

Performance Appraisal Form  
ADMINISTRATIVE AND PROGRAM SUPPORT SERVICES



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**

<b>1</b>	<b>Needs Improvement</b> 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>
<b>2</b>	<b>Satisfactory</b> 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>
<b>3</b>	<b>Exceptional</b> 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
<b>1) General Accountabilities</b> (overall rating)					
a)	Displays a professional attitude towards his/her work and colleagues				
b)	Maintains confidentiality and respect of private or sensitive information				
c)	Manages time effectively to accomplish his/her goals				
d)	Arrives to work on time and is ready to begin work by schedule start time				
e)	Keeps absences to a minimum and makes appropriate arrangements when unable to report to work				
<b>2) Technical Skills</b> (overall rating)					
a)	Demonstrates expertise of the tools required to perform the job function				
b)	Makes effective use of software tools and seeks support when required				
c)	Adapts well to changes in technology				
<b>3) Service Orientation</b> (overall rating)					

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a)	Follows through, when asked, on staff inquiries, requests and complaints				
b)	Takes personal responsibility for following through or correcting client-service problems				
c)	Helps others get their job done when required				
<b>3) Embracing Diversity and Inclusion</b>		<b>(overall rating)</b>			
a)	Values diversity and welcomes opportunities to learn about the needs and wishes of other individuals and groups				
b)	Is willing and able to build relationships with individuals and adapts behavior to support team members and clients				
c)	Contributes to a sense of belonging				
<b>4) Inspiring engagement</b>		<b>(overall rating)</b>			
a)	Is motivated by continuous improvement efforts and seeks opportunities to be involved in change efforts				
b)	Collaborates 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				
<b>5) Leading with Integrity</b>		<b>(overall rating)</b>			
a)	Speaks positively to peers or clients about initiatives or programs even if they are not well- liked				
b)	Ensures that people are properly informed, reports information accurately				
c)	Offers opinions which may differ from others in a respectful way				
d)	Assumes positive intentions of others				
<b>6) Embracing Innovation</b>		<b>(overall rating)</b>			
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				
<b>7) Building Relationships</b>		<b>(overall rating)</b>			
a)	Proactively tries to build effective working relationships with others by providing great service, which includes follow up				
b)	Willingly shares information with others to promote collaboration				
c)	Asks for input from peers and team members				
d)	Models positive behavior				
<b>8) Health &amp; Safety</b>		<b>(overall rating)</b>			
a)	Maintains a healthy, safe work environment and adheres to all safety regulations and guidelines				
b)	Documents and reports any safety infractions				

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

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

<i>Employee has reviewed the following:</i>	<i>Employee's initials</i>
• Maintaining a Respectful Community (Policy 4202)	
• Employee Code of Conduct (Policy 4129)	
• Student Policies and Guidelines	
• Privacy and Access to Information (Policy 4139)	
• Information Security Management System (Policy 2808)	

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• Occupational Health and Safety (Policy 4121)	
• Quick Copyright Guide for Staff (Controlled Document Ref # 1315.4943)	
• Protected Disclosure (Policy 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):**

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**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

**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

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

**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:** \_\_\_\_\_

**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:** \_\_\_\_\_

**Attachments:** \_\_\_ (please indicate number of attachments)

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## PERFORMANCE MANAGEMENT GUIDELINES

Needs Improvement	Satisfactory	Exceptional
<b>Performance is Below Established Expectations</b>	<b>Successfully Meets Established Expectations</b>	<b>Performance Exceeds Established Expectations</b>
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	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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