

LSU Health Sciences Center – New Orleans Unclassified Employee Performance Evaluation Form

Form Note: Adobe Acrobat is required to complete this form. Do Not use an Internet browser to complete as this may impact form calculations.

Employee Name:		Employee ID #:	
Current Date:		Employee Email:	
Job Title:		Department:	

Evaluation Period Reviewed:	<u>Performance Period Start Date:</u> 1/1/2023	TO	<u>Performance Period End Date:</u> 12/31/2023
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Evaluator/ Reviewer Name:		Self-Evaluation? Click here if you are completing a self-evaluation →
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SUPERVISOR STATUS: Is the evaluated employee a supervisor? <i>NOTE: Selecting the wrong option will result in an incorrect Overall Evaluation Rating. Supervisors have an additional section calculated into their overall rating formula.</i>	YES	
	NO	

Signatures – This appraisal has been discussed by the undersigned and a copy given to the employee.

MANAGER SIGNATURE:	I have discussed with my employee the performance evaluation ratings enclosed and the performance expectations for him/her during the upcoming rating period. _____ DATE: _____
EMPLOYEE SIGNATURE:	My manager has discussed with me the performance evaluation ratings enclosed on which I have been rated and the desired performance expectations for the upcoming rating period. _____ DATE: _____
2ND Level Reviewer SIGNATURE	In support of fair and equitable evaluations, a 2 nd Level Reviewer will be required for any OVERALL CATEGORY RATING of (4.51-5.0) Outstanding, or (1.0-1.49) Unsatisfactory. 2 nd Level Reviewers should evaluate ratings to ensure sufficient documentation/comments have been included to warrant the overall rating. Contact your Business Manager or HRM Talent Development to identify this person if needed. _____ DATE: _____

Employee Response / Comments:

- Employee signature does NOT indicate agreement with the rating reviewed, only that the evaluation has been discussed.
- If desired, an employee may submit a formal response to their overall evaluation rating directly to their manager, or HRM Talent Development (talentdevelopment@lsuhsc.edu).
- If the employee response is submitted to the manager/department, please add additional pages to this form when formally submitting it to HRM. (**# of pages attached** ____)
- If desired, the employee may submit a Request for Appeal. (See appeal instructions on Page 2.)

Request for Appeal / HRM Review

- Any employee who may wish to file a formal appeal request with LSUHSC Human Resources, must submit an appeal request to HRM Talent Development by **March 15, 2024**.
- To begin the appeal process:
 - Email (talentdevelopment@lsuhsc.edu) with the subject line: **“Evaluation Appeal Request – YOUR NAME”**
 - Include the following with the email:
 - A copy of the appealed performance evaluation for the current year.
 - An explanation of the reason for the appeal.
 - The desired evaluation rating adjustment.
 - Any pertinent information that would support the justification of the requested rating adjustment.
 - Contact HRM Talent Development for support in submitting an Evaluation Appeal Request.
- Employees are encouraged to discuss concerns informally with their supervisor, then the department representative before filing a formal evaluation appeal. If unsatisfied with the outcome of that department review, employees are encouraged to follow the guidelines outlined above for beginning the evaluation appeal process.

RATING SCALE

(5) OUTSTANDING – *Consistently Exceeded ALL Expectations*

Exceptional performance, consistently well above the expected levels of competence and outcome in all requirements listed for each set of performance expectations. Exceeded established standards in all ways, with accomplishments achieved that were unexpected.

Performance is consistently well above all expected levels for the position. Employee anticipates and responds quickly to changing situations, continually expanding knowledge and skills to address new challenges that extend beyond their role. Offers novel solutions to issues or problems.

Successful performance for this employee requires no intervention or guidance to consistently perform beyond what is expected.

(4) EXCEEDS EXPECTATIONS – *Met All and Exceeded Some Expectations*

Performance is occasionally above the expected levels of competence for the performance expectation. Expectations are met in ALL areas and often exceeded in some, **but not on a consistent basis**.

(3) SUCCESSFUL – *Meets Expectations*

Performance meets criteria relative to quality, quantity, and approach to their work. Work is satisfactory and is performed consistently with normal supervision meeting all expectations of the evaluation criterion.

