Items to Consider When Evaluating an Employee’s Performance

*Items that need to be regularly monitored at BYU-Idaho:*

**Discipleship**

- Honor Code (includes Dress and Grooming)
- Mission Statement
- Guiding Principles
- Concepts from key university addresses
- Attitude

**Human Relations**

- Customer service (includes telephone etiquette)
- Courtesy and kindness with co-workers and the general public
- Teamwork (working together, cooperation, flexibility, participation, etc.)
- Communication skills (written and verbal)
- Willingness to accept feedback

**Quality of Work**

- Attendance and punctuality
- Task Management (stays on-task, manages time well, etc.)
- Dependability (follows through on agreements, finishes assignments, etc.)
- Efficiency (finishes assignments in a timely manner)
- Productivity and output (*quantity* of work)
- Accuracy
- Neatness and orderliness
- Initiative
- Appropriate use of resources
- Adherence to policies and procedures

**Job Knowledge**

- Staying current on job skills (through education, training, etc.)
- Learning new skills (through education, training, etc.)
- Preparing for future opportunities and situations