

2010 Performance Management Form for Edward Jackson



Employee Information

First Name: Edward
 Last Name: Jackson
 Job Title: KHE Software Packaging Eng
 Hire Date: 07/27/2010
 Supervisor: Chad R Marino
 Department: KHE IT - Campus Services
 Business Unit: Kaplan Higher Ed Shared Svcs
 Location: Orlando - Ingenuity

Performance Goals

Use the **S.M.A.R.T.** goal-setting process to establish goals and objectives for 2010. This process helps ensure that both supervisors and staff members share the same understanding and clarity on goals set during the performance management cycle.

A goal is a specific statement about a desired outcome with one or more specific objectives that define in precise terms what is to be accomplished within a designated time frame. A goal may be performance-related, developmental, a special project, or some combination.

Setting S.M.A.R.T. Goals:

Goals should describe accomplishments, not activities. The S.M.A.R.T. acronym means:

S = Specific
 M = Measurable
 A = Aligned
 R = Results Oriented
 T = Timely

Complete the following checklist for each goal to be sure that you are creating S.M.A.R.T. goals:

- Specific – Can you describe the details?
- Measureable – Can you measure it?
- Aligned – Is it consistent with Kaplan priorities?
- Results Oriented – Does this goal help achieve financial performance, further student outcomes or set up the company for future growth?
- Timely – Have you set a time limit?

1.1 Transfer to Desktop Team

Goal Description:

Gain skillset through daily desktop administration, scripting, cross-training knowledge, and other duties as assigned related to desktop management.

Start Date: 01/01/2010 **Due Date:** 12/31/2010 **Status:**

On Track

Rating by Chad R Marino:

Manager Rating: 5.0 - Outstanding

Chad R Marino's Comments:

No comments

Rating by Edward Jackson:

Employee Rating: 5.0 - Outstanding

Edward Jackson's Comments:

I have gained outstanding experience with software packaging, innovation, software testing, design, coding, and distribution.

Competencies

During the Annual Assessment phase, the employee and manager will assess against each of the competencies and provide comments to support their ratings. The "Writing Assistant" can be used to review sample descriptions that will help to formulate supporting comments.

*** Analysis**

*** Analysis Behavior Statements**

Applies financial knowledge to business risks/opportunities

Demonstrates proficiency in fundamental financial and business concepts

Gains insight from business experience

Understands business interrelationships/how things work together

Uses financial analysis to deliver results

Rating by Chad R Marino:

Manager Rating: 3.0 - Meets Expectations

Chad R Marino's Comments:

Edward regularly conducts post-project audits to evaluate what worked and what didn't work. Lessons learned are shared with the management teams and improvements are recommended for future project execution.

Rating by Edward Jackson:

Employee Rating: 5.0 - Outstanding

Edward Jackson's Comments:

I have shown immediate attention to the business needs, and have demonstrated outstanding quality of service; understanding business packaging requirements as well general desktop engineering requests and needs.

*** Change Agent**

*** Change Agent Behavior Statements**

Adjusts priorities to changing situations

Demonstrates organizational agility and versatility

Embraces innovation

Manages others through change

Participates in and drives change in the organization

Rating by Chad R Marino:

Manager Rating: 5.0 - Outstanding

Chad R Marino's Comments:

Edward has made a contribution to positive change. He knows how to communicate the benefits of change to different people and obtain the necessary resources to implement new ideas.

Edward has shown that he can develop innovative solutions to problems. He consistently comes up with effective approaches by keeping an open mind and encouraging the input of people with different perspectives.

Rating by Edward Jackson:

Employee Rating: 5.0 - Outstanding

Edward Jackson's Comments:

My organization skills are above average. Demonstrated technical innovation, and act as a mentor to technicians around me. I have also been extremely flexible with task and project adjustments.

*** Communication**

*** Communication Behavior Statements**

Articulates a clear and compelling message

Communicates assertively and with confidence

Facilitates effective meetings

Influences, persuades and negotiates effectively

Listens and inquires (vs. advocates)

Uses business communication skills and etiquette

Rating by Chad R Marino:

Manager Rating: 5.0 - Outstanding

Chad R Marino's Comments:

Edward communicates well both verbally and in writing. He listens attentively when others are speaking, and is always sure to keep team members informed. His presentations are generally well-organized and informative.

Edward willingly shares information with his team members, routinely providing them with updates on his own progress and on other issues which could affect their work. If he comes across ideas that others in the office might be able to use, he makes a habit of pointing them out.

Rating by Edward Jackson:

Employee Rating: 5.0 - Outstanding

Edward Jackson's Comments:

My emails, documentation, and video demos are above average, demonstrating effective communication and appropriate business etiquette at all times.

*** Problem Solving and Execution**

*** Problem Solving and Execution Behavior Statements**

Establishes standards and measurements

Holds self accountable for problems in own area of control

Manages risks

Plans and executes projects effectively

Sets priorities

Rating by Chad R Marino:

Manager Rating: 5.0 - Outstanding

Chad R Marino's Comments:

Edward has a unique ability to resolve challenging and sensitive problems. He is capable of working through complex issues on his own but also knows when to use the expertise of others. He can draw accurate conclusions quickly and take decisive action.

