

Performance Appraisal Form
INFORMATION TECHNOLOGY



Our Values

- ✓ Nurture a culture of belonging
- ✓ Encourage, engage and inspire
- ✓ Lead with integrity
- ✓ Embrace innovation
- ✓ Develop strong relationships

Employee Name: _____ Current Pay Step: _____

Position Title: _____ Supervisor's Name: _____

Location: _____ Anniversary Date: _____

Period covered by this appraisal: _____ to: _____

Performance Management Guidelines: Check the appropriate rating that best describes the employee's performance for each category.

Rating
Number

DEFINITION OF PERFORMANCE MANAGEMENT GUIDELINES

1	Needs Improvement Performance is Below Established Expectations	<i>The employee is inconsistent in meeting established expectations in terms of results, consistent work quality, quantity, and timeliness in one or more areas of responsibility. Behaviors may not be consistent with NBCC's mission and values. Continued development and improvement are required in key areas of the work to successfully meet expectations.</i>
2	Satisfactory Successfully Meets Established Expectations	<i>The employee meets established expectations as measured by results, work quality, quantity, and timeliness in areas of responsibility. Exhibits proficiency in most dimensions of the work performed, achieves, and occasionally exceeds established goals. Demonstrates behaviors consistent with NBCC's mission and values.</i>
3	Exceptional Performance Exceeds Established Expectations	<i>The employee exceeds established expectations as measured by results, consistent work quality, quantity, and timeliness in most areas of responsibility. Exhibits mastery in most dimensions of the work performed, making a significant contribution in support of the department, division and/or College goals. Sets an excellent example of behaviors consistent with NBCC's mission and values.</i>

Competencies		1	2	3	N/A
1) General Accountabilities (overall rating)					
a)	Displays a professional attitude towards his/her work and colleagues				
b)	Maintains confidentiality and respect of private or sensitive information				
c)	Remains calm and focused in high stress situations				
d)	Expresses pride and/or dedication about being part of the organization				
e)	Manages time effectively to accomplish his/her goals				
f)	Keeps absences to a minimum and makes appropriate arrangements when unable to report to work				
g)	Meets established standards to deliver timely, consistent and quality results				
2) Technical Skills (overall rating)					
a)	Demonstrates expertise of the required knowledge and skills to perform the job function				

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b)	Makes effective use of software tools and technical support				
c)	Demonstrates willingness to solve problems within area of responsibility				
d)	Applies sound judgment when problem solving routine work issues or situations				
3) Service Orientation		(overall rating)			
a)	Is respectful, fair and sincere when providing a service and provides quality and timely service				
b)	Accepts ownership and responsibility to resolve problems; takes accountability for own performance				
c)	Demonstrates ability to recognize complex issues and identify the obstacles				
d)	Gathers relevant information by collaborating with other stakeholders; willingly shares solutions and best practices				
e)	Is sensitive and responsive to the changing needs of the client				
f)	Communicates with and keeps clients up to date and informed				
Competencies		1	2	3	N/A
4) Embracing Diversity and Inclusion		(overall rating)			
a)	Values diversity and welcomes opportunities to learn about the needs and wishes of other individuals and groups				
b)	Is flexible and adapts to diversity				
c)	Is willing and able to build relationships with individuals and adapts behavior to support team members and clients				
d)	Contributes to a sense of belonging				
5) Inspiring Engagement		(overall rating)			
a)	Is motivated by continuous improvement efforts and seeks opportunities to be involved in change efforts				
b)	Seeks to collaborate with others for the benefit of the organization				
c)	Remains positive in the face of challenges and encourages others to do the same				
d)	Models the values and supports the vision of the organization				
6) Leading with Integrity		(overall rating)			
a)	Speaks positively to peers or clients about initiatives or programs even if they are not well- liked				
b)	Offers opinions which may differ from others in a respectful way				
c)	Assumes positive intentions of others				
7) Building Relationships		(overall rating)			
a)	Asks for input from peers and team members				
b)	Open to receiving constructive feedback from others				
c)	Models positive behavior.				
8) Embracing Innovation		(overall rating)			
a)	Generates novel solutions to business problems				
b)	Suggests new ways to apply existing knowledge; is committed to continuous improvement				
c)	Suggests improvement to processes/procedures				
9) Health and Safety		(overall rating)			
a)	Maintains a healthy, safe work environment and adheres to all safety regulations and guidelines				
b)	Documents and reports any safety infractions				

