

YMCA OF METROPOLITAN MINNEAPOLIS AND GREATER ST. PAUL PERFORMANCE REVIEW 2008

Team Member Name: Michele Culpepper Title: Fitness Director
 Date: 3/11/08 Grade: 20 Branch: Skyway Association: Saint Paul

Has the team member's job changed significantly during this evaluation period? Yes No If yes, please describe the change on a separate sheet.

EVALUATION CRITERIA AND FACTORS: Describe the team member's performance relative to the criteria and factors stated below. Additional sheets may be attached to elaborate on specific performance aspects.

DESCRIPTION OF RATINGS:
Distinguished: Skills **significantly** greater than those required to achieve expected outcomes
Highly Accomplished: Performs well above the average expectation
Accomplished: Meets or slightly exceeds the performance standards
Developing/Learning: New to role, still acquiring the needed skills, or shift in responsibilities
Below Standards: Does not meet the requirements of the position, lacks fundamental skills

Section 1: Key Objectives and Accomplishments

List team member's key objectives and accomplishments for the past year. May include financial and membership outcomes.	Rating (List One)
Ensure high quality programs - Program audits define how well we are performing and with fitness, we are at the top within our association under Michele's leadership. Aquatics scored low, but with improvements and attention to detail, Michele will make certain score is significantly higher. Retention Rate increased during 2007 and I believe our Fitness Department played a big role in raising this number.	Accomplished
Staff Supervision and Development - Michele has an outstanding staff team working under her leadership. Fitness is what we do and she makes certain it is done well. Michele has also taken on the aquatic department and is showing significant growth and improvements. Audit results were high in fitness and although disappointing in aquatic, I believe she will turn this department around.	Accomplished
Fiscal Management - Michele knows and understands the budgeting process quite well. Department budget met targets for the year and as a result, Skyway successfully managed our 2007 budget by exceeding net target by \$38,000.	Accomplished
Branch Responsibilities - Michele is part of my Management Team and has been my go to person throughout the year. Along with her departmental responsibilities, Michele took a lead role in our Y-Partners Campaign heading up the Member Division.	Accomplished
Association Responsibilities - For the association Michele is a member of the One YMCA Personal Training Expert Team. In 2007 she completed the requirements to train others in Child Abuse and Prevention and the Adult Fitness Consultation Training. (Both trainings are required for employment; the Adult Fitness Consultation Training for fitness staff only.)	Accomplished
	* Select Option

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Section 2: Competencies

Consider the questions below each competency when determining the rating.

A. Job Knowledge	RATING: Accomplished
<ol style="list-style-type: none"> 1. Does the team member have the skills necessary to perform the job successfully? 2. Does the team member demonstrate their knowledge and skills effectively? 3. Does the team member communicate and share their skills with the staff? 4. Does the team member stay current with the skills needed for the position and practice continuous improvement? 	
COMMENTS Michele has job knowledge and the skills to perform her job successfully. Goal for next year is to keep fitness operating at high level and to develop aquatic program increasing number of classes, participants and revenue.	
B. External Factors	RATING: Accomplished
<ol style="list-style-type: none"> 1. Does the team member interact with members, participants, and volunteers according to the 4 core values? 2. Does the team member provide excellent customer service to members, participants, and volunteers? 3. Does the team member listen to members, participants, and volunteers' feedback and respond promptly? 	
COMMENTS Michele fully understands the importance of customer service. She responds to member comments promptly and interacts with everyone in a professional manner.	
C. Quality of Work	RATING: Accomplished
<ol style="list-style-type: none"> 1. What is the quality of the team member's technical skills? 2. Does the team member pay attention to detail in work assigned? 3. Does the team member organize work to make the job easier and as effective as possible? 4. Is the work accurate and timely? 5. Is the work complete and thorough, eliminating the need for close review or rework? 6. Is closer review of work required during high-pressure situations? 	
COMMENTS Michele understands the importance of meeting deadlines. Assignments are completed in a timely manner and of high quality.	
D. Quantity of Work	RATING: Accomplished
<ol style="list-style-type: none"> 1. Does the team member manage work efficiently? 2. Are speed and consistency of output, time utilization and results satisfactory? 	
COMMENTS Michele manages work efficiently. Additional assignments are given to her in an effort to gain additional experience.	

