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# Administrator Performance Evaluation System

Annual and Comprehensive Administrator Performance Evaluation Procedures and Process

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### INTRODUCTION

### **DISTRICT PHILOSOPHY**

Assessment and evaluation are at the core of the work of any academic institution. The evaluation of administrators is a necessary part of the total assessment process since it greatly affects the teaching and learning which takes place there and ultimately finds its expression in student success. The process of evaluation at Chabot-Las Positas Community College District reflects the following principles and values.

- The District evaluates administrative effectiveness in order to recognize and improve the
  work of its personnel and the total effectiveness of the institution as a whole. The process
  of evaluation as a continued commitment to shared governance, is collegial, and involves
  the participation of individuals from all groups who work with the administrator.
- The process of evaluation will pave the way for the professional development of the
  individual administrator. Both the individual being evaluated and those responsible for
  facilitating the evaluation are to be held accountable in this endeavor. Therefore, selfassessment, the supervisor's evaluation, and summary information from a formal
  feedback system are equally important in fostering good job performance and setting
  standards for development.
- As institutional needs change and evolve, the skills of the administrator should reflect those changes.
- The process of evaluation will support and encourage long-range planning, and will recognize successful performance, administrative skills, and abilities. The evaluation process will encourage and support innovation and risk-taking that aim to enhance programs and goals.

### **PURPOSE**

The purpose of the evaluation of administrators is to recognize and develop leadership ability and assess job performance. The performance evaluation process at the Chabot-Las Positas Community College District assists the individual whose work is assessed, improves the unit to which the individual is assigned and benefits the District as a whole. It causes individuals involved in the process to consider institutional priorities and values, to discuss the relationship between policies and actions, and to clarify and define leadership attributes.

Current and accurate position descriptions and scope of assigned responsibilities for administrators will be the basis for effective evaluations. Each evaluation process will be tailored to the individual position to the extent possible and conducted for the following primary purposes:

- 1. To guide professional development for the administrator.
- 2. To recognize and enhance the effectiveness and job performance of the administrator.
- 3. To make the administrator and the supervisor aware of the perceptions of those who work directly with the administrator.
- 4. To develop plans for improvement and innovation.

# **OVERVIEW**

### ADMINISTRATOR PERFORMANCE EVALUATION SYSTEM

According to Chabot-Las Positas Community College District Governing Board Policy 7150 each administrator shall be evaluated annually by a procedure developed in conjunction with the administrative staff and approved by the Chancellor.

The administrator performance evaluation system is a two-tiered system consisting of an Annual Performance Evaluation Process and a Comprehensive Evaluation Process. The primary components of each process are as follows:

### **Annual Administrator Performance Evaluation Process**

- 1. Goal-setting
- 2. Appraisal
- 3. Formal feedback

### **Comprehensive Administrator Performance Evaluation Process**

- 1. Goal-setting
- 2. Appraisal
- 3. Multi-rater or Multi-source feedback and Analysis
- 4. Self-Assessment
- 5. Formal feedback

The Evaluator and Evaluatee shall initiate the annual or comprehensive performance evaluation cycles at the beginning of the calendar year in January and conclude the performance evaluation process no later than January of the following year.

New administrators will participate in the Comprehensive Performance Evaluation Process during the second year of their new assignment, and thereafter every three years.

### **EVALUATOR RESPONSIBILITIES**

The immediate supervisor will serve as the Evaluator and conduct an Annual or Comprehensive Administrator Performance Evaluation for direct administrator reports according to the established schedule for administrator evaluations.

The Evaluator has the primary responsibility for initiating, scheduling, and completing the performance evaluation conferences according to established guidelines, procedures, and timelines. The evaluator is responsible for the following:

- 1. Ensuring confidentiality throughout the administrator performance evaluation process.
- 2. Adherence to evaluation procedures and timelines.

- 3. An accurate, objective, and fair appraisal of the Evaluatee's performance during the specified period.
- Facilitating appropriate follow-up, coaching, professional development and other related activities.
- 5. Forwarding completed evaluation materials to the Chief Executive Officer/Senior Administrator for review and signature.

