



BOWLING GREEN STATE UNIVERSITY

Office of Residence Life
Division of Student Affairs

GRADUATE HALL DIRECTOR PERFORMANCE EVALUATION

GHD NAME: JOHNNY QUINTANILLA

SUPERVISOR: STEVE SYOEN

DATE: December 6, 2012

- The GHD Performance Evaluation contains 6 sections:
 - Supervision
 - Student Rapport
 - Crisis Management
 - Student Conduct
 - Administration
 - Residence Education
- Complete the survey portion for each section and then add relevant comments in the text box.
- If you disagree or strongly disagree with any statement, please include at least one example demonstrating your concern. You should also include at least one concrete suggestion or an action plan for improvement.

SUPERVISION	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
Sets clear expectations for staff members		x		
Holds staff accountable to job expectations		X		
Provides positive feedback to staff members		X		
Provides constructive feedback to staff members		X		
Fosters open communication about job-related issues		X		
Invites open communication about personal issues			x	
Promotes and supports the academic success of staff		X		
Responds to questions in a timely manner		X		
Follows through on what he/she says he/she will do		X		
Promotes a collaborative and cooperative environment		X		
Is open to ideas and suggestions		X		
Holds effective one-on-one meetings		X		
Coaches staff members on improving job performance		X		
Helps RAs become better at their position		X		
Assists in building strong community	X			
Appropriately documents RA performance issues		X		
Effectively supervises ARA		x		

COMMENTS:

I think Johnny, overall, does a nice job with his supervision. Many of his RAs like the conversations they have during the 1:1s. Something I am asking Johnny to work on for the Spring semester is balancing the 1:1 to include and sometimes focus on the personal lives of the student staff members. It may also just be ensuring that all RAs feel attention is paid for their personal lives. It was evident from RA feedback that some feel the communication is sometimes job or business-only related. The RAs would like a more balanced approach during their 1:1s. Another theme about the supervision that came from the feedback was that communication is an area many of them struggle with when working with Johnny. Positive feedback when providing constructive feedback, listening and comprehending before responding, and the time/place for feedback or discussions were a few specific areas mentioned in the feedback. Again, Johnny is a valued supervisor to the RAs on the staff. I am excited for him to continue building rapport with his supervisees, especially as he takes on a new mid-year hire in the Spring.

STUDENT RAPPORT	Strongly Agree	Agree	Disagree	Strongly Disagree
Is visible in the hall		X		
Engages in student interactions		X		
Develops rapport with residents	x			
Treats students respectfully		X		
Appropriately challenges student behavior		X		
Supports students in academic endeavors		X		
Encourages students to get involved		X		
Role models appropriate behavior for residents		X		
Assists in building strong community		x		

COMMENTS:

Johnny has impressed me with the rapport he has built with students. Johnny was intentional in getting involved in the community and participating in community walks and programs to get face time with residents. He knows many by name and interacts with them positively. I think as the semester progressed and the semester got more academically rigorous the involvement slowed but he still maintained and built relationships with many residents.

CRISIS MANAGEMENT	Strongly Agree	Agree	Disagree	Strongly Disagree
Appropriately handles roommate conflicts		X		
Refers students to appropriate resources		X		
Appropriately maintains student confidentiality		X		
Promptly follows up on issues and incidents		X		
Promptly communicates issues with supervisor		X		

Follows duty procedures and protocols		x		
Appropriately completes duty reports and Crisis Lines		x		

COMMENTS:

Regarding Crisis, Johnny has shown increased confidence this semester. Johnny knows who on campus is available to help students outside of residence life and doesn't hesitate to refer residents when appropriate. I feel Johnny does well with follow up and always comes with information when I have asked for more. He also keeps me up to date on things that are happening in his area that I need to be aware of. Johnny and I worked to shorten his duty reports and be more selective in what needs to be included. It is my hope for the Spring that Johnny continues to develop confidence in this area.

