

SECURITY SERVICES UNIT EMPLOYEES

Agency **College of Technology at Canton**

**SECTION I EMPLOYEE IDENTIFICATION**

Employee's Name \_\_\_\_\_ Social Security # \_\_\_\_\_  
 Title \_\_\_\_\_ Division/Facility \_\_\_\_\_  
 Evaluation Period From \_\_\_\_\_ To: \_\_\_\_\_ Item # \_\_\_\_\_ Salary Grade \_\_\_\_\_

**SECTION II - SUPERVISORY INSTRUCTIONS**

Compare the employee's job performance relative to each of the performance factors in Section III with the ratings described under each factor. Select the rating that most accurately describes the employee's performance on each factor, and check the appropriate box. If the employee's performance is not exactly described by one of the definitions under a factor, select from all ratings the one which best describes the employee's performance. If an employee's duties are such that a given factor has no applicability, omit that factor.

**SECTION III - PERFORMANCE FACTORS**

Outstanding	Excellent	Good	Needs Improvement	Unsatisfactory

1. **Provision of security and safety to assigned area.** Consider employee's performance in inspecting or patrolling area for potential and real safety and health hazards, and risks to security. Consider performance in observing and evaluating actions or behavior of individuals within assigned area and initiating appropriate action.

**Outstanding:** Consistently makes required inspections of assigned area in a thorough and systematic manner. Accurately notes improprieties and takes appropriate action in a timely manner.  
**Good:** Inspects assigned area in an adequate manner. Usually takes appropriate action in a timely manner. Assigned area meets security, safety and sanitary standards.  
**Unsatisfactory:** Fails to conduct inspections of assigned area or conducts them in a careless manner. The assigned area frequently not meet security, safety and sanitary standards. Sometimes leaves assigned area without authorization.

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2. **Time and attendance:** Consider employee's attendance and punctuality record in relation to generally accepted rules and regulations.

**Outstanding:** Employee uses a limited amount of sick leave time. Always advises supervisor of planned or emergency use of leave time and obtains prior approval. Is very rarely tardy.  
**Good:** Employee generally uses an acceptable number of sick days. Obtains supervisory approval. Is seldom tardy.  
**Unsatisfactory:** Employee frequently and inappropriately uses sick leave; is tardy on a frequent basis, is absent without approval or prior notification.

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3. **Relationship with fellow employees.** Consider the employee's performance in communicating, interacting and cooperating with fellow employees. In particular, consider how the employee coordinates job activities with those of other employees.

**Outstanding:** The employee consistently interacts and cooperates with fellow employees in a positive, supportive and effective manner exhibiting a high level of enthusiasm.  
**Good:** The employee works well with fellow employees; is usually cooperative, and works well in group situations.  
**Unsatisfactory:** The employee is often uncooperative or abrasive with fellow employees; actions serve as a deterrent to the work unit's cohesiveness and effectiveness.

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4. **Knowledge and application of laws, rules and regulations.** Consider the employee's knowledge of relevant laws, rules and regulations required in the performance of assigned duties and judgment used in their application.

**Outstanding:** Employee exhibits a thorough knowledge and understanding of relevant laws, rules and regulations; consistently applies them in an appropriate manner.  
**Good:** Employee has a basic understanding of relevant laws, rules and regulations; generally applies them in a consistent manner.  
**Unsatisfactory:** Employee lacks understanding and familiarity with relevant laws, rules and regulations; application is often arbitrary.

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5. **Maintenance of equipment.** Consider the employee's treatment, protection and maintenance of equipment, uniforms and/or weapons .

**Outstanding:** Employee consistently maintains equipment and/or weapons in excellent condition; practices preventive maintenance and reports defective equipment in a timely manner.  
**Good:** Employee maintains equipment and/or weapons according to generally accepted standards.  
**Unsatisfactory:** Equipment and/or weapons are poorly maintained, treated in a careless manner, and frequently not accounted for.

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6. **Anticipation and action in emergency situations.** Consider the employee's ability to recognize emergency situations and timeliness of response to such situations. Also, consider the employee's ability to detect potential problems and judgment in taking action.

**Outstanding:** Employee consistently exhibits ability to recognize potential problems or emergencies, taking constructive and effective action which serves to minimize problems before they occur.

