

Cabell County Public Schools  
Service Personnel Evaluation Rubric

<b>WORK HABITS</b>	<b>Exemplary Performance</b>	<b>Exceeds Standards</b>	<b>Meets Standards</b>	<b>Unsatisfactory</b>
<b>Observation of Work Hours</b>	Always arrives on time or early. Always adheres to published work hours. Does not take extended lunch or breaks.	Almost always arrives on time or early. Always adheres to published work hours. Does not take extended lunch or breaks.	Employee is typically on time or is rarely late. Works specified time. Does not take extended lunch or breaks.	Employee is often late for work, or takes extended lunches or breaks. Leaves work early.
<b>Attendance</b>	Rarely or never misses work. Never abuses sick leave or personal leave policy.	Occasionally misses work. Never abuses sick leave or personal leave policy.	Does not exceed annually allocated sick and personal leave days.	Misses more than the annually allocated sick and personal leave days. Employee has dock days on their payroll.
<b>Compliance With Rules</b>	Always in compliance with all rules and regulations. Is a resource to fellow employees regarding rules and regulations.	Always in compliance with rules and regulations. Rarely needs to ask for clarification.	In compliance with rules and regulations. Occasionally has to ask for clarification. Does not intentionally try to circumvent rules and regulations.	Frequently in violation of established rules and regulations. Regularly has to be told they are in violation of school or county policy.
<b>Safety Practices</b>	Always in compliance with current safety practices. Is a resource to fellow employees regarding school safety.	Always in compliance with safety practices.	In compliance with safety practices. Occasionally has to be reminded about practices. Never intentionally violates established safety practices.	Frequently in violation of safety practices. Leaves work area in an unsafe condition with clutter, etc. Often does not consider the safety of others.
<b>Meeting Schedules (Deadlines)</b>	Always meets deadlines. Usually, has task completed early. Never requires prompting to stay on task.	Always meets deadlines.	Rarely fails to meet a deadline. Sometimes needs to be prompted or reminded of deadline.	Frequently misses deadlines. Falls behind on work schedule. Causes undue work for other employees. Frequently has to be reminded to complete tasks.
<b>Acceptance of Change</b>	Always accepting of change to enhance job performance. They are a problem solver who often advance ideas to benefit the total program.	Always accepting of change to enhance job performance.	Is compliant with changes.	Frequently out of compliance with changes to job. Typically does things his/her way. Unwilling to try new ideas.
<b>Initiative</b>	Always a self-starter. Takes the initiative rather than waiting to be told. Volunteers to spearhead projects. Willing to help others with their tasks.	Frequently takes initiative. Rarely has to be told what needs to be done.	Usually, initiates work related duties. Requires some supervision and instruction to keep on track.	Rarely takes initiative. Requires a great deal of supervision to get the job done. Rarely gets the job done correctly the first time.
<b>Attitude</b>	Always has a positive attitude. Is always friendly with co-workers and the general public. Is well respected by others.	Almost always has a positive attitude. Is typically friendly with co-workers and the general public. Is respected by others.	Usually has a positive attitude with very few exceptions.	Has a negative attitude. Often creates a toxic environment for co-workers. Sometimes rude to co-workers and the general public.

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PERFORMANCE	Exemplary Performance	Exceeds Standards	Meets Standards	Unsatisfactory
<b>Work Judgements</b>	Always exhibits excellent judgement. Uses analytical skills before acting or reacting.	Typically exhibits good judgement. Usually analyzes a situation before acting or reacting.	Usually exhibits good judgement. Occasionally acts or reacts prior to analyzing the situation.	Typically exhibits poor judgement. Rarely considers the consequences of their actions.
<b>Planning and Organizing</b>	Excellent planning and organizational skills. Outstanding planner who can handle multiple tasks simultaneously.	Good planning and organizational skills. Sets realistic goals to assure tasks are completed in a timely manner.	Satisfactory planning and organizational skills. Occasionally gets off task and requires direction to re-focus.	Typically exhibits little or no planning. Requires constant direction to stay on task. Show little or no interest in organizing their daily tasks.
<b>Quality of Work</b>	Always does quality work. Does things right the first time. Takes pride in a job well-done. Quantity of work is always well above expectations.	Typically does quality work. Rarely has to do jobs over. Takes pride in a job well-done. Quantity of work is usually above expectations.	Satisfactory quality of work. Does what is required to get the job done. Quantity of work meets expectations.	Typically poor quality work. Shows little interest in producing excellent work. Work often has to be redone or does not meet minimum standards. Quantity of work below expectations.
<b>Accepting Responsibility</b>	Willingly accepts responsibility. Never makes excuses for their mistakes. Is always willing to take on additional jobs or projects.	Accepts responsibility. Rarely makes excuses for their mistakes. Typically willing to take on additional jobs or projects.	Accepts responsibility. Will take on additional responsibility if requested to do so.	Rarely accepts responsibility for their actions. Typically blames something or someone for their shortcomings. Unwilling to take on additional responsibility. .
<b>Following Instructions</b>	Always follows instructions. Excellent listening skills. Rarely has to ask for clarification.	Always attempts to follow instructions. Occasionally has to ask for clarification.	Typically follows instructions. Requires limited supervision. Rarely makes the same mistake twice.	Rarely follows instructions. Requires a great deal of supervision to complete their duties. Often makes the same mistakes time after time.
<b>Efficiency Under Stress</b>	Excellent job performance even under the most stressful conditions. Handle problems effectively without becoming frustrated.	Good job performance under stressful conditions. Rarely becomes frustrated when confronted with a problem.	Satisfactory job performance under stressful conditions. Occasionally becomes frustrated when confronted with a problem.	Rarely works efficiently under stressful conditions. Easily frustrated when confronted with a problem. Often reacts inappropriately when under stress.
<b>Operation and Care of Equipment</b>	Always operates and cares for equipment properly. Serves as a resource person for others utilizing the same equipment.	Always operates and cares for equipment properly.	Usually operates and cares for equipment properly. Occasionally has to be given instruction on proper use and care.	Rarely operates and cares for equipment properly. Exhibits little interest in learning how to do so.
<b>Work Coordination (Multi-Tasking)</b>	Outstanding multi-tasker. Willing and able to handle a variety of projects simultaneously. Able to keep multiple projects on track.	Good multi-tasker. Able to keep multiple projects on track.	Satisfactory multi-tasker. Occasionally needs re-direction to keep multiple projects on track.	Rarely attempts more than one project at a time. Has limited ability and/or desire to advance multiple tasks.

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<b>PROFESSIONAL DEVELOPMENT</b>	<b>Exemplary Performance</b>	<b>Exceeds Standards</b>	<b>Meets Standards</b>	<b>Unsatisfactory</b>
<b>Knowledge of Work</b>	Outstanding knowledge of the job. Is frequently called upon to help or mentor others on the job.	Outstanding knowledge of the job.	Satisfactory job knowledge. Requires limited supervision to accomplish required tasks.	Limited job knowledge. Frequently does things wrong. Typically unwilling to advance job skills.
<b>Job Related Training</b>	Attends a variety of staff development sessions. Goes above and beyond the required training. Frequently called upon to present at sessions.	Attends a variety of staff development sessions. Usually completes more than the required training.	Attends and completes required staff development.	Does not attend or complete required staff development.