



COLORADO SPRINGS SCHOOL DISTRICT 11
PERFORMANCE EVALUATION
EDUCATIONAL SUPPORT PROFESSIONAL DISTRICT SUPPORT TECHNICIAN

Name: Click or tap here to enter text.

Evaluation Date: Click or tap to enter a date.

Employee ID# Click or tap here to enter text.

Evaluator Name: Click or tap here to enter text.

Job Title: Click or tap here to enter text.

Job Location: Click or tap here to enter text.

Evaluation Period Covered: (From): Click or tap to enter a date. **(To):** Click or tap to enter a date.

Reason for Evaluation: (Check ONE) Trial Period **30 Days** **60 Days** **89 days** **Annual** **Other**

	Quality Standard I Employee demonstrates mastery of the position for which they are responsible.	Quality Standard II Employee supports an inclusive and respectful work environment.	Quality Standard III: Employee effectively plans and delivers services in support of the District Strategic Plan.	Quality Standard IV: Employee demonstrates professionalism through ethical conduct and leadership.
Element A	Choose an item.	Choose an item.	Choose an item.	Choose an item.
Element B	Choose an item.	Choose an item.	Choose an item.	Choose an item.
Element C	Choose an item.		Choose an item.	Choose an item.
Element D	Choose an item.			
Element E	Choose an item.			
Total/Competency	Choose an item.	Choose an item.	Choose an item.	Choose an item.
OVERALL RATING				Choose an item.

OVERALL PERFORMANCE RATING SCALE

Ineffective-Does not meet necessary performance standards

Remediation Plan Developed YES NO

Partially Proficient-Progressing towards necessary performance

Remediation Plan Attached YES NO

Effective-Meets expected performance

Highly Effective-Exceeds expected performance

Quality Standard(s) for improvement: (Identify Ineffective and Partially Proficient Quality Standards, specific areas for growth, and available supports for needed growth.)

Areas of Strength:

Identified areas to include in Growth Plan for next School Year:

Employee's Signature _____ Date _____

Evaluator's Signature _____ Date _____

Evaluator,s Job Title _____

The employee's signature above indicates that he or she has reviewed this summative evaluation in conference with the evaluator. It does not indicate agreement with the content of this evaluation.

Quality Standard I: Employee demonstrates mastery of the position for which they are responsible.			
Element A: Employee maintains high level of accuracy and follows proper operational procedures and practices for all technology support and maintenance.			
Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 (Proficient) <input type="checkbox"/>	Level 4 <input type="checkbox"/>
<p>Growth is needed in:</p> <ul style="list-style-type: none"> Demonstrating expertise in technology and technology systems by following established guidelines, procedures, and deadlines to achieve expected results. Assisting and communicating professionally when interacting with staff and students. Following through on all tickets, projects, tasks and commitments in a timely and reliable manner. Complying with district AUA – always secures confidential information and does not share passwords. 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> Demonstrating expertise in technology and technology systems by following established guidelines, procedures, and deadlines to achieve expected results. Assisting and communicating professionally when interacting with staff and students. Following through on all tickets, projects, tasks and commitments in a timely and reliable manner. Complying with district AUA – always secures confidential information and does not share passwords. 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> Demonstrating expertise in technology and technology systems by following established guidelines, procedures, and deadlines to achieve expected results. Assisting and communicating professionally when interacting with staff and students. Following through on all tickets, projects, tasks and commitments in a timely and reliable manner. Complying with district AUA – always secures confidential information and does not share passwords. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> Assisting in the creation of guidelines, operational procedures, and documentation. Leading and coaching proper technology support and maintenance.
Element B: Employee maintains high level of skill setting up technology environments and configuration changes throughout the year.			
Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 (Proficient) <input type="checkbox"/>	Level 4 <input type="checkbox"/>
<p>Growth is needed in:</p> <ul style="list-style-type: none"> Performing general maintenance, troubleshooting, and basic repair for the purpose of keeping technology functioning properly. Recognizing technology-related problems with equipment/systems; determines, and initiates actions needed. Preventing, identifying or solving problems. Taking and following direction. Setting up and/or creating technology environments. 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> Performing general maintenance, troubleshooting, and basic repair for the purpose of keeping technology functioning properly. Recognizing technology-related problems with equipment/systems; determines, and initiates actions needed. Preventing, identifying or solving problems. Taking and following direction. Setting up and/or creating technology environments. 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> Performing general maintenance, troubleshooting, and basic repair for the purpose of keeping technology functioning properly. Recognizing technology-related problems with equipment/systems; determines, and initiates actions needed. Preventing, identifying or solving problems. Taking and following direction. Setting up and/or creating technology environments. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> Leading and coaching proper technology support and maintenance of technology environments. Providing leadership on projects.
Element C: Employee maintains high level of accuracy and follows operational procedures and practices for all library and textbook support and usage.			
Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 (Proficient) <input type="checkbox"/>	Level 4 <input type="checkbox"/>

