



# Classified Performance Evaluation Overview

Presented By  
Human Resources Administration

# Purpose

- Review the CCS process for conducting Classified evaluations

# Managing Human Performance Is:

- Encouraging and helping others to perform their tasks competently
- Coaching others to live up to their potential
- Supporting the development of others' skills
- Closely observing performance and providing appropriate consequences to correct or reward behavior



# Performance Evaluation Use

- To serve as an instrument for performance enhancement
- To serve as an instrument for direction
- Not as a disciplinary instrument

# Supervisor Responsibilities

- Keep good records
- Communicate - Rater, Employee, Reviewer
- Make fair and honest decisions
- Provide feedback
- Provide coaching when needed
- Submit evaluations on time with appropriate signatures

# Types of Performance Evaluations

- Probationary
  - Mid probationary
  - Final probationary (30 days prior to end)
- Annual



# Raters and Reviewers

- Raters - employee's immediate supervisor
- Reviewer - department head

# Reviewers Responsibilities

- Reviewer can inspect ratings for consistency and adds comments before the rater completes the evaluation
- Reviewer will not be able to add comments once the evaluation is sent by the Rater to Human Resources



# Rater and Reviewer Meeting

If needed (not a requirement):

- Discuss Ratings
- Clarify Discrepancies

# Notification of Evaluation Conference

At least 3 days prior to the conference

- Rater distributes to the employee (helpful, but not required)
  - previous performance evaluation
  - job specification
- The Rater should review the same

# The Evaluation Conference

- Rater prints and signs the form
- Rater meets with employee
- Discuss ratings and obtains:
  - employee's signature (If employee refuses to sign, write that on the form and include your initials)
  - employee's comments



# Classified Technical Training

- Please refer to the Classified Personnel Evaluation Guide

# One Evaluation for All Classifications with Common Competencies

- 1. Attendance
- 2. Dependability
- 3. Service to Customers
- 4. Relations with Fellow Employees/Students
- 5. Flexibility and Adaptability to Change
- 6. Knowledge of the Job/ Technical/Aptitude
- 7. Leadership and Management of Skills
- 8. Quality and Quantity of Work
- 9. Resource Management

# Completion of the Evaluation Form

- Rater marks level of performance
- Ratings
  - Exceeds Expectations (Comments Required)
  - Meets Expectations
  - Improvement Needed (Comments Required)
  - Does Not Meet Expectations (Comments Required)





# Evaluation Competencies and Ratings

## 1. ATTENDANCE

<b>Exceeds Expectations</b>	Perfect attendance; has had no absences with the exception of approved vacation or approved personal leave; plans vacation and work time to avoid conflicts with work requirements; consistently follows call-off procedures; on time for meetings, etc.
<b>Meets Expectations</b>	Infrequent absences, all excused; no pattern of abuse; consistently follows call-off procedures; consistently on time for work and other scheduled events.
<b>Improvement Needed</b>	Occasionally meets expectations, continued development is needed in this area.
<b>Does Not Meet Expectations</b>	Frequent absences or patterns of absences that are undocumented; does not follow call-off procedures.

## 2. DEPENDABILITY

<b>Exceeds Expectations</b>	Willingness to do whatever it takes to get tasks accomplished; often completes tasks ahead of schedule and maintains a predictable and consistent work schedule; can be counted on to follow-through on all assignments.
<b>Meets Expectations</b>	Gets tasks completed on time and consistently; performs tasks daily; maintains predictable and consistent work schedule and can be counted on to meet deadlines.
<b>Improvement Needed</b>	Occasionally meets expectations, continued development is needed in this area.
<b>Does Not Meet Expectations</b>	Frequently does not get tasks completed on time; does not consistently perform tasks daily; does not maintain predictable and consistent work schedule and cannot be counted on to meet deadlines.

# Evaluation Competencies and Ratings

## 3. SERVICE TO CUSTOMERS

<b>Exceeds Expectations</b>	Treats customers with respect and courtesy; projects a positive image; willingly assists customers; if solution to problem is outside area, helps customer contact proper person and helps facilitate problem solving if able.
<b>Meets Expectations</b>	Is courteous to customers; projects a positive image; willingly assists customer.
<b>Improvement Needed</b>	Occasionally meets expectations, continued development is needed in this area.
<b>Does Not Meet Expectations</b>	Is the subject of several customer complaints relating to disrespect or rudeness; projects an unconcerned or antagonistic attitude; unwilling to assist customers without being pressured; blames problems on other departments, workers or on the customer.

## 4. RELATIONS WITH EMPLOYEES / STUDENTS

<b>Exceeds Expectations</b>	Consistently respects fellow employees/students; assists as needed; friendly; makes others feel comfortable; promotes cooperation; interacts well with others and has respect for others; has the respect of fellow employees and students.
<b>Meets Expectations</b>	Respects fellow employees/students; friendly; assists when needed; works well with others.
<b>Improvement Needed</b>	Occasionally meets expectations, continued development is needed in this area.
<b>Does Not Meet Expectations</b>	Disrespectful of others; confrontational; gives employees/students the impression that their attempts at interpersonal interactions are annoying.

# Evaluation Competencies and Ratings

## 5. FLEXIBILITY & ADAPTABILITY TO CHANGE

<b>Exceeds Expectations</b>	Readily accepts changes in workload, priorities or procedures; responds to instructions and directions effectively; makes transition to new policies and procedures without difficulty or complaint.
<b>Meets Expectations</b>	Adapts to changes in workload, priorities or procedures with only minor difficulty; responds to instructions effectively; makes transition to new policies and procedures as required.
<b>Improvement Needed</b>	Occasionally meets expectations, continued development is needed in this area.
<b>Does Not Meet Expectations</b>	Is highly resistant to changes in workload, priorities or procedures; is obstinate about acceptance of new instructions/directions; does not make transition to new policies and procedures without difficulty and complaint.

