

GOOD EXAMPLE

Date of Evaluation Meeting: 4/5/2021

Name Employee Name (Last, First): Norse, Victor	Employee Number: 1234567
Department: Mascot Hall	Position/Job Title: Mascot of Engagement
Time in Present Position: 5 Years	Supervisor Name: Enka Yu

For more information about this form, refer to the [About the Annual Performance Evaluation Form](#) document.

Supervisors: For training or refresher about performance management and annual performance evaluations, access the Safe Colleges course: [Performance Evaluation](#).

Supervisors / Department Heads / Next-Level (if applicable): Once the form is complete, please submit each individual employee form via [Qualtrics](#).

Any questions, please email the Human Resources Department at nkuhr@nku.edu.

Section I: Evaluation of Past Performance

Instructions: Rate the employee on overall performance job factors / responsibilities and individual goals for the specified evaluation period. (Refer to last two pages for listing of job factors; **diversity and compliance / safety are required factors.**) Use the comments section to provide feedback, which include any strengths that aided in the accomplishments and areas of improvement, and note that examples are required for a rating of “Exceptional” and “Needs Improvement”.

Note: If an employee received a corrective action during the period being evaluated, the rating can be no higher than “Successful”.

Has there been a corrective action during this period? Yes No

A. Performance & Individual Goals

Job Factors & Responsibilities

Exceptional Highly Successful Successful Developing Needs Improvement

Employee Comments	<ul style="list-style-type: none"> Compliance/Safety: I created efficiencies and reduced injuries to players entering the gymnasium by reducing the level of obstacles in the form of decorations by 5% by working in collaboration with Facilities Management prior to each event. Diversity: I was instrumental in forming an event geared towards celebrating the women of NKU sports teams, which helped to generate revenue of \$30k for future scholarships for women entering the Sports Business & Event degree program. Customer service: I formed a group to initiate a customer service survey to gather data regarding mascot uniforms to then implement, which increased customer satisfaction by 15%.
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Exceptional Highly Successful Successful Developing Needs Improvement

Supervisor Comments	<p>Victor has really taken his role and ran with it by coming up with innovative options to help support NKU and strengthen our efforts to ensuring student success and customer satisfaction. The success of his event to generate revenue for a scholarship helped to create opportunities for students. He consistently and frequently looks for ways to create efficiencies in his work and campus and takes ownership when he recognizes the need to improve a process or problem-solve. He is a role model for all team members and doesn't hesitate to assist when needed. His ability to create efficiencies has established a model of workplace safety that others can follow. His attention to customer's needs and expectations demonstrates his ability to listen and engage in a way the creates positive feedback from customers. Victor is one of my top performers, and his work is highly appreciated and to be celebrated.</p>
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Individual Goals

Exceptional Highly Successful Successful Developing Needs Improvement

Employee Comments	<p>I was also tasked with building and facilitating a network of employees that would help to provide out-of-the-box ideas by end of year. I was able to send an email to all departments to ask for volunteers to assist with this initiative and was able to secure one person from each department. I insisted on an agreement in how we would work, which went really well, and we were able to create and forward an idea, which is now an established project: Mascot Friends of Victor that exemplify the diversity of our campus.</p>
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Exceptional Highly Successful Successful Developing Needs Improvement

Supervisor Comments	<p>Again, Victor consistently and frequently goes over and above, which shows with his ability to be collaborative and quickly begin work to strengthen the NKU brand. His teamwork mindset is a breath of fresh air and creates an environment that is engaging.</p>
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B. Overall Rating:

Employee

Exceptional
 Highly Successful
 Successful
 Developing
 Needs Improvement

Employee
Comments

Over the past year, I have really stepped up my game to demonstrate my commitment to excellence and to be a credit to my department and the University through the work and goals achieved, such as creating efficiencies, generating revenue, and collaborating on innovative solutions.