<p>Growth is needed in:</p> <ul style="list-style-type: none"> • Demonstrating expertise in library and textbooks systems by following established guidelines, procedures, and deadlines to achieve expected results. • Maintaining high level of confidentiality regarding student and staff information. • Initiating opportunities to assist students and teachers in the use of both print and non-print materials as well as technology resources. • Assisting and communicating professionally when interacting with staff and students. 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> • Demonstrating expertise in library and textbooks systems by following established guidelines, procedures, and deadlines to achieve expected results. • Maintaining high level of confidentiality regarding student and staff information. • Initiating opportunities to assist students and teachers in the use of both print and non-print materials as well as technology resources. • Assisting and communicating professionally when interacting with staff and students. 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> • Demonstrating expertise in library and textbooks systems by following established guidelines, procedures, and deadlines to achieve expected results. • Maintaining high level of confidentiality regarding student and staff information. • Initiating opportunities to assist students and teachers in the use of both print and non-print materials as well as technology resources. • Assisting and communicating professionally when interacting with staff and students. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> • Assisting in the creation of guidelines, operational procedures, and documentation. • Leading and coaching other staff in library / textbook/online resources support and maintenance.
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Element D: Employee maintains communication workflow and tracking through agreed upon, provided systems ensuring support of library and technology programs.

<p>Level 1</p> <p><input type="checkbox"/></p>	<p>Level 2</p> <p><input type="checkbox"/></p>	<p>Level 3 (Proficient)</p> <p><input type="checkbox"/></p>	<p>Level 4</p> <p><input type="checkbox"/></p>
<p>Growth is needed in:</p> <ul style="list-style-type: none"> • Demonstrating listening, verbal, non-verbal, and writing skills appropriate to the job. • Providing communication and notification to staff of ticket status, and/or upcoming library and technology events. • Observing workflow expectations utilizing provided protocol, systems, detail and timelines. • Adjusting service actions for both library and technology programs based on feedback. 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> • Demonstrating listening, verbal, non-verbal, and writing skills appropriate to the job. • Providing communication and notification to staff of ticket status, and/or upcoming library and technology events. • Observing workflow expectations utilizing provided protocol, systems, detail and timelines. • Adjusting service actions for both library and technology programs based on feedback. 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> • Demonstrating listening, verbal, non-verbal, and writing skills appropriate to the job. • Providing communication and notification to staff of ticket status, and/or upcoming library and technology events. • Observing workflow expectations utilizing provided protocol, systems, detail and timelines. • Adjusting service actions for both library and technology programs based on feedback. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> • Serving as a role model and instructor for other staff in maintaining communication workflow and tracking integrity. • Providing proactive, accurate and dependable information should technology and/or library problems occur.

Element E: Employee maintains an environment and positive demeanor conducive to academic and self-interested learning opportunities for all staff and students.

<p>Level 1</p> <p><input type="checkbox"/></p>	<p>Level 2</p> <p><input type="checkbox"/></p>	<p>Level 3 (Proficient)</p> <p><input type="checkbox"/></p>	<p>Level 4</p> <p><input type="checkbox"/></p>
<p>Growth is needed in:</p> <ul style="list-style-type: none"> • Treating others with respect and dignity. • Supporting the education of all students. • Greeting visitors and callers professionally and handling inquiries. • Demonstrating interaction with staff, student, and 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> • Treating others with respect and dignity. • Supporting the education of all students. • Greeting visitors and callers professionally and handling inquiries. • Demonstrating interaction with staff, student, and 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> • Treating others with respect and dignity. • Supporting the education of all students. • Greeting visitors and callers professionally and handling inquiries. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> • Using unique strategies to encourage independent and empowered resource usage. • Serving as a role model for the changing role of library and instructional technology.

community and the utilization of print and non-print resources.	community and the utilization of print and non-print resources.	<ul style="list-style-type: none"> Demonstrating interaction with staff, student, and community and the utilization of print and non-print resources. 	<ul style="list-style-type: none"> Serving as coach, co-trainer, and role model during trainings. Taking lead to share print and non-print connections to academic and self-interested learning.
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Quality Standard II: Employee supports an inclusive and respectful work environment.

