

Criteria for Excellence in Job Performance

Objective of the Performance Review Process

Extension Field Staff

- ✓ Build, encourage and promote job understanding and satisfaction
- ✓ Recognize areas where high performance consistently is at or exceeds expected levels
- ✓ Provide an opportunity to plan for personal self-development and professional growth

1. Programs demonstrate impact.

- Plans evaluation methods during program development process using a variety of appropriate and effective evaluation techniques of at least level 2
- Uses evaluations to determine programs to be continued, deleted or added
- Work is accurate and thorough
- Submits timely reports
- Communicates program impacts through quarterly narratives and annual Impact Reports
- Completes Quarterly Progress Reports (QPRs) in a timely fashion

2. Programs are based on current county, state and/or national issues and needs.

- Plan of Work focuses on critical issues
- Develops and implements programs that are responsive to clearly identified needs
- Programming is based on formal and informal needs assessment; considers local, national and global trends in needs assessment process
- Balances reactive with proactive programming that addresses current and emerging needs
- Utilizes specialists in the planning and development process
- Seeks additional resources and grants to develop programs
- Utilizes program team signature, core and pilot programs to meet local needs

3. Programs have been marketed and delivered to the appropriate audience.

- Actively promotes and markets Extension programs and results
- Targets audience to provide timely information; replaces low-priority programs with higher-priority programs
- Seeks and utilizes technology and social media, and new and emerging ideas for delivery methods
- Is sensitive to and accommodating of community customs and cultures
- Accepts and encourages diversity in people and programs; documents all reasonable effort to achieve parity of participation; minorities are participating on appropriate committees, boards and advisory councils
- Utilizes appropriate media outlets

4. Programs are built on the appropriate research and/or knowledge base.

- Analyzes problems and uses nonbiased, research-based information
- Collaborates with specialists, researchers and others in program development

5. The individual networks/collaborates effectively with appropriate agencies and organizations.

- Maintains and fosters productive relationships with other agencies and individuals, which contribute resources and skills in solving problems and delivering educational programs
- Collaborates with relevant agencies to plan and implement educational programs.
- Presents professional image of the county/district to the public; effectively represents Extension to key leaders and the general public

6. This individual consistently is recognized as an outstanding educator.

- Seeks to enhance professional competencies
- Learns and uses new and innovative teaching methods successfully
- Is aware of various learning styles and uses a variety of instructional methods to accommodate learning differences
- Uses available technology effectively

7. The individual is widely recognized for subject matter knowledge and program achievement.

- Provides educational programming in subject matter competency area locally and regionally
- Seeks, applies and shares subject matter knowledge; stays current through updates, in-service training, individual study and other professional development opportunities; maintains resources for education
- Shares selected subject matter expertise with clientele and colleagues
- Presents technical information in concise, understandable and usable verbal and written formats

8. The individual provides program leadership in the county/district.

- Provides leadership for developing and submitting an annual program impact report showing results of at least a level 2 evaluation
- Produces and facilitates production of educational material on a county/district basis
- Motivates others toward positive attitude and high performance

9. This individual effectively recruits and trains volunteers, and works cooperatively with them.

- Identifies and recruits qualified volunteers and matches backgrounds with responsibilities
- Orients and trains volunteers; helps develop attitudes and skills necessary for effective volunteers
- Empowers volunteers to operate independently while maintaining relationships and support for volunteer efforts
- Recognizes and rewards good volunteer performance

10. The individual effectively manages the office and work environment.

- Contributes to efficient and effective management of the county office; maintains professional office space, equipment and storage
- Conceptualizes, analyzes and carries out projects effectively
- Cooperates in management of the county budget; manages organizational and/or grant funds
- Supports the mission, vision and values of the organization

11. The individual meets NDSU Extension Service behavioral expectations.

- Works ethically, with integrity, and respects confidentiality
- Contributes to an environment of cooperative, supportive and positive working relationships with co-workers and clientele
- Resolves differences constructively; uses tact and courtesy at all times
- Promotes a healthy work environment and supports everyone's efforts to succeed
- Uses effective time management
- Is prompt in attendance for work and meetings, and fully engaged
- Exhibits a positive attitude, image and personal motivation; is professional at all times

12. This individual pursues personal and professional growth opportunities.

- Seeks opportunities and utilizes a wide variety of resources to grow professionally
- Fosters personal, professional and educational development
- Pursues appropriate/required academic work
- Participates in appropriate professional development opportunities and applies information learned
- Completes professional development plan and documents professional growth

The performance review is an ongoing process to enhance Extension agent effectiveness. Information and feedback received throughout the year are important components of this process.