

Oregon State University Extension Service

Evals Extension Field Faculty Performance Categories and Definitions

PROFESSIONAL / TECHNICAL COMPETENCY

Extension faculty members must possess and demonstrate technical, professional, general and other specific knowledge and skills required to perform one's job duties while maintaining a commitment to excellence.

See program areas' strategic plans and directions for setting goals specific to achieving desired outcomes.

Teaching, Facilitation, & Other Assignments

1. Program Delivery & Accountability

- **Educational Outputs:**
 - Delivers number of teaching activities appropriate for position description, career level and program assignment
 - Expedites number of facilitation activities appropriate for position description, career level and program assignment
- **Teaching Skills & Methods:**
 - Uses appropriate teaching tools and technology-supported delivery methods
 - Introduces new delivery/teaching methods as appropriate
 - Communicates effectively with individuals and groups based on evidence provided by teaching evaluations from clientele and peers
- **Program Impacts:**
 - Teaches to support long-term behavior/environmental/social change
 - Completes all reports in comprehensive and timely manner
 - Documents measureable program impacts on at least one priority educational effort annually in Digital Measures
- **Volunteer/Cooperator/Stakeholder Collaboration:**
 - Identifies needs and opportunities for volunteer/cooperator/stakeholder service and partnership; recruits individual to fill appropriate roles
 - Develops knowledge, attitudes, skills and aspirations of volunteers/cooperators/stakeholders to address priority issues
 - Supports volunteers/cooperators/stakeholders through appropriate supervision, recognition and evaluations
 - Manages volunteer groups/organizations following OSU policies and procedures

2. Scholarship & Creative Activity

- **Levels of Scholarship:**
 - Interprets and integrates research-based knowledge from multiple sources
 - Participates in intellectual work or other creative activity
 - Initiates and /or provides leadership for intellectual or creative activity
 - Produces scholarly output appropriate for position description and career level
- **Validates/Communicates Scholarship:**
 - Shares knowledge/skills/research through peer reviewed presentations at professional meetings (state, regional, national and international)
 - Demonstrates expertise through publication in refereed articles, conference proceedings, reviewed publications, etc.
 - Secures competitive grants for program enhancement
 - Documents (through refereed articles, presentations, published proceedings, etc.) recognition of expertise beyond OSU and Oregon

LEADERSHIP

The spectrum of activities including setting direction and supporting the accomplishment of vision, values, and purpose. Leadership effectively communicates while embracing, supporting and influencing a culture of innovation. Leadership contributes to team building, goal setting and leveraging members' strengths and unique abilities.

- Provides leadership for building relationships and fosters open communications among staff and faculty
- Demonstrates leadership in team situations
- Recognized as leader among clientele and within community
- Recognized leader among peers and profession

MANAGEMENT

Extension faculty members are expected to include appropriate types and time commitments for educational programming for youth and adults within the scope of the position description.

1. Program Planning & Management

- **Program Planning:**
 - Regularly assess needs of target audiences and sets programming priorities accordingly.
 - Utilizes stakeholders/clientele input
 - Develops program evaluation to document impact
- **Program Management:**
 - Delivers programs in an effect and efficient manner
 - Organizes processes that result in quality program delivery
 - Involves, manages, facilitates and/or coordinates peer teams, volunteers and/or paid staff for effective program delivery
 - Makes all reasonable effort to be inclusive; complies with all Federal Civil Rights laws
- **Extramural Funding:**
 - Secures alternative revenue or in-kind sources as needed and appropriate to support and/or enhance existing or expanding programs
 - Appropriately manages resources to achieve program objectives.

Faculty members who have supervision or lead worker responsibility for program assistants or other support personnel, either payroll or contract employees, are to be evaluated on their human resource management performance.