There were no critical areas where accomplishments were less than planned or exceeded standard expectations. This employee performed to the standards of their position relative to the evaluative criteria.

** An overall rating of “Successful” is used if the employee has consistently met all requirements of the position.*

(2) NEEDS IMPROVEMENT – *Met Some but Not All Expectations*

Performance is inconsistent and does not meet all requirements of the performance review criteria. Performance in one or more critical areas did not meet expectations. Not all planned objectives were accomplished within the established standards and some responsibilities were not completely met.

(1) UNSATISFACTORY – *Does Not Meet Expectations*

Performance consistently poor or inadequate in meeting minimum job requirements. Requires close supervision and/or the redoing of work. Responsibilities are not met, and important objectives have not been accomplished. Needs immediate improvement.

INSTRUCTIONS

Overall Evaluation Rating:

- Overall Evaluation Rating is automatically calculated based on all rated evaluative criteria and resulting section ratings throughout the form. Section A is given 35% of the overall evaluation weight and the remaining sections are then equally weighted to inform the Overall Rating Calculation.
- **Supervisor Status, selected on Page 1, informs the formula used in calculating the overall rating.**
 - *Overall Evaluation Rating for Supervisors additionally includes SECTION F in the calculated formula.*
- In the overall evaluation summary, provide a narrative statement that supports the overall evaluation rating for the employee for the period evaluated, as supported by the ratings for each section.

Section Summary Rating:

- Overall Section Ratings are calculated automatically as the average of all rated applicable section criteria.

2nd Level Reviewer:

- To support fair and equitable evaluations, a 2nd level reviewer/signature will be required for any overall rating equal to (4.50-5.0) Outstanding, or (1.00-1.49) Unsatisfactory.
- 2nd Level Reviewer/Signature should evaluate the justification and objectivity of evaluations, including consistency in evaluation across similar job roles/functions within their area or team.

Self-Evaluation:

- If a self-evaluation was completed by the employee, the self-evaluation MUST be submitted to HRM alongside the manager's evaluation.

COMMENTS:

- Comments are **REQUIRED** for all ratings other than (3) "Successful," and should clearly illustrate justification for the marked performance criterion.
- Space for Overall Rating Summary / Comments has been provided, though should not be used as a substitute for individual performance criterion comments.
- Comments should clearly articulate the specific observations related to the employee's performance.
- N/A ratings should be explained using comments.
- Attach additional pages if necessary to capture the full narrative or explanation of the rating.

N/A Ratings:

- The evaluative criteria within this form are representative of universal expectations and can be applied to positions across LSUHSC. If the evaluator/reviewer believes that the listed criteria cannot be applied to an employee's position, the option to select "N/A" as 'not applicable' has been provided. **COMMENTS ARE REQUIRED** to explain any N/A rating.

Individual Rating Focus:

- This evaluation process is intended to rate each employee on his/her individual job performance and demonstration of listed performance criteria. It is not intended to be a ranking of one employee against another.

Submitting Completed/Signed Evaluations to HRM:

- **Departments/Divisions/Schools may collect the completed and signed forms from applicable staff managers.**
- **Signed Evaluation forms may be submitted to LSUHSC Human Resources through use of MS Teams Form.**
- **LINK:** Performance Evaluation Submission Portal: <https://lsuh.sc/performanceeval2024>
 - Enter all required information, including a **valid email for the reviewed employee**. Attach the signed/completed evaluation as a file in the required field. Additional supporting files may be submitted as desired (self-evaluation, additional comments, employee response, etc.)
- Contact HRM Talent Development < talentdevelopment@lsuhsc.edu > for support in submitting completed evaluations.

