

## **Performance Evaluation Report Support Staff—Instructions**

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1. Within 30 working days of employment or reassignment, the Supervisor will:
  - Provide an evaluation orientation for employees who are on cycle for evaluation, including a copy of this *Instructions* page and Evaluation Report. (New employees will be informally assessed during their probationary period and may be evaluated earlier in the year, before the 90<sup>th</sup> day of work.)
  - Confirm with Human Resources (HR) the names of employees who will be evaluated:
    - a. Employees will be evaluated each year during the first three years of employment.
    - b. After an employee has been employed for three years, the employee will be evaluated every other year.
    - c. Other employees may be evaluated at any time during the year when circumstances warrant. (The Supervisor is required to notify the employee and inform him/her of the circumstances.)
2. Throughout employment, the Supervisor will:
  - Observe performance.
  - Provide feedback and coaching as appropriate.
3. Before the Supervisor completes the evaluation report, they will:
  - Review progress demonstrated and performance documentation since the last evaluation (or since employment for probationary employees).
  - Review the employee's Professional Growth Goal progress.
4. Prior to May 1, the Supervisor will:
  - Mark the box indicating the rating for each item.
  - Write one or more specific examples to clarify the concern and what needs to be done to improve if an item is rated "2" or "1".
  - If the employee's overall performance is rated "unsatisfactory", an explanation to substantiate the rating and a recommendation for improvement must be discussed with the employee.
  - If one or more areas of job performance needs improvement and the supervisor deems an improvement plan is needed, steps to begin an improvement plan process will be put into place.
  - Schedule a summative evaluation conference within 15 days of the completion of the evaluation.
  - Provide a draft of the evaluation to the employee at least two working days before the evaluation conference (printed or electronic).
5. When the employee receives an email copy of the evaluation before the conference, they may:
  - Write comments in the space provided before the conference.
  - Submit a separate letter to Human Resources to be attached to the evaluation after the conference.
6. During the evaluation conference, the Supervisor and Evaluatee:
  - Review the evaluation report.
  - Discuss strengths and areas for growth.
  - Discuss and agree upon a Professional Growth Goal, and then write the goal on the evaluation report.
  - Sign and date the evaluation to indicate that it has been reviewed.

7. By May 1st, the Supervisor will:

- Email a copy of the evaluation to the employee.
- Conduct a summative evaluation conference.
- Submit the evaluation report to HR for the employee's personnel file

# Support Staff Performance Evaluation Report

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Please note, the full description of the Performance Evaluation for Support Staff instructions can be found on the district website.

1. Throughout employment, the Supervisor will:
  - ❖ Observe performance.
  - ❖ Provide feedback and coaching as appropriate.
  
2. Before the Supervisor completes the evaluation report, they will:
  - ❖ Review progress demonstrated on performance documentation since the last evaluation (or since employment for probationary employees).
  - ❖ Review the employee's Professional Growth Goal progress.
  
3. When the employee receives the draft of the evaluation before the conference, they may:
  - ❖ Write comments in the space provided before the conference.
  - ❖ Submit a separate letter to Human Resources to be attached to the evaluation after the conference.
  
5. During the evaluation conference, the Supervisor and Evaluatee:
  - ❖ Review the evaluation report.
  - ❖ Discuss strengths and areas for growth.
  - ❖ Discuss and agree upon a Professional Growth Goal, and then insert the goal on the evaluation report.
  - ❖ Sign and date the evaluation to indicate that it has been reviewed.

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**West Des Moines Community School District Performance Evaluation Report: Support Staff**

\* **Position:**

# Support Staff Performance Evaluation Report

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\* Location or Department:

\* Evaluator's Name:

\* School Year:

\* Evaluation Cycle:

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## 1. Job Duties

**Indicators:** Performs the duties of the work assignment; complies with policies, procedures, guidelines, and instructions.

\* Check one:

Supervisor comment(s):

Employee comment(s):

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## 2. Quality of Work

**Indicators:** Attention to detail, consistency of quality, work seldom has to be redone, thorough, clean, neat and organized work area.

\* Check One:

Supervisor comment(s):

Employee comment(s):

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## 3. Dependability

**Indicators:** Time Clock System data indicates the employee works scheduled days and hours. Observes start times, break times, and end times. If not able to work scheduled days and hours, follows department guidelines.

\* Check one:

Supervisor comment(s):

Employee comment(s):

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## 4. Teamwork and Cooperation

**Indicators:** Promotes teamwork to support student achievement. Communicates effectively with coworkers, supervisors, teachers, students, parents, community members, vendors. Shares resources and information pertinent to job productivity with others. Gives timely responses to requests made by others. Exhibits positive behaviors during times of change. Takes on new tasks with enthusiasm and energy.