## 6. JOB KNOWLEDGE / TECHNICAL APTITUDE

<b>Exceeds Expectations</b>	Exhibits total comprehension of all aspects of the position; avoids most problems through application of knowledge and prior experience.
<b>Meets Expectations</b>	Exhibits comprehension of most aspects of the position; solves many problems through application of knowledge, consultation and additional study.
<b>Improvement Needed</b>	Occasionally meets expectations, continued development is needed in this area.
<b>Does Not Meet Expectations</b>	Is unaware of some essential knowledge; has difficulty in solution of problems; does not know sound methods for solving relevant problems.



# Evaluation Competencies and Ratings

## 7. LEADERSHIP & MANAGEMENT OF SKILLS

<b>Exceeds Expectations</b>	Leads and inspires others; is usually self-motivated; needs only occasional encouragement; achieves cooperation and teamwork as needed, and accepts responsibility for performance results; makes objective and practical decisions on a timely basis; limits decision-making to areas within assigned authority; utilizes available information effectively in decision making; does not wait to be told or for others to take lead; makes extra effort to improve performance, work methods, procedures.
<b>Meets Expectations</b>	Leads by example; implements new methods and procedures as required; works well with others to accomplish goals; makes occasional suggestions to improve work methods and procedures; does not need to be shown every detail; generally makes effective decisions on a timely basis; limits decision-making to areas within assigned authority.
<b>Improvement Needed</b>	Occasionally meets expectations, continued development is needed in this area.
<b>Does Not Meet Expectations</b>	Does not demonstrate leadership or teamwork; requires regular reminders to perform scheduled assignments; has little apparent interest in work improvement; must be offered inducement to accept extra work; decision making is of questionable effectiveness, is frequently delayed; utilizes available information ineffectively, blames others for most problems.

# Evaluation Competencies and Ratings

## 8. QUALITY & QUANTITY OF WORK

<b>Exceeds Expectations</b>	Accurate, complete and on time; requires minimum of checking; careful about details; work output exceeds standards; produces acceptable volume of work with minimal supervision; quantity of work does not diminish under adverse conditions.
<b>Meets Expectations</b>	Acceptable accuracy, usually complete and on time but notifies supervisor of problems in time to receive effective assistance as needed; work output meets standards; shows acceptable concern with details; produces acceptable volume of work with routine supervision.
<b>Improvement Needed</b>	Occasionally meets expectations, continued development is needed in this area.
<b>Does Not Meet Expectations</b>	Work frequently inaccurate, incomplete and late; requires careful checking; volume of work does not meet work standards; fails to inform supervisor of problems.

## 9. RESOURCE MANAGEMENT

<b>Exceeds Expectations</b>	Develops and implements new strategies to manage time, materials and resources to accomplish job tasks beyond the scope of position.
<b>Meets Expectations</b>	Within scope of position, uses own time and other's time effectively; operates equipment/machinery properly; uses supplies and materials effectively; keeps an orderly work area; looks for ways to improve tasks on own job; follows safety procedures.
<b>Improvement Needed</b>	Occasionally meets expectations, continued development is needed in this area.
<b>Does Not Meet Expectations</b>	Does not manage time materials and resources in an effective manner to accomplish job tasks.

# Distribution of the Completed Evaluation

- Keep a signed copy of the evaluation for your records
- Provide a signed copy to the employee (Can give a copy to the employee even if the employee refuses to sign)
- Send the signed evaluation to **Human Resources (Include ALL pages) @ [Hrevaluations@columbus.k12.oh.us](mailto:Hrevaluations@columbus.k12.oh.us)**



# Items of Consideration



- Contact Mary Anne Baum - Manager, Labor Management & Employee Relations for all “Does Not Meet Expectations Summative” evaluations to assist with completing an Individual Development Plan by April 5, 2024. Click [here](#) for the form.
- School based evaluations due by May 17, 2024
- Non-school based evaluations due by June 19, 2024
- Bus Drivers & Food Service evaluations due by September 30, 2024

# Challenge Process

- Applicable only if receives “Does Not Meet Expectations” on Summative Evaluation Rating
- Use official challenge form: Classified Evaluation Employee Challenge Form
- **EMPLOYEE MUST SUBMIT FORM TO Human Resources Administration** within 3 work days of employee viewing signed evaluation

# The Challenge Conference Participants

- Director of Human Resources Administration conducts conference
- Employee, Rater and/or Reviewer, and a union representative if requested by employee





# The Challenge Decision

- Director of Human Resources Administration's decision is final and binding



# EVALUATION CONTACTS

	Name	Email
General Evaluation Questions	Juwana Steele	hreevaluations@columbus.k12.oh.us jsteele@columbus.k12.oh.us
Non-School Based Administrator and Classified Evaluations Administrator	Terri Trigg	ttrigg@columbus.k12.oh.us
Certificated Evaluations Administrator	Rhonda Rice	rrice2924@columbus.k12.oh.us
Lotus Notes Access	Chris Francia	cfrancia@columbus.k12.oh.us
OPES, OTES, OSCES, and LSP Evaluations		ileadadmin@columbus.k12.oh.us
Administrator Non Renewals	John Dean	jdean@columbus.k12.oh.us
Classified Performance Improvement Plans	Mary Anne Baum	mbaum@columbus.k12.oh.us
Certificated Special Evaluations	Mary Anne Baum	mbaum@columbus.k12.oh.us
Certificated Non Renewals	Mary Anne Baum	mbaum@columbus.k12.oh.us
Supervisor Updates		SupervisorUpdates@columbus.k12.oh.us