### **EVALUATEE RESPONSIBILITIES**

The Evaluatee, administrator being evaluated, is responsible for the following:

- 1. Timely preparation of performance goals and objectives for the new evaluation year.
- 2. Submission of required evaluation materials on or before established deadlines.
- 3. Participating fully in the process.

# CHANCELLOR, CHIEF EXECUTIVE OFFICER/SENIOR ADMINISTRATOR RESPONSIBILITIES

The Chancellor is accountable for the administration of the Administrator Performance Evaluation Process according to established Governing Board Policy and follow-up activities in conjunction with the Chief Executive Officer/ Senior Administrator, as appropriate.

The Chief Executive Officer/Senior Administrator shall forward complete evaluation packets to the Office of Human Resources for Chancellor's review, comment, and signature.

The Chancellor then forwards administrator performance evaluation materials for each Evaluatee back to the Office of Human Resources. Complete evaluation packets will be filed and maintained in the Evaluatee's personnel file according to District policies and procedures.

### **OFFICE OF HUMAN RESOURCES RESPONSIBILITIES**

The Office of Human Resources is responsible for the following:

- 1. Dissemination of Administrator Evaluation Process materials, policies, procedures, and guidelines.
- 2. Compiling, maintaining, communicating, and disseminating the Administrator Performance Evaluation Schedule for all administrators in the District.
- 3. Facilitating training and development activities relating to the Administrator Performance Evaluation process, as appropriate.
- 4. Ensuring principles of confidentiality in the maintenance of administrator performance evaluation materials according to District policies and procedures.
- 5. Facilitating a collaborative, systematic monitoring and assessment system of the administrator performance evaluation process, and recommending appropriate revisions, as needed.

# ANNUAL ADMINISTRATOR PERFORMANCE EVALUATION CHECKLIST

Name of Employee Being Evaluated (Evaluatee)	
Title	
Department/Location	
Evaluation Year:	From Through
Name of Evaluator	
Title	
Performance Evaluation proce according to specified timefra	a planning tool to assure that all steps of the Annual Administrator ess are conducted according to Governing Board Policy and completed ames and deadlines. The evaluation process is implemented at the in January and concludes no later than January of the following year.
Planned Completion Dat	tes Activity
<u>January</u>	
	Evaluatee completes Form A—Annual Goals, Objectives, and Target Completion Dates.
<del></del>	Evaluator schedules <b>Initial Planning Session.</b> Forms are available via HR website.
	Evaluatee submits Form A—Annual Goals, Objectives, and Target Completion Dates to the Evaluator prior to the Initial Planning Session.
<u>February</u>	
	Conduct Initial Planning Session.
	Evaluator and Evaluatee utilize <b>Annual Administrator Performance Evaluation Checklist</b> to confirm all planned completion dates.
	The Evaluator and Evaluatee review Form C—Administrator Performance Appraisal.

	Evaluatee makes changes, as needed, and submits final goals and objectives on Form A—Goals, Objectives, and Target Completion Dates to Evaluator after the Initial Planning Session. Evaluator and Evaluatee sign and date Form A.
August/September	
	Office of Human Resources distributes updated schedule of Annual and Comprehensive Administrator Performance Evaluations to all District/College Administrators, Chief Executive Officers/Senior Administrators, and Chancellor.
October/November	
<del></del>	Evaluator schedules Summary Conference Session
	Evaluatee submits final Form B—Goals and Objectives Outcomes Report prior to Summary Conference Session.
	Evaluator completes Evaluatee's Annual Performance Evaluation using Form C—Administrator Performance Appraisal.
<u>December</u>	
	Evaluatee and Evaluator hold <b>Summary Conference Session</b> to review and discuss <b>Annual Administrator Performance Evaluation</b> results. Evaluatee and Evaluator sign and date <b>Form C—Administrator Performance Appraisal</b> .
<u>January</u>	
	Evaluator forwards complete packet of evaluation materials (with response if provided) to Chief Executive Officer/Senior Administrator for review and signature. If contract is ending, a memorandum stating whether the Chief Executive Officer/Senior Administrator recommends renewal or nonrenewal must be attached.
	Chief Executive Officer/Senior Administrator forwards evaluation materials to the Office of Human Resources for Chancellor's review and signature by January 14, 2022.
	Evaluation materials are returned from the Chancellor to the Office of Human Resources and filed in Evaluatee's personnel file. Appropriate action is taken regarding contract renewal or nonrenewal.
<u>February</u>	
	Board action for contract renewals or nonrenewals