2. Human Resource Management

- Recruits, motivates and retains diverse staff
- Maintains high standards and provides timely and appropriate feedback which encourages and rewards improvement and achievement
- Completes timely evaluations of staff, utilizing EvalS (OSU's Electronic Performance Evaluation System) if supervising OSU classified employees
- Manages performance problems promptly and appropriately
- Maintains a well-functioning, service-oriented team
- Provides guidance, as appropriate, to volunteer management efforts of staff

COLLEGIALITY / TEAMWORK

1. Collegiality and Interpersonal Skills

- **Local and Regional Faculty/staff Relationships:**
 - Interacts effectively and appropriately with all individuals in the office and across region
 - Makes contributions to the office and regional team efforts
 - Values diversity and fosters communication while understanding the roles, responsibilities and expertise of individuals
- **Peer Relationships:**
 - Engenders trust and respect among peers
 - Cooperates with peers in or across program area, as appropriate for position description
- **Clientele Relationships:**
 - Relates effectively and appropriately with local clientele, volunteers and collaborators
 - Engenders trust and respect among clientele

2. Interactions with the Public

- **Customer Service:**
 - Responds to local/regional clientele questions (Ask an Expert, walk-ins, telephone calls, email and other social media) in a timely, complete and accurate manner
 - Interacts with customers in a professional and courteous manner
- **Community Outreach:**
 - Promotes a positive, professional image of Extension, the Division of Outreach and Engagement and Oregon State University
 - Develops strong positive community contacts for Extension, the Division of Outreach and Engagement and Oregon State University
 - Markets Extension as part of the greater Oregon State University system and clearly communicates how Extension and the Division of Outreach and Engagement fits into the university's mission

COMMUNICATION

Discipline of communication: The art of exchanging ideas, thoughts, feelings, or the like through speech, gestures, or writing. Elements of the discipline of communication include:

- **Speech:** Speaking face-to-face or via electronic media to individuals or groups, may include conversations, discussions, and presentations and being appropriate for the audience.
- **Listening:** Giving full attention as others speak, not interrupting; applying active listening skills, showing empathy and being responsive
- **Giving and Receiving Feedback**
- **Nonverbal:** Managing body language, gestures, and facial expressions to match intent and meaning of speech.
- **Written:** Consistently using correct grammar, spelling, and punctuation; avoiding acronyms and jargon, writing for clarity and conciseness with the intended audience understanding intent and meaning.
- **Communication Medium -** Selects the appropriate communication method: email, text, telephone, meeting, private conversation, video conferencing, webinar.

Interpersonal Communication: The action and interplay between people and is relational and social in nature. Aspects of interpersonal communication may include:

- **Keeping others informed:** Consistently providing updates and notices of upcoming issues; keeping calendars/schedules current and transparent.
- **Practicing diplomacy and employing influence and civility to build relationships.**
- **Advising:** Providing counseling and advising support, direction, feedback, critique, referral and guidance to individuals and groups in a nurturing, safe, challenging, and supportive environment.
- **Mentoring:** Fostering a trusting, respectful relationship for sharing historical content or expertise with others to promote their success and growth.

SOCIAL RESPONSIBILITY / SERVICE / OUTREACH

Extension faculty are expected to support the University's commitment to making contributions to society's intellectual, cultural, spiritual, and economic progress and well-being.

1. **Social Responsibility:**

- Exhibits societal awareness and responds to social concerns and problems
- Understands diverse perspectives
- Acts as a good citizen and public steward
- Oriented to problem solving
- Applies and integrates ethical and moral standards.

2. **Service:**

- Serves on Extension (at local, regional and/or system levels), department, college and/or university committees, with leadership demonstrated as appropriate for rank and years of service
- Serves as an active member of appropriate professional associations/societies at the state, regional and/or national level, with leadership demonstrated as appropriate for rank and years of service

3. Outreach:

- Leads reciprocal community engagement, and the interchange of information, resources, and knowledge as a representative of OSU to the state's public and communities
- Develops an appropriate balance of service to community that contributes to Extension/university relations, both within and outside assignment

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