

**Smith College Annual Performance Evaluation Form**

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| Employee Name: | Department: |
| Employee Title: | Performance Year: |
| Manager Name: | Date: |

**Competencies**

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| **Service Excellence** | Present a positive and helpful attitude to all internal and external customers. Address needs and concerns in a timely and accurate manner. Deliver on service commitments, meet established or agreed upon deadlines, and maintain supportive relationships with customers. |
| **Communication and Interpersonal Skills** | Express thoughts in a clear and concise manner both written and verbally. Build and maintain productive work relationships. Collaborate to achieve common goals, and listen and communicate in a way that respects and supports others. Understand the impact of your behavior and actions on individuals and groups. |
| **Professional Conduct** | Uphold college policies and procedures. Be respectful and honest, and demonstrate appropriate discretion when dealing with confidential information. Admit mistakes and take accountability for actions. Project a positive and professional image. |
| **Problem Solving and Decision Making** | Make sound decisions and solve problems involving varied levels of complexity and ambiguity. Understand the impact of decisions on customers. |
| **Technical Skills** | Use technology or tools effectively to complete tasks. Stay current with technical upgrades to improve work processes and tasks. |
| **Cultural Competency** | Interact effectively with people of different cultures and socioeconomic backgrounds. Understand the impact of your behavior and actions on individuals and groups. |
| **Leadership (for those who supervise)** | **Leading Self:** Set a positive example, and be honest, trustworthy, courteous, and approachable  **Leading Others:** Inspire commitment, encourage and support collaboration and teamwork, provide feedback and positive reinforcement to employees, offer developmental opportunities, and promote a bias-free work environment  **Leading Results:** Help others achieve success, offer direction, drive organizational change, provide vision, and promote and ensure alignment with department/college mission and vision. |
| Comment on how the employee performed in relation to the job description and Smith competencies. Where applicable, describe additional goals, initiatives, or priorities assigned to the employee and the results the employee achieved. Discuss results in terms of quantity, quality, cost, and time frame, and include comments on strengths and areas for improvement. | |
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**Other Accomplishments**

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| Describe and provide feedback on any other notable and/or exemplary accomplishments the employee achieved during the review period. |
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**Summary Comments**

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| Provide overall comments below. |
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**Overall Performance Level (on Responsibilities, Goals, and Priorities; Accomplishments; and Competencies) Please select one box.**

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| **Successfully Meets Expectations -** Consistently strong performance, meets expectations.  **Inconsistently Meets Expectations -** Inconsistent performance: that is, meets some but not all  of the job requirements or expectations.  **Does Not Meet Expectations -** Performance was consistently below expectations in most  areas of responsibility. |

**Manager signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Department head signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*Note*: Signing this form does not necessarily indicate agreement with the information presented, but does indicate that the manager and employee have met to review it.

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| **Additional Employee Comments (optional)** |
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