**Trainee Weekly Evaluation Form
For \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­\_\_\_ Week of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Key for Work Skills/Attitudes** |
| **6** =Exceptional | **4** =Acceptable | **2** = Needs Improvement | **0** = Unacceptable | **N/O** = Not observed |

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| **On Time Arrival** | Rarely on time and sometimes ready to work at shift start0 | Usually on time and ready to work at shift start most of the time2 | Always on time and ready to work at shift start4 | Always Early and Ready to Work at shift start6 |
| **Attendance** | No Call No Show during evaluation period0 | Multiple call ins during evaluation period 2 | One call in during evaluation period 4 | No missed shifts during evaluation period6 |

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| **Security of Records and Station** |  |
| Not Observed. | **N/O** |
| Unacceptable – Uses systems to give information without verifying ID Allows people into center without checking ID | **0** |
| Needs improvement – Vaguely familiar with security requirements. Occasionally gives info without verifying ID | **2** |
| Acceptable – Familiar with security requirements. Gives information only to law enforcement personnel | **4** |
| Exceptional – Knows requirements “chapter and verse” and routinely checks ID of persons entering center | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment  |  |

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| **Annotate/Update Duty Book** |  |
| Not Observed. | **N/O** |
| Unacceptable – Can find the book, but needs help making annotations | **0** |
| Needs Improvement – Can make some annotations. Needs significant help finding units or information in book.  | **2** |
| Acceptable – Able to make annotations in the book without assistance. May need occasional help finding something in it. | **4** |
| Exceptional – Able to annotate the book unassisted and knows its contents.  | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **Time Sheets** |  |
| Not Observed. | **N/O** |
| Unacceptable - Cannot accurately fill out time sheets at all. Needs Constant help to do so or fails to fill out on time. | **0** |
| Needs improvement - Can occasionally accurately fill out time sheets without help. Occasionally can submit on time. | **2** |
| Acceptable – Usually accurately fills them out without help. Usually gets in on time. | **4** |
| Exceptional – Accurately fills time sheets out on time. Never needs help or prompting to do so. | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **Comments**  |
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| **Professionalism** |  |
| Not Observed. | **N/O** |
| Unacceptable – Does not follow Dress Code. Has negative attitude and is rude and disrespectful to others.  | **0** |
| Needs Improvement – Wears appropriate attire however is unkempt in appearance. Attitude occasionally needs adjustment.  | **2** |
| Acceptable – Dresses appropriately. Has good attitude and is good representative of the agency. | **4** |
| Exceptional – Dresses neatly and appropriately. Attitude is excellent and it is passed on to others. | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **Customer Service**  |  |
| Not Observed. | **N/O** |
| Unacceptable – Rude to outside agencies and troopers. Causes conflict with callers.  | **0** |
| Needs Improvement – Can get along with troopers and outside agencies, but lacks manners or empathy at times.  | **2** |
| Acceptable – Works well with troopers and outside agencies, pleasant and empathetic with callers. | **4** |
| Exceptional – Works well with troopers and outside agencies, goes above and beyond to assist callers.  | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **Communications** |  |
| Not Observed. | **N/O** |
| Unacceptable – Cannot accurately pass on information. Doesn’t advise coworkers of actions taken on calls. Fails to advise command staff of significant events. | **0** |
| Needs Improvement – Occasionally fails to advise command staff of significant events or tell coworkers of actions taken on calls. Can pass information accurately most of the time. | **2** |
| Acceptable – Passes information accurately and promptly. During the shift, keeps coworkers and command staff informed most of the time. | **4** |
| Exceptional - Passes information accurately and promptly. Always keeps coworkers and command staff informed of actions and significant events during the shift. | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **Judgment** |  |
| Not Observed. | **N/O** |
| Unacceptable – Unable to prioritize actions or make decisions. Doesn’t utilize prior knowledge and relies on others to make decisions. Constantly passing questions and calls to others.  | **0** |
| Needs Improvement – Can prioritize low priority calls when there isn’t much occurring at the same time, but has difficulty making decisions or prioritizing when it gets busy or there are high priority calls.  | **2** |
| Acceptable – Always able to prioritize actions and make decisions. Can promptly assign officers even during busy times. | **4** |
| Exceptional – Never makes a bad decision and can occasionally recommend actions to supervisors while simultaneously prioritizing and coordinating actions. | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **Interpersonal** |  |
| Not Observed. | **N/O** |
| Unacceptable – Doesn’t get along at all with coworkers. Constantly causes conflict amongst the group. | **0** |
| Needs Improvement – Can get along with coworkers, but sometimes causes conflict. | **2** |
