WEST CHESTER AREA SCHOOL DISTRICT
Support Staff Performance Evaluation
Technology, Business and Human Resources Hourly staff

Positions Covered:

This Performance Evaluation Process for Hourly Support Staff in our Technology and Business offices and will be used for the following positions:

Technology
Database Specialist
Information Specialist
Help Desk Technician
Network Specialist
Senior Technology Associate
Tech Support Specialist
Tech Associate
Web Programmer

Human Resources
Personnel/Benefits Clerk
Employment Clerk
Benefits Clerk

Business Office
Accounts Payable Clerk
Asst Transport Coordinator
Child Accounting Technician
Clerk Accountant Fed Programs
Copy/Data Center Clerk
File Clerk
Payroll Technician
Real Estate Tax Clerk
Receptionist
Tax Accountant

Purpose of Performance Evaluation:

The purpose of the performance evaluation tool is to evaluate Support Staff on the following factors that are essential to their positions in the district. These factors are:

1. **Job Description** - Performance of essential duties and responsibilities as described in the job description
2. **Professionalism** - Presents oneself professionally with all District Stakeholders.
3. **Work Quality** - Detailed, thorough and professional completion of work
4. **Productivity** - Completes work assignments accurately and in a timely manner.
5. **Attitude** – Respectful, cooperative and motivated
6. **Adaptability –** Applies the latest technology and methods to job assignments
7. **Flexibility** – Is versatile and adjusts to changes in work conditions
8. **Independence**- Shows initiative and resourcefulness, operates independently with minimal supervision
9. **Accepts Responsibility** - Accepts direction and constructive feedback on employee's work in a positive manner.

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Performance Evaluation Process:

Evaluation Cycle

- Every new employee will receive one review during the first 60 calendar days of employment in the WCASD. An employee receiving an overall score under 50 points during this review will be given another review prior to 90 calendar days of employment. An employee receiving a score under 50 points during this review will be suspended and recommended to the Board for termination.
- Annual Performance evaluations will be given each year in April. An extension into May is allowed in cases of mid-year transfers, long-term absences or other extenuating circumstances with the approval of Human Resources. Typically, these evaluations should reflect the previous twelve months of service in the District, but there may be certain cases where this is not the case. Reasons may include newly hired employees, transfers, status changes or long-term absences from the District. These situations should be reflected with a corrected start date on the form under "Evaluation Period".

Completion of Form

The supervisor should rate each employee based on the following scale.

4 -> **Exceptional** - Significantly exceeds performance standard
3.5 -> **Above Average** - Exceeds performance standards
3 -> **Meets Expectations** - Meets expected performance standards of position
2 -> **Needs Improvement** - Does not perform standard consistently
1 -> **Unsatisfactory** – Fails to meet performance standard

- The supervisor should rate the employee using increments of no smaller than .25 in scoring a particular category.
- The supervisor would be expected to receive input from others who have direct knowledge of the employee's performance.
- The supervisor must meet with each employee individually to review the evaluation prior to being signed by the employee, absent emergency or extenuating circumstances.
- If the employee refuses to sign in the space provided, such refusal shall be recorded and dated. The employee should be notified in writing of this notation within ten (10) work days.

Treatment of Unsatisfactory Evaluations:

1. Any employee receiving an overall score under 50 points, absent behavior on the part of the employee determined inappropriate by the District and subject to Board policy GCKAB - Correction & Disciplinary Procedures-Support Staff shall be placed on an improvement plan, which shall give the employee at least four (4) months to improve. Generally, upon completion of improvement plan employee will be issued another performance evaluation
2. Two consecutive unsatisfactory ratings shall be necessary to dismiss an employee on the basis of performance.

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