



AURARIA HIGHER EDUCATION CENTER EMPLOYEE PERFORMANCE APPRAISAL PLAN

Plan for Appraisal Year:

Position Classification:

Employee Name:

Position Number:

Unit:

Department:

Primary Customers:

Supervisor Name:

Position Number:

Level of Performance definitions are as follows:

Exceptional: Employees at this level consistently make extraordinary contributions through superior performance on key goals, serve as a role model of organizational values, and contribute significantly to the mission of the Department. Peers, immediate supervisors, higher-level management, and others recognize and depend upon the employee's level of performance. An extraordinary level of achievement and commitment in terms of quality and time, technical skills and knowledge, ingenuity, creativity, and initiative is exhibited at this level. The employee demonstrates exceptional job mastery in all major areas of responsibility and their contributions to the organization are of marked excellence.

Highly Effective: Employees at this level demonstrate highly effective performance by making significant contributions and impact on the goals of the Department. The employee consistently models organizational values to others and performance at this level exceeds the expectations of their position. Colleagues rely on these employees for advice on process or subject matter expertise. All goals, objectives, and targets are consistently achieved above the established standards.

Effective: Employees at this level reliably and consistently meet all the expectations, standards, requirements, and objectives of the employee's position. They demonstrate organizational values, along with a willingness and ability to grow for the benefit of the Department. At this level, performance meets expectations in terms of quality of work, efficiency, and timeliness with the most critical goals being met.

Needs Improvement: At this level, employee performance and/or behavior do not consistently meet minimum expectations of what is expected of the employee's position. While the employee shows capability and willingness to progress, they may require development in a key skill area(s) to be full effective in the role. Employee's failure to exhibit marked improvement may result in performance management.

Unacceptable: At this level, employee performance and/or behavior do not meet minimum job expectations of the position. The employee does not meet key goals and/or does not demonstrate competence in critical job skills. Immediate and sustained performance improvement is needed. Employee's failure to exhibit immediate marked improvement will result in corrective and/or disciplinary action.

SECTION A: CORE COMPETENCIES

A competency is a measurable pattern of skills, knowledge, abilities, behaviors, and other characteristics that an individual needs to perform work roles or occupational functions successfully. The State Personnel Director has defined the following five (5) uniform, statewide core competencies: Customer Service, Interpersonal Skills, Communication, Accountability, and Job Knowledge. The Auraria Higher Education Center (AHEC) management team has added Teamwork as a sixth core competency.

CORE COMPETENCY #1 - COMMUNICATION

Expectations: Communicates in an effective, polite, and professional manner in a variety of modalities, i.e. on the phone, e-mails, in meetings, and in one-on-one conversations. Respects the different communication styles that are found in the workplace. Written documents are clear, concise, and grammatically correct.

- Works in a open manner and shares information to get the job done
- Provides clear instructions and expectations
- Demonstrates effective listening skills and considers the ideas of others
- Seeks feedback on the effectiveness of written and oral communication
- Maintains confidentiality in all communication modalities
- Follows AHEC's electronic communication policy

Objectives / Rating Period: 9/1/23 - 2/29/24

3/1/24 - 8/31/24

Comments: *(Required for ratings of Exceptional or Needs Improvement)*

Final Overall / Level Performance:

CORE COMPETENCY #2 – INTERPERSONAL SKILLS/TEAMWORK

Expectations: Is cooperative and responds to the needs of other (co-works, internal and external customers) within in a diverse community. Demonstrates tact and diplomacy in negotiations and/or confrontations with others. Contributes to positive staff morale. Works well with others and is a team player. Shows commitment to the organization and represents the agency in a positive manner to others.

- Treats others with courtesy, respect, tact, and friendliness
- Demonstrates appreciation. Thanks others for the assistance
- Seen by peers as someone whom they can depend on
- Is cooperative and responsive
- Assists with group assignments
- Maintains positive work relationships
- Promotes cooperation and teamwork
- Demonstrates flexibility by adapting to changes in priorities and the work environment
- Works thru conflict, accepts criticism, for positive solutions/results
- Learns from conflict and makes appropriate changes
- Builds trust and works with integrity

Objectives / Rating Period: 9/1/23 - 2/29/24

3/1/24 - 8/31/24

Comments: *(Required for ratings of Exceptional or Needs Improvement)*

Final Overall / Level Performance:

CORE COMPETENCY #3 – CUSTOMER SERVICE

Expectations: Projects a positive image by contributing to the mission and goals of AHEC and the appropriate unit. Understands the services and requirements of AHEC as they apply to customer expectations/requests. Makes decisions that promote AHEC as a customer-oriented, customer driven organization.

- Treats the customer with respect and courtesy
- Responds to telephone and e-mail message according to departmental policies
- Is approachable and responsive to customers and others
- Provides consistent quality services to all customers, is available to the customer and provides accurate and honest information
- Listens to the customer and provides feedback that will benefit the customer in the future
- Strives to satisfy the customer needs
- Offers appropriate and innovative solutions to customer problems
- Follows through to communicate and implement service willingly and in a timely manner; delivers what has been promised
- Anticipates future needs/problems of customers and takes action to meet these needs or solve their problems
- Responds promptly and according to division guidelines to requests for information and/or assistance

Objectives / Rating Period: 9/1/23 - 2/29/24

3/1/24 - 8/31/24

- **Comments:** *(Required for ratings of Exceptional or Needs Improvement)*

Final Overall / Level Performance:

CORE COMPETENCY #4 – ACCOUNTABILITY

Expectations: Consistently demonstrates reliability, integrity, and ownership of his/her work. Adheres to AHEC's policies and procedures; specifically, immediately reporting on-the-job injuries, criminal activity, and /or major infractions of AHEC policies, rules, and regulations. Meets work standards, schedules, and deadlines.

