

## EXHIBIT 5

### NON-TEACHING PROFESSIONAL EMPLOYEE EVALUATION

Name \_\_\_\_\_ Position Title \_\_\_\_\_

Evaluator \_\_\_\_\_ Date of Evaluation \_\_\_\_\_

**Goals:** This evaluation is designed to:

- 1) assess current performance
- 2) promote communication between parties to discuss strengths and weaknesses
- 3) improve employee productivity and effectiveness in job performance
- 4) set target goals for enhanced future performance

**Instructions:** To complete the evaluation, read each scale item and record the score (1-5) most accurate in the space provided. If you give a score of "1" or a score of "5," you must provide a reason for this score in the comment area. Comments are welcome on any questions. Feel free to cite examples when possible.

#### SCORING SCALE

NA	<b>Not applicable</b> , or there is not enough knowledge to comment.
1	<b>Unsatisfactory:</b> Performance is definitely below acceptable standards and fails to meet job requirements
2	<b>Some Deficiencies Evident:</b> Improvement is needed to meet acceptable standards; performance of job requirements is inconsistent.
3	<b>Satisfactory:</b> Performance meets job requirements and standards.
4	<b>Good:</b> Performance usually exceeds job requirements and standards.
5	<b>Exceptional:</b> Performance consistently exceeds job requirements and standards.

**1. Job knowledge:** How well does the employee know their job? Have assigned responsibilities been performed as designated?

Score: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

**2. Quality:** Assess the content, accuracy, and thoroughness of the employee's work. In your opinion, does the employee skillfully provide effective and superior service to college and non-college consumers?

Score: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

**3. Productivity:** Assess the degree to which the employee meets or exceeds production expectations. Is the employee handling the volume of work in a reasonable amount of time?

Score: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

**4. Customer service:** Assess how the employee assists others. How well does the employee get along with college and non-college consumers?

Score: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

**5. Teamwork:** How willingly does the employee work with CCC's peers, faculty, and staff? Consider the employee's daily work attitude, attitude in stressful situations, and support of team efforts.

Score: \_\_\_\_\_

Comments: \_\_\_\_\_

**6. Work Habits/Personal Appearance:** Does the employee set a good example in attendance, punctuality, reliability, and professional appearance?

Score: \_\_\_\_\_

Comments: \_\_\_\_\_

**7. Communication:** Does the employee communicate clearly, at the appropriate levels, providing feedback to co-workers, supervisor, and administrators? Does the employee demonstrate appropriate confidentiality?

Score: \_\_\_\_\_

Comments: \_\_\_\_\_

**8. Courtesy:** Does the employee show respect for others? Is the employee polite?

Score: \_\_\_\_\_

Comments: \_\_\_\_\_

**9. Initiative/Independent Judgment:** Is the employee a self-starter who can work with minimum supervision? Does the employee originate action, seeking innovative methods and contributing new ideas to the institution? To the best of your ability, assess the employee's ability to tackle new problems while providing workable solutions to those problems.

Score: \_\_\_\_\_

Comments: \_\_\_\_\_

**10. Adaptability:** Can the employee adapt to changes in assignments, procedures, or situations? Does the employee demonstrate flexibility and responsibility in accepting work assignments?

Score: \_\_\_\_\_

Comments: \_\_\_\_\_

**11. Professional Activities:** Does the employee attend professional workshops and conferences that will enhance or improve performance? Does the employee present a positive image of the college and, if requested, offer services to the community?

Score: \_\_\_\_\_

Comments: \_\_\_\_\_

**Additional comments:**

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**Employee’s comments:**

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**Recommendations or goals:**

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\_\_\_\_\_  
**Evaluator’s signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Employee’s signature\***

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Administrator’s signature\***

\_\_\_\_\_  
**Date**

**\*My signature indicates that I have read and understand the contents of this evaluation. It does not necessarily signify my concurrence.**

**Total Numeric Score (Add scores for items 1 through 11)**  
**Divide total numeric score by (11 minus the number of NA’s)**

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