

ProStaRF

Professional Staff Reflective Feedback

Background:

The University has collected performance indicator data on academic staff for many years. However, no equivalent data has been collected about non-teaching staff. This form has been devised to obtain comparable information about the performance of all non-teaching staff. These questions have been designed to mirror those that have been used to evaluate teaching staff for many years.

This form is to be filled in anonymously by anyone who has interacted with the non-teaching staff member concerned.

Staff member name _____

Please answer the questions below in relation to this person.
Do not write your name or other identifying information on the sheet.

Please fill in one square for each question, e.g.,
using a **dark** pen or pencil.

		Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
1.	It was clear what I was expected to achieve by interacting with this staff member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	The services that can be provided by this staff member are clearly stated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	The skills of the staff member and staff member's duty statement are well linked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	This staff member is well organised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	The responses obtained from this staff member were adequate for my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Overall, interacting with this staff member was a good experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

As with teaching performance data the results from this survey will be collected centrally, compared with the institution and organizational unit averages, before being returned to the staff member concerned. In addition, the survey results will be made available, via a central web site, to the relevant heads of units and deans.

This survey is to be conducted twice a year.

Thank you for your assistance.



What's the point? There is great interest these days in collecting data, indeed it can be a requirement to do so. However, it is perhaps forgotten that the act of collecting and reporting data can be very destructive.