Supervisor

Exceptional
 Highly Successful
 Successful
 Developing
 Needs Improvement

Supervisor
Comments

The work that Victor has produced has created a "WOW factor" on my team. I am impressed with his work ethic and commitment to the department and University. I look forward to another wonderful year and observing future growth. Bravo!

Section II: Future Performance Plans

Instructions: This section allows for collaboration between the supervisor and employee to create and agree upon a plan for future goals and development of knowledge, skills, and aptitude (KSAs). At a minimum, employees should have two items listed for goals and development.

A. Future Individual Goals

Goal	Description and Measure
1. Reduce departmental complaints	The goal is to reduce departmental complaints by 15% by end of year that is not related to fees or associated costs that fans incur as a result of attending a sporting event at BB&T arena.
2.	
3.	

B. Future Development Plan

Goal	Description and Measure
1. Complete a project management course	The course should enable learning the basics of project management from a business owner perspective and to be completed within the next six months.
2.	
3.	

SECTION III: SIGNOFFS

Employee: (1) I have read and discussed this evaluation with my supervisor.
(2) I realize that if I wish to do so, I may submit a written statement about this evaluation to the Human Resources Department within five (5) days of this date.

Employee's Signature _____ **Date** _____

Supervisor's Signature _____ **Date** _____

Department Head Signature _____ **Date** _____

(If applicable) Next-Level Signature _____ **Date** _____

Submit copy of this document to the Human Resources Department via [Qualtrics](#) by **May 28, 2021.**

Listing of Job Factors

Accountability

(e.g. takes ownership of the results, whether positive outcome or negative outcome)

Adaptability

(e.g. constructively acts and adjusts due to feedback or change, performs under pressure, handles multiple assignments, demonstrates the flexibility to roll with change, etc.)

Alignment

(e.g. alignment with the strategic plan, student-ready campus)

Communication

(e.g. ability to effectively express oneself orally and/or written, listen and pick-up on verbal and non-verbal cues to respectfully and empathetically convey the appropriate message)

Compliance / Safety - Required

(e.g. speaks up about all risks of harm, adheres to all safety guidelines, participates in all mandatory training, etc.)

Cooperativeness

(e.g. works well with others, willingness to share expertise and information with others, demonstrates a collaborative aptitude, participative / teamwork oriented, etc.)

Customer Service

(e.g. demonstrates commitment to providing internal and external customers with quality service that exemplifies NKU's mission and vision, etc.)

Creativity

(e.g. ability to formulate innovative or out-of-the-box ideas, reframe or reimagine, etc.)

Dependability

(e.g. demonstrates satisfactory attendance, reports to work and meetings as scheduled, etc.)

Detail-oriented

(e.g. ability to see or read beneath the surface, pays attention to the particulars/specifics of a situation, etc.)

Diversity, Equity, & Inclusion - Required

(e.g. encourages and contributes to a work environment that is welcoming to all, treats all individuals with courtesy, dignity, and respect, etc.)

Initiative

(e.g. shows great energy in tackling challenges related to assigned tasks, demonstrates accountability for own learning, works well without any supervision, etc.)

Leadership

(e.g. ability to influence, motivate, and/or guide an individual(s) towards a personal, departmental, or organizational goal, mission and/or vision, etc.)

Problem-Solving

(e.g. ability to analyze and creatively and logically consider possible solutions, etc.)

Productivity

(e.g. demonstrates commitment to producing work that meets departmental standards/goals, ensures consistency and accuracy in result/output, etc.)

Responsibility

(e.g. takes ownership of the task or work to be completed)

Self-Development

(e.g. demonstrates initiative in seeking opportunities for professional development, strives to expand personal and professional capabilities by using external sources such as college courses, technical journals, and training opportunities, etc.)

Time Management

(e.g. ability to reasonably or accurately use time to perform work or function efficiently and productively, etc.)

Work Ethic

(e.g. recognizes the importance of commitment and demonstrates character strengths, exudes professionalism, etc.)