationship with Supervisor	Freq	Mean	S-D
J1. Functions with an appropriate level of supervision	2	4.00 5.00	1.4
J2. Acts independently when appropriate	3	4.33 5.00	1.1
J3. Cooperates and communicates with supervisor	1	5.00 4.00	0.0
J4. Willingly complies with policies and procedures	4	4.25 4.00	0.9



Evaluation from Clients/CoWorkers

Evaluation from Supervisor

1 = Poor
2 = Fair
3 = Good
4 = Very Good
5 = Outstanding

Freq = number of respo
Mean = average of resp
S-Dev = standard devia