| Acceptable – Can get along with coworkers without any issues.  | **4** |
| Exceptional – Works well with others and is complemented by them on his/her demeanor. | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **Comments** |
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| **Operate Telephones and Call Taking Technique** |  |
| Not Observed. | **N/O** |
| Unacceptable – Cannot operate phones and can’t take calls without assistance. | **0** |
| Needs Improvement – Knows the basic phone functions, but needs some assistance when it comes to taking calls from the public. | **2** |
| Acceptable – Can operate the phones, knows basic functions, and can handle most calls from the public without assistance. Needs to refer only a few questions to others. | **4** |
| Exceptional – Knows all phone functions. Able to handle all types of phone calls with next to no assistance on new questions.  | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **CAD Operations** |  |
| Not Observed. | **N/O** |
| Unsatisfactory – Unfamiliar with system operation. Needs help to perform basic commands. (traffic stops/event entry) | **0** |
| Needs Improvement – Familiar with some CAD functions. Can perform basic functions such as traffic stops and event entry, but needs assistance with functions such as transferring calls to another troop area.  | **2** |
| Satisfactory – Can perform most CAD functions. Can enter events and assign officers to calls without delay. When entering events may need to write down information first before entry. | **4** |
| Excellent – Can perform all CAD functions. Can enter events and assign officers to calls without delay.  | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **CAD Responses (Reading NCIC Responses)**  |  |
| Not Observed. | **N/O** |
| Unsatisfactory – Unfamiliar with response format. Needs help reading all responses.  | **0** |
| Needs Improvement – Familiar with some CAD responses. Can understand and read back some basic vehicle registration and driver’s license NCIC returns.  | **2** |
| Satisfactory – Can understand and read back almost all types of CAD responses. Can read back some III responses. Needs assistance from time to time with uncommon or new responses.  | **4** |
| Excellent – Can read back responses with no assistance almost all of the time. Only needs assistance when response advises something new/unfamiliar.  | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **Comments** |
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| **Radio Operations** |  |
| Not Observed. | **N/O** |
| Unacceptable – Cannot operate system. Unfamiliar with 10 codes or radio etiquette. Cannot understand what officers say. | **0** |
| Needs Improvement – Knows some basic functions and some 10 codes. Sometimes understands officers. Sometimes needs to repeat what they said because officers didn’t understand. | **2** |
| Acceptable – Can operate radio without assistance and speaks clearly. Sometimes needs help with trouble shooting equipment problems. Familiar with most 10 codes and radio etiquette and can usually understand officers.  | **4** |
| Exceptional – Very familiar with the system and trouble shooting. Speaks clearly and slowly without inflection and always understands officers. Knows all the 10 codes. | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **NCIC Reformatter Operations** |  |
| Not Observed. | **N/O** |
| Unacceptable – Unfamiliar with system operation. Needs help to perform basic commands and use Reformatter forms. | **0** |
| Needs Improvement – Familiar with some functions and Reformatter forms. Unfamiliar with manual commands. | **2** |
| Acceptable – Knows most functions and Reformatter forms and can enter some things manually. | **4** |
| Exceptional – Knows most functions and Reformatter forms and can do most things manually if needed. | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **NCIC/OMNIXX APPLICATIONS**  |  |
| Not Observed. | **N/O** |
| Unacceptable – Unfamiliar with system operation. Needs help to perform more routine functions. i.e. Hit Confirmation Requests, Towed Vehicle Entries  | **0** |
| Needs Improvement – Familiar with some functions and applications. Unable to complete any tasks without assistance.  | **2** |
| Acceptable – Knows most how to complete many applications with limited assistance.  | **4** |
| Exceptional – Knows how to complete almost all tasks/applications independently with little to no assistance.  | **6** |
| Competency Determined by: Observation Written Exam Role Play Verbal Assessment |  |

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| **Comments** |
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| **Overall Comments** |
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| **OVERALL SCORE** | **TOTAL:** |

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| **Past Ratings** |

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| **Past Evaluation Scores** | **Date** | **Score** |
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| **Quiz Scores During Training** |  |  |
| **Quiz Title** | **Date** | **Score** |
| 10 Codes |  |  |
| Security of the Station and Records |  |  |
| Geography |  |  |
| Radio Procedures |  |  |
| Equipment Overview and Misc. Topics |  |  |
| Practice NCIC Certification test |  |  |
| Telephone Operation and Call Taking |  |  |
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**CTO Signature:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Trainee Signature:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_