

**XAVIER UNIVERSITY OF LOUISIANA
DEPARTMENT OF HUMAN RESOURCES**

**PERFORMANCE AND DEVELOPMENT PLAN FOR
ADMINISTRATIVE, PROFESSIONAL, AND TECHNICAL POSITIONS**

Name of Employee _____

Job Title _____ Department _____

_____ Probationary Evaluation Period From _____ To _____

_____ Annual Evaluation From _____ To _____

RATING SCALE DEFINITIONS

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- 3 Exceeds expectation:** Performs responsibilities in a highly effective manner.
- 2 Meets expectations:** Performs duties and responsibilities according to established standards.
- 1 Needs improvement:** Does not meet expectations and demonstrates a need for improvement.
- N/A Not applicable:** Category description does not apply to employee.
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CORE PROFICIENCIES

- | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Understands own goals and achieves appropriate outcomes. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Efficiently performs duties and responsibilities as described in job description. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Proficient in using appropriate software to complete assignments. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Identifies and analyzes problems and develops appropriate solutions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Uses university resources in an efficient manner. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Provides effective work direction to assigned staff or students. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

CUSTOMER SERVICE SKILLS

- | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Responds courteously to all inquiries. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Able to control crisis situations. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Interacts with faculty, staff, students and public by exercising mutual respect, honesty and integrity. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

DESCRIBE THE EMPLOYEE'S GOALS FOR THE NEXT EVALUATION PERIOD (Use additional pages if necessary)

RECOMMENDATIONS FOR PROFESSIONAL DEVELOPMENT (Use additional pages if necessary)

SUPERVISOR'S COMMENTS (Use additional pages if necessary)

EMPLOYEE'S COMMENTS (Use additional pages if necessary)

COMPLETED BY:

Signature of Supervisor

Date

REVIEWED BY NEXT LEVEL OF SUPERVISION (If applicable):

Signature and Title

Date

REVIEWED BY EMPLOYEE:

Signature of Employee

Date

Revised: March, 2009