# Support Staff Performance Evaluation Report

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\* Check one:

Supervisor comment(s):

Employee comment(s):

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## 5. Safety

**Demonstrates safe work habits, contributes to accident prevention, and recognizes potential hazards. Utilizes personal protective equipment as required.**

\* Check one:

Supervisor comment(s):

Employee comment(s):

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**Professional Growth Goal (as discussed at evaluation conference and agreed upon by employee and supervisor):**

**Signature of Supervisor (at summative conference):**

**Signature of Employee:**

**Employee's signature indicates the employee has had this form reviewed with him/her. The signature does not indicate agreement. The employee may appeal the decision of the supervisor through the District Complaint Policy.**

**The employee may submit a separate letter.**

## **Frequently Asked Questions (FAQs) About Evaluation**

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### **When can I expect to get evaluated when I'm on probation?**

You will be evaluated during your probationary period or up to May 1.

### **What if I don't know when I'm on evaluation cycle?**

If you have a question about when you will be evaluated, please ask your supervisor. If you are a new employee, your supervisor will provide an orientation during the first 30 days of the contract year or 30 days after employment starts. If you are a returning employee, your supervisor will provide an orientation conference in the fall.

### **What the standard years for evaluation?**

If this is your first, second, or third year of employment in the district, then you will be on cycle for an evaluation each of those years, and then every two years after that. (Performance concerns or transfers, you may adjust evaluation cycle).

### **Why does the evaluation matter?**

The intent of the evaluation process is for you and your evaluator to identify strengths and areas for growth so that you can improve job performance. If improvement is necessary, then your evaluator will develop a plan for improvement. Coaching will be provided as needed to assist in improving performance.

### **I don't agree with this evaluation.**

- **Do I have to sign it?**

Keep in mind that your signature indicates that you have reviewed the evaluation, not that you agree with it. You must sign the electronic version in order for it to move through the work flow.

- **What can I do about this?**

You can do one or more of the following if you do not agree with the evaluation:

- Before the evaluation conference with your supervisor, you may write in the "Employee comment (s)" sections.
- After your evaluation conference with your supervisor, you may appeal the decision of your evaluation through the District Complaint Policy.
- After your evaluation conference with your supervisor, you may submit a separate letter to Human Resources to be attached to the evaluation to be placed in your personnel file after the conference.

## **Improvement Plan Information**

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*(This section applies to employees whose evaluations are satisfactory job performance needs improvement in one or more areas.)*

### **For whom is this intended?**

Any staff member (probationary or non-probationary) who has been notified by his or her supervisor that one or more areas of job performance needs improvement.

### **What is the purpose?**

To make the employee aware of performance concerns and to provide supervisory communication and support for the purpose of improving performance related to one or more district standards. (This will not go into the employee's personnel file.)

### **Who decides if the support staff employee would be placed on an improvement plan?**

The supervisor would decide.

### **At what point in time may an employee be informed of the need to be on an Improvement Plan?**

At any time when a supervisor has concerns related to an employee's performance of one or more district standards.

### **Who is involved, and what is their purpose?**

The supervisor will provide assistance, coaching and feedback. The employee may invite an Association representative to attend meetings to listen.

### **Who will review the plan before it is implemented?**

The supervisor will provide a draft of the plan to the Director of HR for review and feedback prior to presenting the plan to the employee.

### **What is the form of the plan?**

Possibilities include, but are not limited to, these approaches: (1) outlining a plan for training and implementation of training; (2) outlining a plan for observations and feedback. The written plan includes one or more goals [specific to district standards], strategies, timelines, resources, indicators of success, and (realistic) checkpoints. See template on page 16.

### **Who develops the plan?**

The supervisor develops the plan, with input from the support staff member.

### **Are there categories of information that should be included in the plan?**

Yes. See the template at the end of this document for the categories and a suggested format.

### **Who maintains a log of meetings and activities?**

The supervisor or designee maintains a log, with a copy provided to the employee.

### **What is the duration of the plan or program?**

As determined by the supervisor (generally concluded prior to the next summative evaluation).

### **What happens when this is completed?**

The supervisor reviews the progress with the employee and concludes if the employee has met the stated goals of the plan. The supervisor will make one of the following decisions:

- 1) Concerns resolved and staff member continues on current cycle of evaluation;
- 2) Progress is sufficient to place the employee on evaluation for the next school year; follow-up will continue until concerns are resolved;
- 3) Progress noted. Changes or modifications have been made to the existing plan or a new Improvement Plan is developed; or
- 4) Concerns not resolved; insufficient progress; confer with the Director of Human Resources or the Associate Superintendent of Human Resources to determine next steps.

**Is the employee eligible for a transfer request?**

Yes.

# Improvement Plan Form

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Name of Employee: \_\_\_\_\_

Goal: \_\_\_\_\_

Strategies	Timeline	Resources	Indicators of Success	Checkpoints

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Employee \_\_\_\_\_ Date \_\_\_\_\_

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Supervisor \_\_\_\_\_ Date \_\_\_\_\_