Support Staff Evaluations/Performance Appraisal Process - Forms & Process

WASBO Fall Conference

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ACKNOWLEDGEMENTS

The Cooperative Educational Services Agency (CESA 6) *Non-Certified Support Staff Performance Evaluation System* (NSSPES) was developed through the thoughtful contributions of the Non- Certified Support Staff Design team members. We wish to express our appreciation for their time and conscientious, thoughtful effort.

The Design Team members was a group of non-certified support staff, human resources personnel, and administrators from the Hortonville Area School District, the School District of Janesville, the School District of New Berlin, the School District of Menomonee Falls, and the Walworth Joint School District #1.

The Non-Certified Support Staff Performance Evaluation System (NSSPES) may be used in tandem with the CESA 6 Effectiveness Project.

RESEARCH

The *Non-Certified Support Staff Performance Evaluation System* (NSSPES) is one of the seven performance evaluation systems available through the Center for Professional Practice and Growth to assist school districts in the evaluation of all school district staff. The NSSPES standards are based on the existing research of the qualities of effective workers including Skills for the 21st Century Workplace and the SCANS (Secretaries Commission on Achieving Necessary Skills) Report. Additionally, the Wisconsin design team considered input from private sector human resources personnel and school district human resources personnel related to the collection and presentation of data to document non-certified staff employee performance.

NSSPES: Performance Standards, Performance Indicators, and Performance Appraisal Rubrics

Non-Certified Support Staff Performance Evaluation System:
Custodians, Food Service and Administrative Assistants

Performance Standard 1: Job Knowledge
The support staff employee demonstrates knowledge of and competency in skills and duties required to perform their job effectively.

Sample Performance Indicators
Examples may include, but are not limited to:

The support staff:
1.1 Exhibits working knowledge of job responsibilities including health and safety, technology and procedures required to perform the job.
1.2 Exhibits working knowledge of policies and consistently follows them.
1.3 Exhibits working knowledge of job procedures and consistently follows them.
1.4 Demonstrates initiative and can complete tasks independently.
1.5 Aware of resources and applies them appropriately.
1.6 Demonstrates neatness, accuracy, thoroughness, and skillfulness in job responsibilities.
1.7 Understands the impact their role has on students' success and well-being.

Distinguished* *In addition to meeting the requirement of Effective...*	Effective Effective is the expected level of performance.	Developing/ Needs Improvement	Unacceptable
The support staff employee continuously demonstrates extensive working knowledge of and competency in the skills and duties required to perform job functions effectively and shares their expertise to support and improve the system.	**The support staff employee demonstrates knowledge of and competency in skills and duties required to perform their job effectively.**	The support staff employee inconsistently demonstrates working knowledge of and competency in skills and duties required to effectively perform their job.	The support staff employee does not demonstrate an understanding or working knowledge of and competency in skills and duties required to effectively perform their job.

* Support staff employees who are distinguished serve as role models and/or leaders.

Non-Certified Support Staff Performance Evaluation System:
Paraprofessionals

Performance Standard 1: Job Knowledge
The support staff employee demonstrates knowledge of and competency in skills and duties required to perform their job effectively.

Sample Performance Indicators
Examples may include, but are not limited to:

The support staff:
1.1 Exhibits working knowledge of job responsibilities including health and safety, technology and procedures required to perform the job.
1.2 Exhibits working knowledge of policies and consistently follows them.
1.3 Exhibits working knowledge of job procedures and consistently follows them.
1.4 Demonstrates initiative and can complete tasks independently.
1.5 Aware of resources and applies them appropriately.
1.6 Demonstrates neatness, accuracy, thoroughness, and skillfulness in job responsibilities.
1.7 Understands the impact their role has on students' success and well-being.
1.8 Demonstrates knowledge of backgrounds, abilities and interests of students supported.
1.9 Assists with the health, safety and welfare of students.