Operational/Learning and Development Plan	1	2	3	N/A
• Meets the responsibilities as outlined in the attached Operational Plan				
• Meets the objectives as outlined in the Learning and Development Plan				

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Annual Review or Discussion of Policies and Procedures applicable to the employee's position

<i>Manager has reviewed the following with the Employee:</i>	<i>Employee's initials</i>
• Maintaining a Respectful Community (Policy 4202)	
• Employee Code of Conduct (Policy 4129)	
• Privacy and Access to Information (Policy 4139)	
• Information Security Management System (Policy 2808)	
• Occupational Health and Safety (Policy 4121)	
• Protected Disclosure (4140)	
• Other: (Position specific) (list here)	
<i>Manager has reviewed the following with the Employee:</i>	<i>Manager's and employee's initials</i>
• Attendance	
• Workload Review	

Learning and Development

Learning and Development Activities (over the last 12 months):

Learning and Development Plan for the Employee for next period:

(With the employee's assistance, outline goals, objectives and performance expectations for the upcoming year. Identify training or professional development opportunities that would benefit the employee in the next year. Indicate how you will work to support the development plans of the employee.)

Learning Objectives	Method of Achievement and Timeline	Indicators of Achievement

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Review of Areas for improvement from last review period:

Area for improvement from last review period	Is there further improvement required? If so indicate action to be taken

Supervisor's Analysis: (Performance Appraisal, Learning and Development Plan)

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Overall Performance Rating

Needs Improvement ☐ Satisfactory ☐ Exceptional ☐

___ I recommend that this employee receive ___ steps on the salary range.

___ I recommend that this employee receive a re-earnable increment of ___ steps. **

___ I do not recommend a salary increase.

___ N/A

Supervisor's signature _____ Date: _____

** Management level of approval for re-earnable _____ Date: _____

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Employee's Comments:

I have read the final report and received a copy of it. I agree _____ or do not agree with the report _____.

Employee's signature _____ Date: _____

Attachment(s) _____ (please indicate number of attachments)

PERFORMANCE MANAGEMENT GUIDELINES

Needs Improvement	Satisfactory	Exceptional
Performance is Below Established Expectations	Successfully Meets Established Expectations	Performance Exceeds Established Expectations
<i>The employee is inconsistent in meeting established expectations in terms of results, consistent work quality, quantity, and timeliness in one or more areas of responsibility. Behavior may not be consistent with NBCC's mission and values. Continued development and improvement are required in key areas of the work to successfully meet expectations.</i>	<i>The employee meets established expectations as measured by results, work quality, quantity, and timeliness in areas of responsibility. Exhibits proficiency in most dimensions of the work performed, achieves, and occasionally exceeds established goals. Demonstrates behaviors consistent with NBCC's mission and values</i>	<i>The employee exceeds established expectations as measured by results, consistent work quality, quantity, and timeliness in most areas of responsibility. Exhibits mastery in most dimensions of the work performed, making a significant contribution in support of the department, division and/or College goals. Sets an excellent example of behaviors consistent with NBCC's mission and values.</i>

	Needs Improvement	Satisfactory	Exceptional
Educational - Instructional	0	1 Step	0
Education - Consultation C Development	0	1 Step	
Operational Services	Rating Only - Not Applicable		
Administrative and Program Support Services	0	1 Step	2 Steps
Information Technology	0	1 Step	2 Steps
Management C Non-Union	0	2 Steps	3- 5 Steps

*** Exceptional Performance rating of 4% in the form of a re-earnable payment for groups: Administrative and Program Support Services, Education Consultation and Development and Information Technology

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