- Is regularly punctual and follows call-in procedures for emergencies and illness
- Follows established work schedule and provides supervisor with advance notice of any deviations
- Does not gossip or spread rumors about AHEC employees
- Coordinates planned absences with the needs of the department
- All administrative paperwork is accurate and submitted on time
- Accepts responsibility for his/her actions and takes appropriate action to correct the action, situation, and/or miscommunication
- Meets work standards, schedules, deadlines
- Completes work by established timelines and routinely uses time efficiently
- Maintains employee and agency confidentiality at all times
- Responds to change with a genuine desire to do what it takes to get the job. Employee accepts the change and is instrumental in seeing that the change is perceived positively by others
- Conveys a positive and professional image to the agency and to others

Objectives/Rating Period: 9/1/23 - 2/29/24

3/1/24 - 8/31/24

Comments: *(Required for ratings of Exceptional or Needs Improvement)*

Final Overall/Level of Performance:

CORE COMPETENCY #5 – JOB KNOWLEDGE

Expectations: Demonstrates sufficient skills and knowledge to perform all components of the job effectively and efficiently. Shares job knowledge with co-workers and assists them with problem solving. Pursues training for professional development purposes and to enhance job performance.

- Demonstrates efficiency in setting priorities and completing tasks on time
- Consistently produces high-quality work
- Possesses appropriate expertise to perform job at a professional level
- Not only demonstrates specific job skills, takes the initiative to learn higher level skills
- Assists coworkers in response to fluctuations in workloads
- Demonstrates initiative consistent with job expectations to improve performance

Objectives/Rating Period: 9/1/23 - 2/29/24

3/1/24 - 8/31/24

Comments: *(Required for ratings of Exceptional or Needs Improvement)*

Final Overall/Level of Performance:

MANAGEMENT/SUPERVISION
(For Managers and Supervisors ONLY)

Expectations: Determines and provides employees with the information/resources they need to do their jobs successfully. Collaborates with employees to develop accurate job descriptions and clear performance expectations. Meets with employees bi-annually to formally discuss employee's job performance and development. Provides clear, timely, and constructive feedback. Seeks employee input to complete the employees' annual evaluation. Provides appropriate training and challenges to employees, based on their skills and abilities. Identifies and supports employee participation in training and development activities on the job and off-site facilities.

- Meets all deadlines unless there are extenuating factors
- Serves as a role model by following all AHEC policies and procedures
- Sets clear expectations and meets deadlines for submission of employee performance plans
- Evaluates employees based upon established performance expectations in a timely manner
- Provides a model for excellence and helps others to do their jobs better

Objectives/Rating Period: 9/1/23 -2/29/24

3/1/24 - 8/31/24

Comments: (Required for ratings of Exceptional or Needs Improvement)

Final Overall/Level of Performance:

SECTION B: JOB SPECIFIC GOALS/INDIVIDUAL PERFORMANCE OBJECTIVES

Employees are assigned job-specific responsibilities through their PD or Job Description. This section will identify goals pertained to major areas of responsibility and evaluates employee performance in the defined areas. Employees can have up to three (3) Job Specific Goals identified.

JOB SPECIFIC GOAL # 1:

Expectations:

JOB SPECIFIC GOAL #1 Continued

Objectives/Rating Period: 9/1/23 - 2/29/24

3/1/24 - 8/31/24

Comments: *(Explain effort and progress toward goal)*

Final Overall / Level of Performance:

JOB SPECIFIC GOAL # 2:
Expectations:

Objectives/Rating Period: 9/1/23 - 2/29/24

3/1/24 - 8/31/24

Comments: *(Explain effort and progress toward goal)*

Final Overall / Level of Performance:

JOB SPECIFIC GOAL # 3:
Expectations:

Objectives/Rating Period: 9/1/23 - 2/29/24

3/1/24 - 8/31/24

Comments: (Explain effort and progress toward goal)

Final Overall / Level of Performance:

SECTION C: PD, JOB DESCRIPTION, AND PLAN APPROVAL

Each employee must have a current Position Description (PD) or Exempt Job Description. The PD or Job Description should be based on the Auraria Higher Education Center (AHEC) and the Unit mission statements. The PD or Job Description should take any agency/division goals and objectives into consideration.

Auraria Higher Education Center Mission Statement

The Auraria Enterprise is committed to providing an effective, comprehensive, and supportive environment, which facilitates the missions of the Community College of Denver, Metropolitan State University of Denver, and the University of Colorado Denver.

I have reviewed the PD/Job Description and this year's plan and have been given the opportunity to discuss it with my supervisor.

1st Level Supervisor Signature

Date

2nd Level Supervisor Signature

Date

Employee Signature

Date

Received by Human Resources

Date