



**SECond Mission: Service | Education | Careers VISTA Program
Performance Evaluation Form**

Member Name: _____

Host Site: _____

EVALUATION PERIOD: (please check one) _____ **Mid-Year** _____ **Final** _____

The Performance Management process communicates performance expectations related to specific goals, key performance factors and overall key responsibilities. This form is a tool for revisiting/revising performance goals and objectives and providing performance feedback. Supervisors and members share responsibility for the process. **The supervisor and VISTA member should review the VISTA Assignment Description prior to the performance review, revise and update if necessary, and attach the revised copy to ensure accuracy.**

Performance Ratings are based on the following scale:

Rating	Definition
<u>EXCEPTIONAL</u>	Consistently exceeds site and CCMW performance expectations to a degree that is obvious to supervisor, CCMW staff, students, and peers. Consistently excels in demonstrating the knowledge, skills and abilities that result in the effective performance of the position requirements. Serves as a role model to others. Truly outstanding level of contribution (well beyond position requirements) during the performance period.
<u>COMMENDABLE</u>	Frequently exceeds established site and CCMW performance expectations. Often excels in demonstrating the knowledge, skills and abilities that result in the effective performance of the position requirements.
<u>SOLID PERFORMER</u>	Meets established site and CCMW performance expectations. Demonstrates the knowledge, skills and abilities that result in the effective performance of the position requirements.

NEEDS IMPROVEMENT

Does not meet site and CCMW performance expectations on a consistent basis. Does not demonstrate enough of the knowledge, skills and abilities required to perform the service. Meets some of the minimum position requirements. Performance may be uneven or inconsistent, and requires improvement. A performance improvement plan may be required.

UNACCEPTABLE

Does not meet site and CCMW performance expectations. Does not demonstrate the necessary knowledge, skills, abilities and/or commitment. Has not kept pace with service requirements; successes may be occasional or performance has been deteriorating. Immediate and sustained improvement is needed. A performance improvement plan is required.

PERFORMANCE FACTORS – This section details how members perform their service utilizing the descriptors appropriate for their position. Not all factors need to be rated or included in the overall ratings for the section but can be used for developmental purposes.

➤ **VISTA SERVICE RESULTS**

Exceptional	Commendable	Solid Performer	Needs Improvement	Unacceptable
<ul style="list-style-type: none"> ○ Demonstrates knowledge to accomplish service duties effectively ○ Organizes duties well ○ Performs with minimal supervision ○ Uses work time and resources efficiently ○ Handles fair share of workload ○ Handles multiple tasks/activities simultaneously ○ Takes responsibility for getting things done and follows through to completion 			<ul style="list-style-type: none"> ○ Takes initiative ○ Delegates as appropriate ○ Acts in accordance with service procedures and policies ○ Acts as a resource for others ○ Remains current regarding new developments in area of responsibility ○ Meets work schedule/attendance expectations 	

Describe actual performance to support rating:

➤ **CONSTITUENT SERVICE (internal/external)**

Exceptional	Commendable	Solid Performer	Needs Improvement	Unacceptable
<ul style="list-style-type: none"> ○ Seeks staff and student input appropriately ○ Works actively with student veterans to identify needs ○ Takes action to respond to staff and student needs/concerns 			<ul style="list-style-type: none"> ○ Responds in a timely and effective manner ○ Considers the impact of decisions on student veterans ○ Demonstrates concern for customer needs ○ Builds collaborative relationships with student veterans 	



Describe actual performance to support rating:

➤ **TEAMWORK**

Exceptional	Commendable	Solid Performer	Needs Improvement	Unacceptable
<ul style="list-style-type: none">○ Works to enhance team performance○ Respects the opinions of others○ Collaborates			<ul style="list-style-type: none">○ Provides appropriate feedback to team members○ Maintains harmonious work relationships with team members	

Describe actual performance to support rating:

➤ **PROBLEM SOLVING/DECISION MAKING**

Exceptional	Commendable	Solid Performer	Needs Improvement	Unacceptable
<ul style="list-style-type: none">○ Analyzes situations to resolve effectively○ Identifies issues, problems and opportunities○ Formulates alternative solutions○ Learns from successes and mistakes○ Effectively establishes priorities○ Adapts and responds to changing priorities and new ideas○ Recognizes when supervisory input is necessary and seeks guidance			<ul style="list-style-type: none">○ Offers creative suggestions for improvement○ Combines information and ideas in novel ways to produce solutions○ Uses relevant information to diagnose problems○ Identifies key issues/root causes from a variety of quantitative and qualitative data○ Makes appropriate decisions and accepts responsibility for decisions	

Describe actual performance to support rating:

➤ INTERPERSONAL AND COMMUNICATION SKILLS				
Exceptional	Commendable	Solid Performer	Needs Improvement	Unacceptable
<ul style="list-style-type: none"> ○ Exhibits positive and professional behavior with co-workers and student veterans ○ Shares information and resources ○ Listens attentively ○ Seeks clarification to ensure understanding 		<ul style="list-style-type: none"> ○ Builds effective work relationships within and across departments ○ Communicates effectively with supervisors/peers ○ Exercises tact, courtesy and respect ○ Accepts constructive feedback 		
Describe actual performance to support rating:				
➤ DIVERSITY				
Exceptional	Commendable	Solid Performer	Needs Improvement	Unacceptable
<ul style="list-style-type: none"> ○ Treats all others with respect ○ Understands the impact of culture/background on the behavior of others 		<ul style="list-style-type: none"> ○ Respects differences among the internal and external community ○ Demonstrates inclusive behavior 		
Describe actual performance to support rating:				

➤ PEOPLE MANAGEMENT (<i>Use if applicable</i>)				
Exceptional	Commendable	Solid Performer	Needs Improvement	Unacceptable
<ul style="list-style-type: none"> ○ Coaches volunteers/others to improve performance ○ Gives effective guidance and feedback to volunteers/o ○ Recognizes and rewards excellent performance ○ Creates a learning environment 		<ul style="list-style-type: none"> ○ Ensures understanding of departmental goals and volunteer roles/responsibilities ○ Involves others and delegates appropriately ○ Deals effectively with others in a conflict situation 		

Describe actual performance to support rating:

➤ **LEADERSHIP (Use if applicable)**

Exceptional	Commendable	Solid Performer	Needs Improvement	Unacceptable
<ul style="list-style-type: none">○ Understands and supports the vision of the institution and SECond Mission VISTA○ Effectively uses the unit's/department's decision making structure○ Seeks opportunities for collaboration with other areas			<ul style="list-style-type: none">○ Demonstrates acumen in understanding the environment, diagnosing strengths and weaknesses and formulating action plans○ Establishes long-range courses of action to accomplish strategic goals	

Describe actual performance to support rating:

Other Accomplishments: Use this section to identify any development goals or special one-time accomplishments that went beyond the regular service expectations and are not covered elsewhere in this document.

List 3 Strengths and 3 Developmental Needs:

Strengths	Ways to share with others
Developmental Need	Support and commitment needed to progress (Member, Site Supervisor, and Second Mission staff)

Overall Annual Rating (See pages 1 and 2 for definitions)

Check one:

EXCEPTIONAL

COMMENDABLE

SOLID PERFORMER

NEEDS IMPROVEMENT performance improvement plan may be required.

UNACCEPTABLE

**When conducting a review, if the overall performance is "Needs Improvement" or "Unacceptable", the VISTA Site Supervisor and Second Mission Program Director will create a performance improvement plan. The supervisor, director, and VISTA member must agree to, sign, and implement the plan immediately. The performance improvement plan will trigger another performance review 60 days from its implementation.*

Status of Service Progress: Is the member making satisfactory progress toward achieving the goals and objectives described in the VISTA Assignment Description? Yes No

Member Comments:

Member Signature: _____ **Date:** _____

Signature indicates the member has seen and discussed this document with her/his supervisor. It does not necessarily indicate agreement with it.

Supervisor's Name: _____

Supervisor's Signature: _____ **Date:** _____