A complete Annual Administrator Performance Evaluation Packet will include the following:

# <u>Forms</u>

Form A Annual Goals, Objectives, and Target Completion Dates

Form B Goals and Objectives Outcomes Report

Form C Administrator Performance Appraisal

# <u>Attachments</u>

Optional/As Needed

# COMPREHENSIVE ADMINISTRATOR PERFORMANCE EVALUATION CHECKLIST

Name of Employee Being Evaluat	red (Evaluatee)
Title	Department/Location
Evaluation Year: From	Through
Name of Evaluator	Title
Performance Evaluation process according to specified timeframes  New administrators participate in during the second year of the	the Comprehensive Administrator Performance Evaluation process ir new assignment, and thereafter every three years. All other ree years according to the schedule set forth with the implementation
	r Performance Evaluation process is implemented at the beginning of concludes no later than January of the following year.
Planned Completion Dates	Activity
<u>January</u>	
	Evaluatee completes Form A—Annual Goals, Objectives, and Target Completion Dates.
	Evaluator schedules <b>Initial Planning Session</b> . Forms are available via HR website.
	Evaluatee submits Form A—Annual Goals, Objectives, and Target Completion Dates to the Evaluator prior to the Initial Planning Session.
<u>February</u>	
	Conduct Initial Planning Session.
	Evaluator and Evaluatee utilize <b>Comprehensive Administrator Performance Evaluation Checklist</b> to confirm all planned completion dates.
	Evaluator and Evaluatee review Form C—Administrator Performance Appraisal.

	Evaluator and Evaluatee identify and come to agreement on 15-20 pool of raters for <b>Multi-rater Feedback Assessment Survey</b> .
	Evaluatee makes changes, as needed, and submits final goals and objectives on Form A—Goals, Objectives, and Target Completion Dates to Evaluator after the Initial Planning Session. Evaluator and Evaluatee sign and date Form A.
August/September	
	Office of Human Resources distributes updated schedule of Annual and Comprehensive Administrator Performance Evaluations to all District/College Administrators, Chief Executive Officers/Senior Administrators, and Chancellor.
<u>October</u>	
	Evaluator forwards to <b>Office of Human Resources</b> names of faculty, classified staff, administrators, and clients selected to participate in Multi-rater Feedback Assessment Survey.
	Office of Human Resources prepares Multi-rater Feedback Assessment Survey materials.
	Office of Human Resources distributes Multi-rater Feedback Assessment Surveys to selected participants.
	Evaluator schedules Summary Conference to be held in December.
November	
	Multi-rater Feedback Assessment Survey results are compiled and forwarded to the Evaluator by the Office of Human Resources.
	Evaluatee completes and submits final Form B—Goals and Objectives Outcomes Report and Form D—Administrator Self-Assessment Report and submits to the Evaluator prior to Summary Conference Session.
	Evaluator completes Form C—Administrator Performance Appraisal using Form B—Goals and Objectives Outcomes Report, Multi-rater Survey Results, and Form D—Administrator Self-Assessment Report.
<u>December</u>	
	<b>Conduct Summary Conference Session</b> to review and discuss Annual Administrator Performance Evaluation Results. Evaluatee and Evaluator sign and date Form C—Administrator Performance Appraisal.

<u>January</u>	
	Evaluator forwards complete packet of evaluation materials (with response if provided) to Chief Executive Officer/Senior Administrator for review and signature. If contract is ending, a memorandum stating whether the Chief Executive Officer/Senior Administrator recommends renewal or non-renewal must be attached.
	Chief Executive Officer/Senior Administrator forwards evaluation materials to the Office of Human Resources for Chancellor's review and signature by January 14, 2022.
	Evaluation materials are returned from the Chancellor to the Office of Human Resources and filed in Evaluatee's personnel file. Appropriate action is taken regarding contract renewal or non-renewal.
February Board M	eeting
	Board action for contract renewals or nonrenewals.
A complete Com following:	prehensive Administrator Performance Evaluation Packet will include the
<u>Forms</u>	
Form A A	nnual Goals, Objectives, and Target Completion Dates
Form B G	oals and Objectives Outcomes Report
Form C A	dministrator Performance Appraisal

# Attachment(s)

Form D

Multi-rater Feedback Assessment Rating Summary Report

**Administrator Self-Assessment Report** 

Other/As Needed

# **MULTI-RATER FEEDBACK AND ANALYSIS PROCESS**

### **Purpose**

The multi-rater feedback and analysis process protects the integrity of governance, assists in measuring organizational leadership, and serves as a barometer in understanding the organizational culture of the District and colleges.