STUDENT CONDUCT	Strongly Agree	Agree	Disagree	Strongly Disagree
Understands student conduct philosophy		x		
Effectively uses Maxient		x		
Promptly hears conduct cases		x		
Conducts efficient conduct hearings		x		
Promptly follows up with sanction deadlines		x		

COMMENTS:

Johnny has handled his cases this semester in a thorough manner. Johnny has an understanding of how to use Maxient and asks questions when he has concerns, which is appreciated. Johnny has had some challenging cases and has been diligent in getting them resolved quickly and making decisions that are sometimes difficult to make. I believe Johnny understands our educational philosophy and reflects that in his investigation meetings and during sanctioning.

ADMINISTRATION	Strongly Agree	Agree	Disagree	Strongly Disagree
Is visible during office hours	x			
Efficiently organizes administrative tasks		x		
Promptly completes desk administrative tasks		x		
Promptly completes CDP tracking tasks		x		
Promptly completes crisis follow-up tasks		x		
Appropriately uses PED system		x		
Effectively manages budget responsibilities		x		
Open to feedback from supervisor		x		
Changes behavior based on feedback		x		
Seeks out supervisor for assistance when needed		x		

COMMENTS:

Johnny does a nice job following his office hours schedule and being available. He often utilizes his office to do coursework during the evenings which adds to his visibility in general and as a result he interacts with many staff and students after-hours. The tasks assigned to Johnny are often completed in a timely manner. With desk administration he follows up with Kerri (ARA) when I bring up concerns and they work together to address them in a timely fashion. While Johnny doesn't often have to use the prox card system I believe he knows how to access the system if necessary. Johnny always turns in budget paperwork to me that is completed appropriately. One area of administration that I recommend Johnny should give attention towards is his true openness to feedback. When given feedback this semester, Johnny would state that he felt "attacked" by the feedback. Some of the fear of feedback may come from the desire to not make mistakes but everyone is subject to feedback in our work. Johnny does inquire with me when he has questions and requires assistance and does so appropriately.

Residence Education	Strongly Agree	Agree	Disagree	Strongly Disagree
Actively supports the mission and vision of the department		x		
Actively participates in Area and RE meetings		x		
Completes assigned tasks for Action Team		x		
Supports Resident Student Association (RSA)		x		
Supports SMART Program		x		

Attends department events		x		
Receptive to feedback from colleagues			x	
Appropriately addresses concerns with colleagues		x		

COMMENTS:

Johnny attends the events that he is required to attend in the department. Johnny supports the mission and vision of the department through his continued service to our students. He attends and participates in RE and Area meetings as needed and when necessary support RSA and the SMART program. The only area of concern is Johnny's ability to take feedback from colleagues. This was a concern discussed earlier in the semester during the Mock Rock and recently again with feedback about duty protocol and senior staff. I encourage Johnny to remain calm when he is unsure of why feedback is being given and appropriately ask questions rather than become upset about the feedback. In the full-time realm of work, feedback comes from many people - some from people whom you know and others who just know who your supervisor is at the university. Regardless, feedback needs to be heard and considered. While it is acceptable to appropriately question feedback, we must remember that similar to many things, the recipient's perspective cannot be dismissed and one must reflect on the future to figure out why someone felt that way about something we did. I think Johnny is working on this and I look forward to progress in this area in the Spring.

GRADUATE HALL DIRECTOR COMMENTS

At the conclusion of the performance evaluation meeting, GHDs are encouraged to make comments about the evaluation. GHDs should submit a typed response that will be attached to the performance evaluation and placed in the GHD's personnel file.

SIGNATURES

By signing, the Graduate Hall Director agrees that he or she has read and understands the content of the evaluation. However, signing does not indicate that the Graduate Hall Director agrees with the content of this evaluation.

Graduate Hall Director Signature _____

Hall Director/Supervisor Signature: _____

Date: December 7, 2012