Element A: Employee develops and maintains relationships with individuals and groups, resulting in positive outcomes.

Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 (Proficient) <input type="checkbox"/>	Level 4 <input type="checkbox"/>
<p>Growth is needed in:</p> <ul style="list-style-type: none"> Establishing and building constructive, effective relationships. Supporting group productivity. Respecting the opinions and ideas of others. Including others in pertinent conversations and decisions. 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> Building constructive, effective relationships. Supporting group productivity. Identifying and suggesting solutions in which all parties are respected and from which they can benefit. Gathering input from appropriate stakeholders. 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> Constructive, effective relationships. Working to enhance group productivity by building consensus and setting a positive tone in work and actions. Demonstrating respect for opinions, priorities, ideas, and time of others. Identifying solutions in which all parties can benefit. Thinking about issues impacting others and includes them, when necessary. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> Developing and maintaining relationships. Working to enhance group productivity by building consensus and setting a positive tone in work and actions. Demonstrating respect for the opinions, priorities, ideas, and time of others. Identifying, leading, and developing solutions in which all parties benefit. Involving others impacted by decisions.

Element B: Employee expresses thoughts and ideas verbally or in writing in individual or group settings.

Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 (Proficient) <input type="checkbox"/>	Level 4 <input type="checkbox"/>
<p>Growth is needed in:</p> <ul style="list-style-type: none"> Communication. Ability to adapt communication to the audience. Responding in a timely manner. Not judging or criticizing the ideas of others. Listening to others without interrupting. 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> Communication that is clear and easily understandable. Adapting communication to the audience. Responding in a timely manner. Not judging or criticizing the ideas of other. Listening to others without interrupting. 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> Communication that is clear and ensures understanding. Adapting communication to the audience. Responding in a timely manner. Refraining from judgement and criticism of others' ideas. Listening for understanding of others' intended message before responding. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> Proactively communicating with clarity ensuring understanding. Dynamically adapting communication to the audience. Consistently responds in a timely manner. Encouraging others to give their points of view. Being approachable at all times. Actively listens to understand others' intended message before responding, and follows-up.

Quality Standard III: Employee effectively plans and delivers services in support of the District Strategic Plan.

Element A: Employee identifies and responds to customer needs

Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 (Proficient) <input type="checkbox"/>	Level 4 <input type="checkbox"/>
<p>Growth is needed in:</p> <ul style="list-style-type: none"> Meeting customer needs. Responding appropriately to customers. Responding to customers in a timely manner <i>WITH</i> accurate information. Delivering solutions to customer problems. Demonstrating an ability or willingness to build relationships with customers. Ensuring customer satisfaction. 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> Regularly meeting customer needs. Responding appropriately to customers. Responding to customers in a timely manner with accurate information. Delivering solutions to customer problems. Building relationships with customers. Following up with customers to ensure they are satisfied. 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> Meeting customers' needs. Responding to customers in a timely manner with accurate information. Delivering solutions to customer problems. Building relationships with customers. Following up with customers to ensure they are satisfied. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> Anticipating customers' needs and proactively addressing them. Consistently responding to customers in a timely manner with accurate information. Discussing options with customers for alternative ways to meet expectations. Building high trust relationships with customers. Regularly following up with customers to ensure they are satisfied.

Element B: Employee demonstrates initiative, efficiency, and productivity.

Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 (Proficient) <input type="checkbox"/>	Level 4 <input type="checkbox"/>
<p>Growth is needed in:</p> <ul style="list-style-type: none"> Using time efficiently in order to meet work deadlines by establishing priorities appropriately. Adjusting to changing workloads or schedules. Developing self-direction, resourcefulness, and/or creativity in completing tasks. Identifying solutions to unanticipated barriers to completing job responsibilities. Independently beginning and completing job responsibilities. 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> Using time efficiently in order to meet work deadlines by establishing priorities appropriately. Adjusting to changing workloads or schedules. Developing self-direction, resourcefulness, and/or creativity in completing tasks. Identifying solutions to unanticipated barriers to completing job responsibilities. Independently beginning and completing job responsibilities. 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> Using time efficiently in order to meet work deadlines by establishing priorities appropriately. Adjusting to changing workloads or schedules. Developing self-direction, resourcefulness, and/or creativity in completing tasks. Identifying solutions to unanticipated barriers to completing job responsibilities. Independently beginning and completing job responsibilities. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> Helping others in using time efficiently in order to meet work deadlines by establishing priorities appropriately. Anticipating and adjusting to changing workloads or schedules. Developing self-direction, resourcefulness, and/or creativity in completing tasks. Helping others to identify solutions to unanticipated barriers to completing job responsibilities. Identifying solutions to unanticipated barriers to completing job responsibilities.

Element C: Employee exhibits behaviors that indicate commitment to the mission and vision of the District.

Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 (Proficient) <input type="checkbox"/>	Level 4 <input type="checkbox"/>
<p>Growth is needed in:</p> <ul style="list-style-type: none"> Displaying actions that support the well-being and success of students, parents, co-workers, and community. 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> Displaying actions that support the well-being and success of students, parents, co-workers, and community. 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> Displaying actions that support the well-being and success of students, parents, co-workers, and community. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> Being a role model and advocate for the well-being and success of students, parents, co-workers, and community.

Quality Standard IV: Employee demonstrates professionalism through ethical conduct and leadership.

Element A: Employee demonstrates high standards for ethical and professional conduct

Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 (Proficient) <input type="checkbox"/>	Level 4 <input type="checkbox"/>
<p>Growth is needed in:</p> <ul style="list-style-type: none"> Maintaining professional behavior and demeanor through being respectful of others, showing courtesy and exhibiting integrity. Adhering to applicable policies and procedures. Exhibiting appropriate behavior and a positive attitude. Demonstrating reliability in adhering to scheduled work times, is rarely absent. 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> Maintaining professional behavior and demeanor through being respectful of others, showing courtesy, and exhibiting integrity. Adhering to applicable policies and procedures. Exhibiting appropriate behavior and a positive attitude. Demonstrating reliability in adhering to scheduled work times, is rarely absent. 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> Maintaining professional behavior and demeanor through being respectful of others, showing courtesy, and exhibiting integrity. Adhering to applicable policies and procedures. Exhibiting an attitude of helpfulness and reliability. Demonstrating reliability in adhering to scheduled work times, is rarely absent. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> Setting an example of professional behavior and demeanor through being respectful of others, showing courtesy, and exhibiting integrity. Demonstrates in-depth knowledge of policies and procedures. Taking ownership and pride in their work.

Element B: Employee links professional growth to their professional goals

Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 (Proficient) <input type="checkbox"/>	Level 4 <input type="checkbox"/>
<p>Growth is needed in:</p> <ul style="list-style-type: none"> Reflecting on and engaging in professional learning activities aligned to enhancing job performance. 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> Apply knowledge and skills learned through professional development to improve performance. Seeking and/or implementing performance feedback from supervisor. 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> Consistently applying knowledge and skills learned through professional development to improve performance. Seeking and/or implementing supervisor feedback to improve performance. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> Seeking out professional development opportunities to expand job applicable knowledge and skills to enhance performance.

Element C: Employee works to respond in a dynamic and complex environment

Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 (Proficient) <input type="checkbox"/>	Level 4 <input type="checkbox"/>
<p>Growth is needed in:</p> <ul style="list-style-type: none"> Accepting change. Not sabotaging the change efforts of others. Working well with diverse people and groups to facilitate change. 	<p>Consistency is needed in:</p> <ul style="list-style-type: none"> Adjusting style and behavior to the needs of the situation. Adapting to changing work environments, work priorities, and organizational needs. Working with diverse people or groups to facilitate change. Reacting positively to changing work environments and priorities. 	<p>There is an established/imbedded practice of:</p> <ul style="list-style-type: none"> Adjusting style and behavior to the needs of the situation. Responding positively to changing situations. Being open and willing to learn new ways of performing job responsibilities. 	<p>Shows leadership by:</p> <ul style="list-style-type: none"> Anticipating change and seamlessly adapting style and behavior to the needs of the situation. Helping others to see the positive aspects of change. Bringing forward innovative ways of enhancing and/or performing job responsibilities.