The goal of the multi-rater or multi-source and analysis process is to provide honest, anonymous feedback of an individual administrator's performance. The multi-rater feedback system is a sampling technique—not a 100 percent (100%) survey. Multi-source feedback information is formalized through persons who interact with the administrator in his or her administrative role—faculty, classified staff, other administrators, supervisors, and internal and external clients (where appropriate).

An anonymous, performance feedback survey or questionnaire is used to assess specific competencies and skills. This circular feedback system can help administrators to see that their actions are important to the mission, goals, and priorities of the District and college, and are valued by their colleagues. The administrator and supervisor may use aggregate survey results for developmental purposes to:

- 1. Clarify expectations related to administrator/position roles and responsibilities
- 2. Highlight and acknowledge strengths, and pinpoint shortcomings
- 3. Establish future goals and the means to achieve them
- 4. Formulate professional development activities

### **Benefits**

A multi-rater feedback and analysis system is of benefit to the Evaluator and Evaluatee during the administrator evaluation process, but is also of great benefit to the District and the colleges, as well.

### **Evaluatee Benefits**

- 1. Recognizes and documents strengths and positive behaviors
- 2. Increased self-awareness for improved performance
- 3. Reality check/overcoming misleading information
- 4. Emphasis on behavior, rather than work-style, traits, or personal characteristics

### **Evaluator (Supervisor) Benefits**

- 1. Assists in identifying and reinforcing positive performance
- 2. Strengthens performance appraisal process
- 3. Assists in confronting poor performance
- 4. Adjusts for individual differences within administrator evaluation processes

### **District and College Benefits**

- 1. Strengthens relationships between the institution and its constituent groups by including a wide array of individuals that interact with administrators
- 2. Assist institutional leadership in identifying critical leadership gaps
- 3. Improved employee relationships

### **Multi-rater Feedback Assessment and Analysis Process**

The Multi-rater Feedback Assessment Survey Questionnaire shall be administered during the Comprehensive Administrator Performance Evaluation Process (once every three years).

An administrator or supervisor may request formalized feedback via the Multi-rater Feedback Assessment process during the Annual Administrator Evaluation Process.

The Multi-rater Feedback Assessment Survey questionnaire pool will consist of a sampling of the following constituent groups, as appropriate:

- 1. Faculty
- 2. Classified Staff
- 3. Administrators
- 4. Clients—Internal and External

The Evaluator and Evaluatee will mutually agree upon the pool of raters (15-20) based on frequency of contact and professional relationship interactions. The primary criterion should be knowledge of the work performance of the administrator being evaluated. Therefore, those who report directly to the Evaluatee should be considered first in constituting the pool.

# **EXAMPLE OF**

# **MULTI-RATER FEEDBACK ASSESSMENT SURVEY INSTRUMENT**

You have been selected to participate in the performance evaluation of the employee named below. One aspect of that evaluation process is to provide formalized feedback to an Evaluatee based on administrator competencies and skills from all or most of the constituencies with whom he or she has contact. Emphasis is always on behavior, not traits, work-styles, or personal characteristics. Multi-rater feedback assessment information is used for developmental purposes only, so survey results may be incorporated into future goals.

Your survey ratings and comments will be anonymous and held in strict confidence. Do not write your name on this survey. An analysis of survey information will be interpreted and compiled by the Office of Human Resources. Survey results shall be provided in narrative and pictorial graph formats and shared with the Evaluatee in a required meeting with his or her supervisor. The Office of Human Resources shall destroy all original survey instruments at the close of the evaluation process.