Distinguished* *In addition to meeting the requirement of Effective...*	Effective Effective is the expected level of performance.	Developing/ Needs Improvement	Unacceptable
The support staff employee continuously demonstrates extensive working knowledge of and competency in the skills and duties required to perform job functions effectively and shares their expertise to support and improve the system.	**The support staff employee demonstrates knowledge of and competency in skills and duties required to perform their job effectively.**	The support staff employee inconsistently demonstrates working knowledge of and competency in skills and duties required to effectively perform their job.	The support staff employee does not demonstrate an understanding or working knowledge of and competency in skills and duties required to effectively perform their job.

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NON-CERTIFIED SUPPORT STAFF - DATA SOURCES

The following are data measures that are available for districts to choose from in designing their Non-Certified Support Staff Evaluation System process:

Data Source	Definition
Self Assessment / Goal Setting	Non-Certified Staff set a job performance goal based on a completion of self-assessment of Non-Certified Support Staff Standards and Indicators. Goals and related action plans are designed to drive growth in job performance and skills.
Observations	Observations provide data on the employee's daily performance. It is suggested to complete two observations in a cycle.
Documentation Log	Documentation Logs provide an opportunity for the non-certified support staff employee to demonstrate (through artifacts) evidence of their work.
Surveys	Surveys provide opportunities to gather external perceptions of job performance. The actual survey responses are seen only by the employee who prepares a survey summary for inclusion in the Documentation Log.

Examples of Artifacts in a Documentation Log for Non-Certified Support Staff

Standard 1 − Job Knowledge: Sources of evidence that show goal progress; interview protocols; knowing their department policies and procedures. If appropriate: cost/benefit analyses reports; facilities plan; long-range goals; short-range goals; safety audit; financial audit; budgets; and schedules. Knowledge of instructional strategies and recommendations if working with students.

Standard 2 − Communication: Emails; calendars; data collection templates; needs assessments and summaries; customer satisfaction surveys; call logs; memos; shout outs.

Standard 3 − Organization : Daily or weekly planning documents; schedules; work logs of completed tasks; guidelines for use of time; Staff responsibility charts; use of Google calendar and task planning; call logs; production logs; time management; keeping "To Do Lists"

Standard 4 − Problem Solving/Decision Making: Staff responsibility chart; annual plans and reports; work orders; description of a scenario where problem solving was used effectively. An example of flexibility.

Standard 5 − Interpersonal Skills: internal communication; survey results; emails; minutes; notices; press releases; meeting agendas and minutes; media communications/correspondence; presentations to civic/ community groups.

Standard 6 − Professionalism: Continuing education updates; licensing; professional conference attendance; professional organization membership; networking; participation in community organizations; social media connections.

Sample Survey - Administrative Assistant Survey

Administrative Assistant Survey

The purpose of this survey is to provide feedback to your Administrative Assistant.

Name/Position: **_____**

Date: _____

Please check in the box with your candid response to the following items. Rate the service provided by this Administrative Assistant listed above by checking a box on a number between one and five. 1 being the lowest rating and 5 being the highest rating. If you are unable to answer the question please indicate NA for not applicable.

	1	2	3	4	5
When you call via telephone am I efficient, friendly and helpful?					
When you call me via telephone are you satisfied with the service you receive?					
When you contact me via email are the responses timely and efficient?					
When you enter the office are you greeted and made to feel welcome?					
When you contact the office do you feel I listen and try to get a good understanding of your needs?					
When attending meetings onsite how friendly and helpful do you feel I am?					
How would you rate your overall satisfaction you receive from me?					

Comments: What suggestions might you have to help me provide quality service to you and this office?

Other comments:

Essential District Planning - Questions to be Answered

- What will your observation cycle be for non-certified employees? (annual, two-year or three-year)?
- What data sources do you want to use for administrative assistants / secretaries, custodians, food service personnel, and/or paraprofessionals?
- How often will observations take place?
- How many artifacts per standard in cycle?
- How many goals will your employees have?
- How do you fill out the self-reflection form (by standard, by indicator, by etc…)?
- When will surveys be given by non-certified staff?