

Review Year: 2011

Employee Details

Employee: Joanne DeMarco

Job Title: Coord, Assessment-Lienhard

Division/Department: College of Health Professions/Office of the Dean CHP

Date of Hire: 11/08/2010

Supervisor: Stacie Cignarale

Approver: Stacie Cignarale

Goals Review

GOALS

**Describe accomplishments
(Employee Comments)**

**Assessment of Goal Attainment
(Supervisor Comments)**

Goal 1.

ELECTRONIC DISTRIBUTION OF SURVEYS-Fully implement electronic, secure distribution of online and classroom evaluations with Spring 2011 semester. Only printed copies will be made for personnel files. Set up a secure server for our surveys and provide training and support to department chairs or needing assistance in accessing files. Store electronic copies of prior surveys on the designated secure server. Provides a secure storage solution which is easily accessible. This will be completed by June 15, 2011.

Established secure server by 1/15/11. Support & Training to chairs and other staff-January & February 2011. Beginning with the Spring 2011 semester, evaluation results were distributed to all chairs, faculty and adjuncts electronically. Hardcopies are only used for our personnel files.

Joanne clearly understands time management and the planning process. She has worked hard to complete all her goals and along the way has ensured that new ideas and information is brought forth to her managers regarding ways to improve the survey process.

Goal 2.

DATA MANAGEMENT-With guidance from Gerrie Colombraro, eliminate older files and archive as needed. In an effort to reduce printing of documents, maximize office space and store data electronically, I will take steps to eliminate unnecessary printed files from the office. I will consult with key personnel for guidance as to how many years we must hold onto certain documents. This will be completed by June 30, 2011.

Eliminated a large number of printed files on 1/13/11. Eliminated a large number of printed files on 1/15/11. All 2009-present course evaluations are now stored on a secure server. A large number of files retained in my office were eliminated and shredded on March 15, 2011 after review by Dean Colombraro. We are retaining onsite the current year plus three academic years for all student, faculty, alumni and administration performance and satisfaction data. I am continuing to work with Dean Colombraro to eliminate any hardcopy files that are not needed.

Embracing the electronic age and understanding that printed files aren't needed for every aspect of business was something the Joanne clearly does. She has confidence that her electronic data is reliable and has managed the transition well.

Goal 3.

EXPAND KNOWLEDGE OF BANNER & PROCLARITY-Become familiar with Banner and ProClarity Web reporting and expand my knowledge through taking classes and regular use. I will establish reports and queries to obtain data needed and transition to using these tools. Decrease dependence on our own Access databases and use Banner and ProClarity when I need data. Support others in the department if they need help with Banner and ProClarity. This will be completed by August 31, 2011.

On February 22, 2011, I did take an all day I-strategy class to increase my knowledge of Proclarity. On June 28, 2011, I attended a half day excel formulas class. I been using banner, ProClarity and Schools on Admin for obtaining data and using our Access databases less. I am currently working with IT to develop a report that will incorporate all the data we will need for our annual NYS education reports.

The University is moving quickly to provide more direct reporting tools to the staff members. Joanne has jumped right in and taken advantage of all opportunities to advance her knowledge in these areas.

Goal 4.

Goal 5.

Goal 6.

Goal 7.

Goal 8.

Goal 9.

Goal 10.

Core Competencies Review

PACE UNIVERSITY CORE COMPETENCIES

SUPERVISOR'S EVALUATION (Supervisor Comments)

Accountability

- Accepts responsibility for consequences of own actions.
- Takes initiative to perform job duties, fulfill responsibilities and meet performance goals.
- Results driven; Persists despite obstacles and setbacks.
- Follows through on tasks and assignments.

Met Expectations:

Service Focus

- Develops productive working relationships with co-workers, faculty, staff, administrators, and others such as independent contractors.
- Identifies and meets the needs of students, students' families, guests and visitors, and University faculty and staff, as appropriate.
- Responds to requests for assistance or information in a timely manner.

Exceeded Expectations: - You would not know that Joanne has been here for less than a full year. She has embraced her assignments and has established working relationships with all key staff and faculty needed to ensure her work is completed as assigned. She continues to be very responsive to all questions and concerns and is very proactive in anticipating the needs of her manager in regards to all assignments. She readily accepts additional assignments and enjoys the challenge of them.

Continuous Improvement Focus

- Identifies ineffective procedures and takes appropriate action to improve the effectiveness of processes and procedures.
- Takes initiative to address and resolve problems.
- Accepts additional responsibilities in order to meet the changing needs of the workplace.

