

LAMAR UNIVERSITY

FY24 ANNUAL

PERFORMANCE EVALUATIONS

CORNERSTONE

WEBSITE: [CORNERSTONE - ANNUAL EVALUATIONS](#)

- LOGIN AND PASSWORD WILL BE YOUR NORMAL LOGIN FOR TRAINING NEST.

WORKFLOW:

- MANAGER EVALUATION – LEADERS EVALUATE THEIR EMPLOYEES.
- EMPLOYEE ACKNOWLEDGEMENT – EMPLOYEE WILL REVIEW THE EVALUATION AND INCLUDE COMMENTS. EMPLOYEE WILL THEN SIGN OFF.
- MANAGER WILL REVIEW EMPLOYEE COMMENTS, ISSUE THEIR FINAL COMMENTS AND SIGN OFF ON THE EVALUATION – THUS COMPLETING THE PROCESS.

IMPORTANT DATES

- **LAUNCH DATE FOR EMPLOYEE EVALUATIONS: JULY 29TH**
- **MANAGER EVALUATION COMPLETION DEADLINE: AUGUST 9TH**
- **EMPLOYEE REVIEW AND SIGN-OFF DEADLINE: AUGUST 16TH**
- **MANAGER FINAL REVIEW AND SIGN-OFF DEADLINE: AUGUST 16TH**

FY24 STAFF EVALUATIONS

WHICH EMPLOYEES ARE REQUIRED TO COMPLETE AN FY24 PERFORMANCE EVALUATION?

- **ALL FULL-TIME OR PART-TIME BENEFITS-ELIGIBLE STAFF EMPLOYEES HIRED PRIOR TO 3/1/2024.**

WHO DOES NOT NEED A COMPLETED EVALUATION?

- **FACULTY AND POOLED POSITIONS (HOURLY WORKERS, STUDENT POSITIONS)**

COMPETENCIES



WHAT IS A COMPETENCY?

COMPETENCIES ARE THE ACQUIRED ABILITIES THAT AN EMPLOYEE MUST PROVE TO POSSESS TO ACCOMPLISH THEIR JOBS.

COMPETENCIES ARE A **COMBINATION** OF DEMONSTRATED SKILLS, KNOWLEDGE, BEHAVIORS, ATTITUDES AND ATTRIBUTES THAT COLLECTIVELY ENABLE AN EMPLOYEE TO SUCCESSFULLY PERFORM THEIR ESSENTIAL JOB FUNCTIONS.

THEY ENCOMPASS A WIDE RANGE OF AREAS, INCLUDING TECHNICAL SKILLS, INTERPERSONAL SKILLS, COGNITIVE ABILITIES AND PERSONAL QUALITIES.

WHAT'S THE DIFFERENCE?

SKILL

SKILLS ARE SPECIFIC ABILITIES OR ACTIONS THAT CAN BE LEARNED, PRACTICED AND APPLIED IN A SPECIFIC CONTEXT.

- **SKILLS ARE OFTEN MORE NARROWLY FOCUSED AND CAN BE DEVELOPED THROUGH TRAINING, PRACTICE AND EXPERIENCE. THEY ARE TYPICALLY TASK-ORIENTED.**

COMPETENCY

COMPETENCIES ARE BROADER, ENCOMPASSING A COMBINATION OF SKILLS, KNOWLEDGE, BEHAVIORS, ATTITUDES AND ATTRIBUTES THAT COLLECTIVELY ENABLE EFFECTIVE PERFORMANCE IN A GIVEN ROLE OR SITUATION.

Adaptability and Problem Solving

- **Gauge the employee's adaptability to changing circumstances and their problem-solving capabilities. This includes their capacity to respond to unexpected challenges, their resourcefulness, and their ability to find creative solutions to problems.**

Attendance & Punctuality

- **Assess the employee's consistent attendance and punctuality in meeting work schedules and commitments. Evaluate their ability to adhere to established work hours, arrive on time for meetings, and notify supervisors in advance of any necessary schedule adjustments or absences.**

Communication and Interpersonal Skills

- **Evaluate the employee's ability to communicate effectively both verbally and in writing. Assess their interpersonal skills, including their capacity to work well with colleagues, resolve conflicts diplomatically, and convey information clearly to various stakeholders. Uses appropriate language, tone, style and structure in all communications. Fosters and maintains effective work relationships.**

Customer Service and Stakeholder Relations

- **Assess the employee's ability to provide excellent service to students, parents, faculty, and other stakeholders. This includes their communication skills, responsiveness to inquiries, problem-solving abilities, and their capacity to build positive relationships with those they interact with.**

Dependability and Reliability

- **Evaluate the employee's consistency and reliability in fulfilling their job responsibilities. Assesses their ability to meet deadlines and commitments. Consider their track record for being accountable and trustworthy in their role.**

Job Knowledge and Expertise

- **Evaluate the employee's depth of understanding and expertise in their specific role and field of work within the college. Assess their knowledge of relevant policies, procedures, regulations, and industry trends. Consider their ability to apply this knowledge effectively to carry out their responsibilities and contribute to the college's success.**

Quality of Work

- **Assess the employee's commitment to delivering work of consistently high quality. Evaluate their attention to detail, accuracy, and the thoroughness of their work. Consider their ability to meet or exceed established standards and expectations, ensuring that their contributions positively impact the college's overall quality and reputation.**