When the team has a problem to solve it often looks to Edward to get the ball rolling. He not only generates many good ideas himself, but also draws people into the discussion with his listening and teamwork skills.

I can rely on Edward to handle the unexpected. In fact, unforeseen obstacles bring out the best in him. Edward seems to enjoy tackling problems, using remarkable persistence and innovative ideas to work through even the most challenging of issues.

Rating by Edward Jackson:

Employee Rating: 5.0 - Outstanding

Edward Jackson's Comments:

I have demonstrated above average documentation for SOPs, as well as exemplary attention to detail in tasks and projects, effectively adjusting priorities and managing work load.

Customer Focus

Customer Focus Behavior Statements

Assumes responsibility for solving customer problems

Builds customer confidence

Ensures commitments to customers are met

Is committed to increasing customer satisfaction

Is knowledgeable about products and services

Is responsive to internal customers

Solicits opinions and ideas from customers

Rating by Chad R Marino:

Manager Rating: 4.0 - Meets & Exceeds Some

Chad R Marino's Comments:

Edward consistently follows through and meets commitments to ensure customer satisfaction. He sets achievable goals and avoids over-committing himself.

Edward is courteous, sensitive and responsive when communicating with customers. He operates with the philosophy that the customer is always right.

Rating by Edward Jackson:

Employee Rating: 5.0 - Outstanding

Edward Jackson's Comments:

I am committed to the overall Kaplan vision, bringing the best of technical services, solutions and customer support within my power.

Results Focus

Results Focus Behavior Statements

Accepts accountability

Overcomes obstacles

Prioritizes tasks

Sets challenging goals

Targets and achieves results

Rating by Chad R Marino:

Manager Rating: 5.0 - Outstanding

Chad R Marino's Comments:

Edward clearly defines roles and responsibilities with his team. He makes certain his team members know what is expected of them, and clarifies tasks and job requirements when necessary.

Edward leads by example and provides his team with the objectives, resources, and motivation needed to achieve quality results.

Edward prioritizes his tasks to meet assigned commitments and deadlines. Edward is also able to adjust personal priorities to meet changing team and organizational objectives.

Rating by Edward Jackson:

Employee Rating: 5.0 - Outstanding

Edward Jackson's Comments:

I shown accountability for my technical work, prioritizing tasks, achieving success on projected timelines.

Teamwork

Teamwork Behavior Statements

Helps team leader to meet goals

Knows when to take a leadership role and when to follow

Listens to others and values opinions

Meets all team deadlines and responsibilities

Welcomes newcomers and promotes a team atmosphere

Rating by Chad R Marino:

Manager Rating: 4.0 - Meets & Exceeds Some

Rating by Edward Jackson:

Employee Rating: 5.0 - Outstanding

Chad R Marino's Comments:

The team can rely on Edward to distribute information in a timely manner. His diplomatic style helps him get his ideas into the open without offending others.

Edward can always be counted on to deliver timely and thorough work.

Edward Jackson's Comments:

I have performed above and beyond satisfactory in meeting goals, assisting technicians around me, as well attending regular team meetings.

Development Goals

Use this section to describe development goals.

1.2 Change of title**Category: Building Your Skills**

Development Goal : Change of title

Goal Description : Change of title to Senior Desktop Engineer

Status :

Start Date : 11/15/2010

End Date : 11/15/2011

Purpose :

Development Activities**1.3 VMWare - Certified VMware Professional****Category: Building Your Skills**

Development Goal : VMWare - Certified VMware Professional

Goal Description : Training I would like to receive

Status :

Start Date : 11/15/2010

End Date : 11/15/2011

Purpose :

Development Activities**1.4 LANDesk 9****Category: Building Your Skills**

Development Goal : LANDesk 9

Goal Description : Training I would like to receive

Status :

Start Date : 11/15/2010

End Date : 11/15/2011

Purpose :

Development Activities**Summary**

Use this section to summarize the employee's performance during the review period.

Final Rating: 4.5 - Meets and Exceeds Some/Outstanding

System-Generated Rating: 4.5 - Meets and Exceeds Some/Outstanding

	Rating	Weights
<u>Performance Goals</u>	5.0 / 5.0	50.0%
Transfer to Desktop Team	5.0 - Outstanding	
<u>Competencies</u>	4.4 / 5.0	50.0%
* Analysis	3.0 - Meets Expectations	
* Change Agent	5.0 - Outstanding	
* Communication	5.0 - Outstanding	
* Problem Solving and Execution	5.0 - Outstanding	
Customer Focus	4.0 - Meets & Exceeds Some	
Results Focus	5.0 - Outstanding	
Teamwork	4.0 - Meets & Exceeds Some	

Signature

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Manager: _____

Chad R Marino

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Development Activities**1.4 LANDesk 9****Category: Building Your Skills**

Development Goal : LANDesk 9

Goal Description : Training I would like to receive

Status :

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End Date : 11/15/2011

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Customer Focus	4.0 - Meets & Exceeds Some	
Results Focus	5.0 - Outstanding	
Teamwork	4.0 - Meets & Exceeds Some	

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