Exceeded Expectations: - As the staff assigned to the development and review of all course, faculty and program surveys Joanne has taken the initiative to review prior year results and has found some significant errors in how the prior years were launched and recorded. She is constantly looking for ways to improve the response rate and works quickly to provide critical summary information to the Dean and the department chairs. Her work on all surveys has been outstanding this year. This was a difficulty year with the transition from the school of nursing to the College of Health Professions, but Joanne kept everything moving forward and continues to bring new suggestions and ideas forward to improve the process.

Respectful

- Acts courteously and professionally in all interactions.
- Demonstrates cultural awareness and sensitivity in all interactions.
- Acts without bias in all interactions.

Met Expectations:

Communications

- Effectively communicates orally and in writing, that is, communications are well organized, clear and appropriate for the intended audience.
- Uses technology (such as voice mail, email and videoconferencing) effectively in communications.
- Requests clarification to ensure understanding of other's communication.

Exceeded Expectations: - All verbal and written communications from Joanne are clear and concise. She can easily provide a written or oral summary of any of her projects and final product is well constructed and covers all major points. There hasn't been any instance where her manager or Dean has asked for additional information to be included or for corrections to the summary. She uses all forms of technology without hesitation.

Continuous Learner

- Deals constructively with own mistakes and failures.
- Adapts appropriately to new situations.
- Solicits performance feedback and takes appropriate action to correct deficiencies.
- Recognizes own strengths and weaknesses; pursues self-development.

Exceeded Expectations: - Joanne is like the energizer bunny in this area. She is always searching for ways to improve her work flow and absorbs all feedback from management (positive and constructive) to make adjustments and improve her work.

JOB SPECIFIC COMPETENCIES

PACE UNIVERSITY CORE COMPETENCIES**SUPERVISOR'S EVALUATION
(Supervisor Comments)****Knowledge**

Office Etiquette: answering phones, forwarding calls, greeting visitors. General Office: Microsoft office, filing, use of copier, fax, share drives, scan drives and interacting with co-workers. Job Specific: Use of specific survey programs; i.e., EBI and Qualtrics. Confidentiality; keeping information gained in surveys private and secured.

Exceeded Expectations: - Other than an introduction to various Pace processes, there was very little training needed for Joanne. She excels in office etiquette and clearly understands the important role that each staff member has in supporting the Dean's staff. She quickly mastered the Qualtrics survey system and has successfully completed all semester surveys in a timely manner.

Skill

Computer Skills: Microsoft office; word, excel, access, microsoft outlook, and navigating the web as needed. Use of Banner (faculty information and assignments). Use of Access programs to maintain up-to-date records of full time and part time staff/adjuncts.

Met Expectations:

Behavior

Must exhibit positive work attitude. Must be flexible and take on different assignments as situation warrants. Be able to manage time and complete special assignments within deadlines.

Exceeded Expectations: - Each day Joanne brings a very positive attitude with her to work. There are never external issues that interfere with the workflow on her desk. She successfully manages her time and completes all special assignments either within or ahead of deadlines.

Individual Development Plan

AREA OF OPPORTUNITY (Identify up to 3 areas for development)	IMPROVEMENT/DEVELOPMENT GOAL	ACTION STEPS TO ACHIEVE GOAL	ACCOMPLISHMENTS
1. Use of MS Excel	Increase utility of Excel by becoming proficient in writing formulas	Participate in PLCL Excel formula class by 8/31/11.	Joanne did complete her excel class and did incorporate various tips and short cuts into her use of excel.
2. Use of ProClarity Web	Increase utility of Proclarity Web Reporting by increasing my knowledge in abstracting data from tables, running reports and queries.	Participate in desk side support sessions and advanced ProClarity classes by 6/30/11.	The iStrategy class provided great insight into what is available for reporting, etc. Joanne continues to work individually and with ITs to automate reporting needed for various projects and semester surveys.
3.			

Rating

Exceeded expectations: designates a select group of exceptional performers who achieved and contributed significantly beyond expectations.

Comments and Signatures

Approver Comments:
Stacie Cignarale autosigned as approver
Approver signed this review on 09/29/2011.

Supervisor Comments:
Joanne is a high achiever that is driven to provide exceptional work product in all areas she is assigned. She is congenial and respectful with all individuals she interacts with. She is a terrific addition to the staff in the Dean's area. Supervisor signed this review on 09/29/2011.