

The ESP evaluation tool uses the same format as other WCSD employee groups' evaluations.

The ESP evaluation tool is aligned to ESPs' roles and responsibilities.

The tool increases the level of objectivity to the evaluation bringing a more fair and consistent process regardless of supervisor or role.

The tool plays a key role in the professional growth process allowing deep reflection conversations and opportunities to connect to professional learning.

**Education Support
Professionals are essential
in supporting the education
of all students.**

Standard 1
Planning and Process Implementation

The Education Support Professional develops and coordinates plans and activities for the achievement of school/department goals.

1a. Organization: The employee manages time and plans/organizes tasks.

Highly Effective:

- Always manages time effectively;
- Demonstrates long-range planning/organization;
- Always meets deadlines on a timely basis, ahead of schedule whenever possible

Effective:

- Consistently manages time and plans/organizes tasks effectively;
- Consistently meets deadlines on a timely basis

1b. Flexibility: The employee readily accepts new or changing conditions and makes necessary adjustments to work assignments.

Highly Effective:

- Demonstrates exceptional ability to anticipate and embrace changes and interruptions in the work routine
- Demonstrates leadership by helping co-workers understand and accept challenges

Effective:

- Consistently anticipates and deals effectively with interruptions or changes in the work routine;
- Consistently accepts challenges and adjusts efficiently to unanticipated demands and work requirements;
- Consistently demonstrates actions that show timely implementation of change

1c. Promotes and Supports School/Department Goals: The employee promotes and supports school/department goals.

Highly Effective:

Proactively seeks opportunities through active involvement at the campus, department, and/or district level, to promote school/department goals

Effective:

Consistently understands and adheres to school/department goals

1d. Initiative/ Innovation: The employee demonstrates innovative thinking and initiative in the performance of job responsibilities.

Highly Effective:

Demonstrates exceptionally innovative thinking and initiative by recognizing opportunities for improvement, making suggestions for positive change, and taking appropriate action

Effective:

Consistently exhibits innovative thinking and initiative by recognizing opportunities for improvement and taking appropriate action

Standard 2
General Work Performance

The Education Support Professional demonstrates job knowledge and skills in performing related job tasks and functions.

2a. Quality of Work: The employee understands and follows job-specific standards, policies, processes, and procedures.

Highly Effective:

- Takes a proactive approach to improving processes/ procedures
- Develops success indicators for ensuring accuracy/ quality of work
- Always reviews outcomes and corrects all errors;
- Follows up regularly with stakeholders to ensure that all job-specific strategies, processes, and procedures have been implemented with fidelity

Effective:

- Consistently confirms that correct processes/ procedures are being followed;
- Consistently follows success indicators for ensuring accuracy/quality of work;
- Consistently reviews outcomes, corrects errors;
- Consistently implements job-specific standards, policies, processes, and procedures with fidelity

2b. Work Knowledge and Skills: The employee understands all aspects of the job and possesses knowledge and skills necessary to perform the job.

Highly Effective:

- Demonstrates extensive knowledge of the job and frequently uses knowledge, experience and judgment to perform work at an exceptional level
- Stays current on key technical or functional aspects of the job and sets goals to enhance knowledge and skills
- Models the use of new tools, products and equipment to improve organizational or job-related performance
- Easily transitions to provide coverage for cross-trained areas

Effective:

- Proficient in the essential functions of the job;
- Seeks to enhance educational, functional and technical knowledge and skills necessary to perform the job;
- Chooses appropriate tools, technology, and/or methods to effectively accomplish tasks;
- Cross-trains, as appropriate, to provide backup for co-workers' job duties

2c. Job Safety: The employee maintains an orderly work area and adheres to safety procedures and protocols.

Highly Effective:

- Always maintains an orderly work area;
- Always adheres to established safety procedures and protocols;
- Always use good judgment with regard to safety and potential hazards and removes hazards when encountered

Effective:

- Consistently maintains an orderly work area;
- Consistently adheres to established safety procedures and protocols;
- Consistently uses good judgment with regard to safety and potential hazards

2d. Problem Solving and Decision Making Skills: The employee displays the ability to address a range of problems in an effective manner, demonstrating appropriate decision making.

Highly Effective:

- Anticipates possible problems, weighs consequences, and develops contingency plans before taking action;
- Always applies appropriate criteria to situations for the purpose of making independent, timely and sound decisions

Effective:

- Consistently seeks alternative solutions for problems;
- Consistently makes appropriate and timely decisions

Standard 3
Communication and Collaboration

The Education Support Professional effectively communicates and collaborates with coworkers, supervisors, customers, and the school community.

3a. Communication Skills: The employee communicates in a clear and professional manner.

Highly Effective:

Demonstrates an exceptional oral and written communication style to meet the needs of a variety of stakeholders

Effective:

Consistently demonstrates clear and professional oral and written communication

3b. Relationships with and Service to Stakeholders Including Parents, Students, Staff, and Community Members: The employee strives to meet the needs of stakeholders in a courteous and respectful manner.

Highly Effective:

- Meets and exceeds the expectations of stakeholders with courtesy and respect;
- Fosters highly collaborative relationships with stakeholders

Effective:

- Consistently meets the expectations of stakeholders with courtesy and respect;
- Consistently collaborates with stakeholders

3c. Receiving Feedback: The employee listens and responds to feedback in an appropriate manner.

Highly Effective:

- Demonstrates exceptional active listening skills
- Solicits feedback, responds in a positive manner, and strives to improve performance;
- Proactive in developing a solution

Effective:

- Consistently demonstrates active listening skills;
- Responds to feedback in a positive manner;
- Participates in developing a solution

Standard 4
Professional Responsibility

The Education Support Professional models the core values of respect, honesty, and accountability.

4a. Attendance and Punctuality: The employee exhibits regular, punctual attendance at work and work activities, and is timely in attending meetings and honoring schedules.

Highly Effective:

- Demonstrates exceptional attendance
- Proactively plans absences and arranges coverage when needed
- Flexible in dealing with meetings and schedules

Effective:

- Consistently attends and is punctual for work and work activities
- Provides reasonable notice for absences or tardiness
- Consistently attends meetings and honors schedules

4b. Compliance with Laws and Policy: The employee adheres to federal/state laws and regulations pertaining to employment and education, District policies and regulations, and department or school policies.

Highly Effective:

- Demonstrates exceptional knowledge of applicable laws, policies, and regulations
- Proactively seeks updated knowledge of applicable laws, policies, and regulations
- Always adheres to laws, policies, and regulations

Effective:

- Understands and can consistently articulate applicable laws, policies, and regulations;
- Consistently adheres to laws, policies, and regulations

4c. Utilization of Resources: The employee utilizes all available resources within their job duties to maximize effectiveness.

Highly Effective:

Demonstrates exceptional use of all available resources or seeks additional resources within their job duties to ensure maximum effectiveness

Effective:

Efficiently utilizes all available resources within their job duties to maximize effectiveness

4d. Confidentiality: The employee maintains the integrity of confidential information related to all stakeholders including students, families, colleagues, and/or the District.

Highly Effective:

Demonstrates exceptional professionalism in the use of confidential information

Effective:

Consistently utilizes and/or maintains the integrity of confidential information in an appropriate manner

4e. Commitment to Students: The employee understands his/her roles and responsibilities and how they contribute to student achievement.

Highly Effective:

- Demonstrates exceptional understanding of his/her roles and responsibilities and how they contribute to students' achievement
- Proactively seeks opportunities to contribute to student achievement

Effective:

Consistently demonstrates understanding of his/her roles and responsibilities and how they contribute to student achievement