

EVALUATION FORM AND PROCEDURE

When doing an evaluation, you must first determine if something is measurable. This can be done by stating what is to be accomplished and what standard is to be met when doing it. Then you must record if the standard was met or not. For this reason, we must define the standards that will be used. Many times we find there are standards already in place that must be met, such as: laws, local ordinances, department policies or procedures. These standards may include time lines, equipment, methods, and/or personnel needed to complete a task or provide a service. Other times these standards may be nothing more than what has over time become acceptable for the given task or service. Some times you may find none of the above. In this case you must then determine what will be the standard.

Standards may be very clear and easy to determine if they have been met or not. But, sometimes one must state how it is determined if the standard has been met so the person doing the evaluation does not become subjective on these points.

Many times the person doing the evaluation does not have first hand or in depth knowledge of all the areas being evaluated. For this reason all applicable standards should be reviewed and/or attached to the evaluation form.

There are times when standards do not apply. You just want to know if something was done or not. In this case the person doing the evaluation must try to be very objective in evaluating how quickly or easily something was done.

Using the attached form, for each item being evaluated, one will only need to record if the item was:

1. Done according to standards and/or with no difficulty or problem – give that item a 3 rating.
2. Done according to standards and/or with some difficulty or problem but was still accomplished – give that item a 2 rating.
3. Was not done according to standards and/or not done at all – give that item a 1 rating.

It must be understood that if the item is done according to standards with no difficulty or problem then a high rating should be given. However, should the out come of a task be less than desirable, a note can be made that the standard may need to be changed if it did not work.