Resource Management

- **Evaluate the employee's ability to efficiently manage resources, whether it's budgetary resources, equipment, or materials. Assess their skills in budgeting, cost control, and resource allocation to ensure that resources are used effectively to support the college's mission.**

COMPETENCY RATING SCALE

SCORING OPTIONS



RATING SCALE

Rating	Description
Outstanding	Demonstrates a thorough understanding of and ability to apply the competency creatively in the most complex and challenging situations. For example, an employee might anticipate a problem before it occurs and implement a novel solution. This employee is a role model and thought leader for this skill, and their excellence in this area is easily observed on a constant basis.
Exceeding Expectations	Shows an advanced understanding of and ability to apply the competency in a full range of situations. This might look like an employee who consistently takes on and successfully completes tasks beyond their job role. This competency is observed on a constant basis.
Meeting Expectations	Exhibits a solid understanding of and consistent ability to apply the competency in most situations. This is the expected level of performance for all employees. An example might be an employee who consistently meets all deadlines and produces high-quality work.
Needs Improvement	Has a basic understanding of and ability to apply the competency in routine situations but may struggle when faced with more complex tasks. This employee has a general understanding of key principles but may need additional training or mentoring to improve their practical experience and output. The competency is observed on an infrequent basis.
Not Meeting Expectations	Does not demonstrate this competency at the level that is expected. This might look like an employee who consistently misses deadlines or makes errors in their work. This competency is seldom observed and needs immediate improvement. The next steps might include a performance improvement plan or additional training.

MANAGER FEEDBACK



MANAGER FEEDBACK

MANAGER FEEDBACK IS MANDATORY. PERFORMANCE EVALUATIONS WITH MISSING FEEDBACK FROM MANAGEMENT WILL BE CONSIDERED INCOMPLETE. WHEN PROVIDING FEEDBACK, REMEMBER TO:

- **BE SPECIFIC AND PROVIDE EXAMPLES**
- **USE ACTIONABLE LANGUAGE**
- **STAY BALANCED, LINKING PERFORMANCE TO GOALS**
- **KEEP IT PROFESSIONAL AND RESPECTFUL, ENCOURAGING GROWTH WHILE OFFERING SUPPORT WHERE NEEDED**
- **THE AIM IS TO PROVIDE CONSTRUCTIVE FEEDBACK THAT AIDS IN THE EMPLOYEE'S DEVELOPMENT WHILE RECOGNIZING THEIR CONTRIBUTIONS**

MANAGER FEEDBACK EXAMPLES

Rating	Examples of Feedback
Outstanding	<i>"Emily's technical skills and high level of competency allow her to excel in her role. She consistently displays a willingness to take on new challenges and adapt to changing technologies. She is an invaluable resource to for the team and her expertise is sought after by her peers and other department leaders. Emily is known for her meticulous attention to detail and commitment to delivering high-quality work every time."</i>
Exceeding Expectations	<i>"Emily's is a highly motivated individual who consistently demonstrates exceptional skills and abilities in her role. Her innovative thinking and create problem-solving have led to more efficient processes and improved outcomes for the team. Emily sets an excellent example for peers, consistently demonstrating a positive attitude and a collaborative spirit. She consistently exceeds expectations for time management by completing tasks ahead of schedule without compromising quality."</i>
Meeting Expectations	<i>"Emily is an effective team member who consistently demonstrates competence in her primary responsibilities. She is proficient in her assigned duties and her work is accurate and thorough. She has a good understanding of department goals and always acts in accordance with established procedures. Identifying areas where she can take on additional tasks will help further develop further Emily's career development. Her dedication to completing your assigned tasks is valued, and I encourage her to continue growing and enhancing your skills."</i>
Needs Improvement	<i>"Emily demonstrates a strong work ethic but struggles with time management, which sometimes leads to missed deadlines and lower-quality of work. To improve her performance, Emily need to prioritize tasks according to their urgency and allocate adequate time for completing them."</i>
Not Meeting Expectations	<i>"Unfortunately, Emily consistently fails to meet deadlines, leading to increased pressure on fellow team members. She has shown an inability to work efficiently within the team environment. Emily has not shown a willingness to take on new tasks or seek learning opportunities to increase her competencies. For Emily to improve, she must actively seek feedback and take responsibility for her personal growth to meet the required expectations."</i>

“PERFORMANCE APPRAISAL IS NOT AN ANNUAL RITUAL BUT AN ONGOING PROCESS – A HABIT THAT BOTH MANAGERS AND EMPLOYEES CULTIVATE.”

- AUBREY DANIELS

FINAL TIPS & TAKEAWAYS

- **FOCUS ON BEHAVIOR AND RESULTS**
- **BE FAIR AND CONSISTENT**
- **KEEP COPIES FOR YOUR DEPARTMENTAL RECORDS**
- **DISCUSS SHORTCOMINGS AND DEVELOP A PLAN TO ADDRESS THESE ISSUES**
- **PROVIDE ONGOING FEEDBACK AND SUPPORT THROUGHOUT THE YEAR**
- **ENCOURAGE – HOW CAN WE SUCCEED TOGETHER?**

**PLEASE CONTACT WITH ISSUES
OR QUESTIONS...**

DEPT_HREVAL@LAMAR.EDU