A. Job-Specific Remarks: Rate employee for all applicable evaluative criteria for this section.

Criteria for Evaluation and Comments	Criterion Rating					
	N/A	1	2	3	4	5
<p>1. QUALITY OF WORK:</p> <ul style="list-style-type: none"> Fulfills quality of work standards relevant to their specific position and duties. Work is accurate and neat, consistently free of error or mistakes. Demonstrates a commitment to excellence, looking for ways to improve and promote quality. Produces work that demonstrates attention to detail. Ensures work product is thorough and complete. Monitors their work to ensure quality. Employee uses personal experience, education, and training to ensure work consistently meets required LSUHSC and professional/industry standards. 						
<i>Please detail Job-Specific Remarks below:</i>						
<p>2. PRODUCTIVITY:</p> <ul style="list-style-type: none"> Consistently achieves the necessary level of work output relative to their specific position and duties. Employee effectively manages workload and demonstrates the ability to plan and prioritize assignments to consistently meet routine and unexpected deadlines. Able to handle multiple tasks simultaneously to meet deadlines. Concentrates on outcomes and eliminates unnecessary or low-value tasks to achieve critical results. Uses work time effectively, avoids wasteful activities (e.g. excessive non-work-related talking, personal phone calls, cell phone use, or internet surfing). 						
<i>Please detail Job-Specific Remarks below:</i>						
<p>3. JOB KNOWLEDGE:</p> <ul style="list-style-type: none"> Demonstrates clear understanding of the required outcomes and guidelines for their specific position and duties. Demonstrates consistent ability to perform the skills, duties, and functions of their job description. Seeks to build personal knowledge/skills related to their job success. Understands how his/her work contributes to the overall success of the LSUHSC Mission & Vision. 						
<i>Please detail Job-Specific Remarks below:</i>						
Section A Summary Rating: Calculated as the average of all rated applicable section criteria.						

B. BUILDS RELATIONSHIPS: Rate employee for all applicable evaluative criteria for this section.

Criteria for Evaluation and Comments	Criterion Rating					
	N/A	1	2	3	4	5
1. TEAMWORK / COLLABORATION: <ul style="list-style-type: none"> Conducts his/herself in a way that creates and maintains an environment of respect, courtesy, and collaboration. Relays information and shares knowledge with counterparts. Fosters trust within working relationships and a shared sense of belonging. Builds team spirit and celebrates the accomplishments of others. Works with supervisor, colleagues, and team members to align on clear and collective goals. Follows instructions/directions from superiors without unreasonable complaining or arguing. 						
<i>Comments:</i>						
2. SERVICE ORIENTATION: <ul style="list-style-type: none"> Provides exceptional and responsive customer service to internal and external customers. Resolves issues and assists employees and customers in timely, friendly, and effective manner. Assumes ownership of problems and avoids finger-pointing allowing the customer to feel that their issue is understood and will be acted upon. 						
<i>Comments:</i>						
Section B Summary Rating: Calculated as the average of all rated applicable section criteria.						

C. CRITICAL THINKING: Rate employee for all applicable evaluative criteria for this section.

Criteria for Evaluation and Comments	Criterion Rating					
	N/A	1	2	3	4	5
1. PROBLEM-SOLVING / DECISION MAKING: <ul style="list-style-type: none"> Employee uses good judgment about what should be done and when it should be done. Consistently able to solve problems independently but seeks help from the right source when appropriate. Bases decisions on fact rather than emotion. Considers ideas from multiple sources before choosing the best solution. Solicits input of others. Can clearly communicate the reasoning behind decisions made, including relevance to the operation, department, and institution's success. Evaluates decisions based on alignment with department goals and LSUHSC Mission and Vision. 						
<i>Comments:</i>						
2. INITIATIVE & INNOVATION: <ul style="list-style-type: none"> Demonstrates consistent ability to plan and implement work on their own. Initiates problem-solving proactively to resolve a known problem, or to avoid potential problems before they occur. Challenges conventional thinking, making constructive suggestions and thinking outside the box where appropriate. Identifies continuous process improvement opportunities to improve their approach to work. 						
<i>Comments:</i>						
Section C Summary Rating: Calculated as the average of all rated applicable section criteria.						

D. COMMUNICATION: Rate employee for all applicable evaluative criteria for this section.

Criteria for Evaluation and Comments

Criterion Rating

1. WRITTEN & ORAL COMMUNICATION:	N/A	1	2	3	4	5
<ul style="list-style-type: none"> Communicates effectively when speaking or writing. Uses appropriate communication tools/methods according to the situation (e.g. email, phone, text, in-person, etc). Communicates messages clearly, tactfully, and concisely. Gives clear instructions, when needed. Writes understandably, free of grammatical, spelling, or sentence structure errors. Adjusts messaging appropriately based on with whom they are speaking. 						
<i>Comments:</i>						
2. EFFECTIVE LISTENING:	N/A	1	2	3	4	5
<ul style="list-style-type: none"> Listens to and considers the views of others. Demonstrates empathy when listening. Avoids interrupting unnecessarily. Considers advantages, disadvantages, usefulness, potential results, and other relevant factors. Checks to confirm understanding rather than make assumptions. 						
<i>Comments:</i>						
Section D Summary Rating: Calculated as the average of all rated applicable section criteria.						

