

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

**PERFORMANCE AND DEVELOPMENT PLAN FOR
UNIVERSITY POLICE OFFICERS AND COMMUNICATION DISPATCHERS**

Name of Employee _____

Job Title _____ Department _____

_____ Probationary Evaluation Period From _____ To _____

_____ Annual Evaluation From _____ To _____

RATING SCALE DEFINITIONS

- 1. Exceeds expectation:** Performs responsibilities in a highly effective manner.
- 2. Meets expectations:** Performs duties and responsibilities according to established standards.
- 3. Needs improvement:** Does not meet expectations and demonstrates a need for improvement.

N/A Not applicable: Category description does not apply to employee.

PROFICIENCIES

- | | | | | | |
|----|-----------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|---------------------------|
| 1. | Completes tasks according to written and verbal instructions. | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> N/A |
| 2. | Understands and complies with department and university policies, procedures and regulations. | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> N/A |
| 3. | Ability to investigate incidents and accidents according to law enforcement standards. | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> N/A |
| 4. | Completes incident/accident reports according to appropriate standards. | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> N/A |
| 5. | Uses proper judgment in assessing situations and making the correct decision. | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> N/A |
| 6. | Ability to mediate disputes and to control hostile situations. | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> N/A |

CUSTOMER SERVICE SKILLS

- | | | | | | |
|----|---------------------------------------|-------------------------|-------------------------|-------------------------|---------------------------|
| 1. | Responds courteously to all inquires. | <input type="radio"/> 3 | <input type="radio"/> 2 | <input type="radio"/> 1 | <input type="radio"/> N/A |
|----|---------------------------------------|-------------------------|-------------------------|-------------------------|---------------------------|

DESCRIBE HOW THE EMPLOYEE ACHIEVED THEIR GOALS FOR THE CURRENT EVALUATION PERIOD (Use additional pages if necessary)

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

APPROVED BY THE NEXT LEVEL OF SUPERVISION (If applicable):

Signature and Title

Date

REVIEWED BY EMPLOYEE:

Signature of Employee

Date

Revised: February, 2009