Name of Employee Being Evaluated
Title Department/Location
Evaluation Year: From Through
Respondent Working Relationship: To complete this survey instrument, I am responding as a:
Faculty Classified staff Administrator Client Self
Frequency of Contact: I interact with this person:
Daily Weekly Monthly Other: Comment
Duration of Interactions: I have had meaningful professional contact with this person:
< 6 months 6 mo to 1 year 1-2 years 3+ years
Comments
Please return this confidential multi-rater feedback assessment survey to the Office of Human Resources no later than:

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u	ш			LI	u		-	

1.		your rating for each of the following competencies or skills according to the grating scale:
	5=Str	ongly Agree 4=Agree 3=Neither Agree/Disagree 2=Disagree
		1=Strongly Disagree 0=Have Not Observed/Don't Know
2.	Please p	provide targeted feedback—comments or suggestions following survey questions.
Le	adershi	p and Supervision
1.	Leads a	nd motivates staff to accomplish goals.
	5=	Strongly Agree
	4=	Agree
	3=	Neither Agree/Disagree
	2=	Disagree
	1=	Strongly Disagree
	0=	Have not observed/Don't know
2.	Takes in	nto account the whole organization when making decisions.
	5=	Strongly Agree
	4=	Agree
	3=	Neither Agree/Disagree
	2=	Disagree
	1=	Strongly Disagree
	0=	Have not observed/Don't know
3.	Encoura	ages people to excel.
	5=	Strongly Agree
	4=	Agree
	3=	Neither Agree/Disagree
	2=	Disagree
	1=	Strongly Disagree

0= Have not observed/Don't know

4. Has visi	on and brings ideas and possibilities for the future.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
5. Is able to	pull people together to accomplish a common goal.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
6. Sets a g	ood example for the institution.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know

7. Delegat	es appropriately.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
8. Acts as	an advocate for the area/individuals they manage.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
17 1 1 -	
_	e and Expertise
9. Underst	ands college and district goals, policies, and procedures.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know

10. Shows	mastery of his or her job content.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
11. Is soug	tht out for advice and input on his/her area of expertise.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
12. Is able	to integrate new ideas with current approaches.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know

13. Suppor	ts and fosters uses of changing technologies.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
	cation Skills
14. Listens	and responds appropriately.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
15. Makes	effective written and oral presentations.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know

16. Clear ir	n communicating with others.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
17. Is acce	ssible.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
18. Conve	ys important information on a timely basis.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know

# **Human Relation Skills**

19. Shows	concern for issues that affect others.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
20. Demor	nstrates respect for others.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
21. Is skille	ed at relating to many different types of people.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know

# **Administrator Skills**

22. Works to resolve problems and conflicts as they arise.		
5=	Strongly Agree	
4=	Agree	
3=	Neither Agree/Disagree	
2=	Disagree	
1=	Strongly Disagree	
0=	Have not observed/Don't know	
23. Follows	s through and delivers on his/her commitments.	
5=	Strongly Agree	
4=	Agree	
3=	Neither Agree/Disagree	
2=	Disagree	
1=	Strongly Disagree	
0=	Have not observed/Don't know	
24. Makes	timely decisions.	
5=	Strongly Agree	
4=	Agree	
3=	Neither Agree/Disagree	
2=	Disagree	
1=	Strongly Disagree	
0=	Have not observed/Don't know	

25. Develo	ps and communicates plans for reaching goals.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
26. Shows	judgment and accuracy in administering budgets.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
27. Takes	initiative to get the job done.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know

28. Sets hi	gh performance standards for self and group.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
29. Encour	rages innovative ideas.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
30. Consid	ers both internal and external factors when setting priorities.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know

31. Applies	sound judgment under pressure.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
32. Deliver	s constructive criticism when needed.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
33. Schedu	ules meetings appropriately.
5=	Strongly Agree
4=	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know

34. Uses me	eeting time effectively.
5=	Strongly Agree
4= 4	Agree
3=	Neither Agree/Disagree
2=	Disagree
1=	Strongly Disagree
0=	Have not observed/Don't know
Comments:	• omments or suggestions do you have that might be helpful to the performance and
development	of this administrator? Again, your comments and suggestions will be anonymous and summary report of all comments and suggestions. If more space is needed, use additional