COMPLIANCE: Evaluate employee for compliance with applicable policies and standards.

1. COMPLIANCE:	N/A	YES	NO
Adheres to LSUHSC and State standards of ethics and compliance. Performs job duties in accordance with LSUHSC policies and procedures, professional standards and practices, and in accordance with relevant laws, regulations, and practices.			
<i>Comments:</i>			
2. DIVERSITY & INCLUSION:	N/A	YES	NO
Fosters a culture of trust and respect by behaving fairly and ethically towards others. Demonstrates the same support and respect to all team members/colleagues. Supports and holds others accountable for creating an inclusive, respectful, and ethical working culture at LSUHSC.			
<i>Comments:</i>			

E. LEADING OTHERS: Rate employee for all applicable evaluative criteria for this section. **(*SUPERVISOR ROLES ONLY*)**

Criteria for Evaluation and Comments	Criterion Rating					
	N/A	1	2	3	4	5
1. MANAGING PERFORMANCE: <ul style="list-style-type: none"> Ensures employees are trained, rewarded, and held accountable for work performance. Fosters an environment of continuous feedback and peer recognition. Aligns performance goals of their team to the department and organizational goals, and in support of the LSUHSC Mission and Vision. Manager plans and assigns work effectively and fairly, setting realistic but challenging work goals. Achieves results through the high quality and quantity of their work group's efforts. Institutes discipline and grievance handling policies and procedures fairly and equitably. Provides developmental opportunities and coaching to help employees diversify skills. 						
<i>Comments:</i>						
2. CHAMPIONS DIVERSITY & INCLUSION: <ul style="list-style-type: none"> Fosters and effectively manages diversity and inclusion within their team. Appreciates and leverages the unique skills and contributions of all employees. Creates and encourages a work culture that embraces diversity, equity, and inclusion. Develops, evaluates, and rewards employees consistent with the goal of creating a diverse and inclusive workforce at LSUHSC. Solicits diverse perspectives of team members in discussion and decision-making. 						
<i>Comments:</i>						
Section E Summary Rating: Calculated as the average of all rated applicable section criteria.						

OVERALL EVALUATION RATING CALCULATOR:

The Overall Evaluation Rating is calculated based on all rated performance criteria and resulting section ratings. Section A "Delivers Results" is weighted 35%. All other sections' ratings are then equally weighted. Weighted section scores are summed to calculate the overall evaluation rating.

*Calculations for supervisors/managers differ only in the distribution of weights to include the required Section F rating. Weights in the table below are determined by whether you selected supervisor or non-supervisor on Page 1. Please choose correctly.

*Overall rating calculated as sum of weighted scores. Weighted scores represent each section rating's contribution to the overall calculated rating.					
Section	Section Summary Rating		Weight		Weighted Score
A. Job-Specific Remarks		X		=	
B. Relationship-Building		X		=	
C. Critical Thinking		X		=	
D. Communication		X		=	
Compliance: Yes No		Diversity & Inclusion: Yes No			
NOTE: A check in this box indicates you are completing this form for a supervisor and must complete Section F. If this is not a supervisor, please adjust the selected "Supervisor Status" on Page 1 to correct the Overall Rating formula.					
E. Leading Others (Manager/Supervisor Only)			X		=

Overall Evaluation Rating	
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OVERALL EVALUATION SUMMARY (COMMENTS):	Overall Rating Scale & Overall Rating Category	The overall numeric rating (e.g., 3.50, 3.33, etc.) corresponds with the numeric ranges shown in the "Overall Performance Rating Category" table above. Please indicate to the employee where their Overall Rating falls on this scale.
	4.50 – 5.00 Outstanding 3.50 – 4.49 Exceeds Expectations 2.50 – 3.49 Successful 1.50 – 2.49 Needs Improvement 1.00 – 1.49 Unsatisfactory	