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E. YMCA Values

RATING: Accomplished

1. Does the team member exhibit the four-core values of respect, honesty, responsibility, and caring while performing the duties of the position?
2. Does the team member encourage staff, members, participants, and volunteers to abide by the core values?

COMMENTS

Michele models the four core values for our branch team and for our volunteers.

F. Teamwork

RATING: Highly Accomplished

1. How does the team member work with others?
2. Can the team member receive assignments from several people, judge or resolve priorities and maintain good working relationships with those involved?
3. Does the team member obtain cooperation from others?
4. Is help offered to others during slow periods?
5. How effectively does the team member address and resolve conflict/problem situations with coworkers?

COMMENTS

Michele works well with her colleagues across the association as well as her team at the branch. Will take on additional assignments when asked and also willing to assist others if there is a need.

G. Dependability

RATING: Accomplished

1. Is the team member generally willing to change plans in order to meet deadlines?
2. Does the team member accomplish all tasks within the expected time frame?
3. In the supervisor's absence, can the employee ensure that matters are tended to or are referred to the proper person for action?
4. Are such factors as attendance, punctuality, time off, and adherence to association policies and procedures satisfactory?

COMMENTS

Michele is willing to do what is necessary to accomplish tasks and will step in as needed.

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Outline Key Objectives for the next review period, may include financial and membership goals.
Financial Development - Have a major role in Y Partners Campaign ensuring overall goal is met.
Fiscal Management - Achieve 100% of budgeted Personal Training revenue, achieve 100% of budgeted Pilates Reformer revenue, achieve 100% of budgeted New Leaf revenue.
Program Quality/Member Retention - Ensure a high performing score is achieved on annual fitness audit, ensure all evaluations are conducted according to the Group Fitness and Personal Training participant evaluation guidelines outlined in the Quality Plan, achieve group exercise class ratio goal of 20%.
People First - Attend all Association Quarterly Fitness meetings and Annual Retreat
Staff Supervision/Development
Summary Comments
Michele is a wonderful asset to the Skyway Team. She is very conscience about meeting revenue goals, program goals and increasing her scores on all audit. She has added the aquatic department under her supervision and expects to make significant changes in this area.
I have appreciated Michele's willingness to take on additional assignments and her can do attitude.

Overall Performance Rating: Accomplished

Evaluation prepared and performance development coaching performed by:
Supervisor/Manager Signature: <u><i>Darwin L. Miles</i></u>
Print Name <u>DARWIN L. Miles</u> Date: <u>3/11/08</u>
2 nd Level Supervisor/Manager Signature: _____
Print Name: _____ Date: _____
I have reviewed this evaluation and discussed the contents with my supervisor. My signature means that I have been advised of my performance and have been given the opportunity to make comments, but does not necessarily imply agreement with the evaluation or the contents.
Employee's Signature: <u><i>Michele Culpepper</i></u>
Print Name: <u>Michele Culpepper</u> Date: <u>3/11/08</u>
Employee Comments:

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Outline Key Objectives for the next review period, may include financial and membership goals.
Fiscal Management
Financial Development
Program Quality/Member Retention
Staff Supervision/Development
Community Development
Summary Comments
<p>Michele is a wonderful asset to the Skyway Team. She is very conscience about meeting revenue goals, program goals and increasing her scores on all audit. She has added the aquatic department under her supervision and expects to make significant changes in this area.</p> <p>I have appreciated Michele's willingness to take on additional assignments and her can do attitude.</p>

Overall Performance Rating: * Select Option

Evaluation prepared and performance development coaching performed by:	
Supervisor/Manager Signature: <u>Darwin L. Miles</u>	Date: <u>3/11/08</u>
Print Name <u>DARWIN L. Miles</u>	Date: <u>3/11/08</u>
2 nd Level Supervisor/Manager Signature: _____	
Print Name: _____	Date: _____
<p>I have reviewed this evaluation and discussed the contents with my supervisor. My signature means that I have been advised of my performance and have been given the opportunity to make comments, but does not necessarily imply agreement with the evaluation or the contents.</p>	
Employee's Signature: <u>Michele Culpepper</u>	
Print Name: <u>Michele Culpepper</u>	Date: <u>3/11/08</u>
Employee Comments:	