**Good:** Employee reacts to emergency situations in an effective manner ensuring a minimum of disruption.

**Unsatisfactory:** Employee often does not detect and/or respond appropriately to problem situations and/or emergencies.

7. **Administrative responsibilities.** Consider the employee's ability to prepare thorough and accurate reports including the maintenance of logs and incident documentation. Also consider the timeliness of such reports.

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**Outstanding:** Consistently submits concise, accurate and objective accounts of daily activities and critical incidents. Reports are always submitted on time.

**Good:** Submits useful accounts of daily activities and critical incidents. Most reports are filed in a timely manner with little supervisory direction.

**Unsatisfactory:** Reports are not adequately written and a poor job is done in documenting daily activities and critical incidents. Reports are prepared only after direct orders are issued.

8. **Relationship with the public in general.** Consider the employee's performance when in contact with the general public. Particularly consider the employees willingness to cooperate and communicate with the general public.

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**Outstanding:** Employee is always courteous with the public. Enthusiastically provides necessary assistance, information and guidance.

**Good:** Employee is generally responsive to requests for information, assistance and guidance.

**Unsatisfactory:** The employee's manner with the public is often abrupt and unresponsive; often does not respond appropriately to requests for assistance, information and guidance.

9. **Relationship with clientele\* group.** Consider employee's performance in promoting positive behavior while supervising clientele group. Also, consider the employee's personal demeanor as a role model for clientele group.

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**Outstanding:** Employee conveys and enforces clear standards of behavior for clientele group; exhibits concern and responsiveness toward clientele group. Projects a positive role model for the clientele group.

**Good:** Employee ensures that the clientele group is aware of acceptable behavior, shows some interest in the welfare of clientele group.

**Unsatisfactory:** Employee does not convey acceptable standards of behavior to the clientele group; exhibits little or no concern for clientele group activities or behavior.

10. **General leadership skills.** Consider employee's demonstrated ability to provide direction, instruction and counsel to subordinate staff.

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**Outstanding:** Employee continually demonstrates leadership ability in all assigned tasks. Always coordinates work force effectively to accomplish assigned tasks.

**Good:** Employee usually demonstrates leadership ability in most assigned tasks. Usually coordinates work force effectively to accomplish assigned tasks.

**Unsatisfactory:** Employee does not demonstrate adequate leadership ability in assigned tasks. Cannot coordinate work force effectively to accomplish assigned tasks.

\*Clientele group may mean inmates, patients, students, residents, service users, the public, etc.

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#### SECTION IV - PERFORMANCE RATING

After the rating for each of the factors has been recorded, the supervisor assigns a Performance Rating from the categories below, which should reflect the employee's overall performance for the rating period.

- OUTSTANDING:** The employee's performance clearly is exceptional in comparison with expectations, thereby causing the employee to stand out above others in the work unit. Performance consistently exceeds expectations for all tasks. The employee can be relied upon to perform the most difficult tasks and has made exceptional contributions to the work of the employee's work unit or the agency.
- EXCELLENT:** The employee always meets and frequently exceeds performance expectations for all tasks. The employee is performing better than expected for many of the tasks and is recognized as a particular asset to the work unit.
- GOOD:** The employee meets performance expectations for all tasks and performs in a good, competent manner. This is the expected and usual level of performance for most employees.
- NEEDS IMPROVEMENT:** The employee meets performance expectations at a minimally acceptable level.
- UNSATISFACTORY:** The employee clearly does not meet performance expectations, not even at a minimally accepted level.

**Supervisor's Comments:** Consistent with the values recorded above and the rating given, the supervisor is to offer comments in the spaces provided below:

Demonstrated Strengths: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Areas in Need of Improvement: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Supervisor \_\_\_\_\_

Title \_\_\_\_\_ Date \_\_\_\_\_

**SECTION V - SECOND-LEVEL SUPERVISORY REVIEW**

My comments on the rating are as follows:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Reviewer \_\_\_\_\_

Title \_\_\_\_\_ Date \_\_\_\_\_

**SECTION VI - EMPLOYEE COMMENTS**

The employee is afforded the opportunity to comment on the performance evaluation in the space provided below.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Employee Review:** I have reviewed this completed rating and it has been discussed with me by \_\_\_\_\_ (Name of Supervisor)

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_