



**SAMPLE**

**FAYETTEVILLE STATE UNIVERSITY**  
 Competency Assessment and Career Development Plan

<b>Department:</b> Enrollment Management	<b>Division:</b>	<b>FY:</b> 2011-2012
<b>Employee:</b>	<b>Position Title:</b>	
<b>Supervisor:</b>	<b>Position Title:</b>	
<b>Manager:</b> Roxie Shabazz	<b>Position Title:</b>	

<i>Competency Assessment Discussion</i>	
<b>Supervisor Signature:</b>	<b>Date:</b>
<b>Employee Signature:</b>	<b>Date:</b>
<b>Manager Signature:</b>	<b>Date:</b>
<b>Position Competency Level</b> C <input type="checkbox"/> J <input checked="" type="checkbox"/> A <input type="checkbox"/>	<b>Employee Competency Assessment</b> C <input type="checkbox"/> J <input checked="" type="checkbox"/> A <input type="checkbox"/>

The employee's signature does not indicate agreement with the overall assessment. The signature only indicates that the instrument was discussed on the dates indicated.

### Functional Competency Assessment

Key Functional Competency	Comp. Level	Expectations	Employee demonstration of competency	Level		
				C	J	A
Verbal Communication	<input type="checkbox"/>	<i>Presents ideas in a clear, concise, organized manner. Explains and interprets programs, policies and procedures to meet the specific needs of staff and clients. Advises program staff/clients in all matters related to program operations.</i>	Last employment, Mr. _____ counseled veterans on Veterans GI bill education benefits, to include the new Post 9/11 GI bill. He clarified VA regulations to new incoming students. He conducted monthly briefing to veterans. He supervised 2 full time staff and 4 VA work study students. Forward correspondence for approval of off cycle courses for fall, spring and summer terms for payment of VA students. Monitored students' grades to ensure satisfactory progress; report unsatisfactory progress to VA. Maintain student VA records for a minimum of 3 years and keep available for inspection. Ensure privacy of student records record and the privacy of VA students.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Office Technology	<input type="checkbox"/>	Selects, understands and fully applies a variety of features in software programs, databases, information systems, and specialized equipment.	Certified veterans for payment to VA Regional office using VA Once software. He reported all enrollment and changes within 30 to ensure VA compliance reporting via VA database. He maintained statistical/empirical data for short range and long range. He reported one term at a time and certified only those courses that apply to the student's program.  <b>Is there other software applicant has used in past employment (probably Microsoft Office) ?</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Knowledge - Program	<input type="checkbox"/>	Demonstrates in-depth knowledge of the area of specialization, the program, process, and/or organizational operation. May be the content/process resource	Mr. _____ is very knowledgeable pertaining the Veterans Benefits, at his last employment he served as VA representative.  Mr. _____ demonstrated his knowledge by represented FTCC at community functions to increase veteran enrollment. He worked as staff advisor for FTCC Veterans club. He prepared the FTCC school catalog for approval to NC state approving authority for VA approval. He kept up to date on current VA rules and bulletins and attended VA training opportunities.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communication -	<input type="checkbox"/>	Composes and organizes ideas logically, works in multiple formats such as letters, memos, reports or presentations, and can change/adjust style to meet the needs of the program and audience. Reviews sensitive materials and	Competency is demonstrated through his last position, where he corresponded with students, NC state approval officials.  He wrote individual performance management program plans for each of the seven employees he supervised.  He prepared the FTCC school catalog for approval to NC state approving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

		edits content constructively.	authority for VA approval.	
Problem Solving	<input type="checkbox"/>	Recognizes, defines and resolves non-standard problems using operating procedures, practices and established precedents. Resolves recurring issues and problems as well as some unique situations. Anticipates problems and develops recommendations for management resolution.	<p>He demonstrated the ability to problem solve veterans VA issues by using regulations, VA once, and through contacting the VA regional office</p> <p>He worked as a liaison and problem solver between school business office and VA student complaints.</p> <p>He also worked for the Employment Security Commission as a Veteran's Employment Supervisor. He evaluated client needs and performed assessment of job skills and abilities in relation to employer needs.</p>	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Info/Records Administration	<input type="checkbox"/>	Coordinates varied records processing activities requiring the application and some interpretation of agency procedures, policies, laws, and regulations. Reviews information for completeness and accuracy using multiple guidelines.	<p>Mr. _____ has experience in creating and maintaining VA student files, and ensuring the privacy of each student record as indicated at his last employment</p> <p>Mr. _____ maintained student VA records for a minimum of 3 years and keep available for inspection. He maintained VA form 1999 and 1999b to report enrollment and all changes to enrollment. He maintained statistical/empirical data for short range and long range.</p> <p>For ESC he processed eligibility reviews for completeness and accuracy, ensuring client has met all job search requirements. Evaluate jobs and work history for job placement and counsel individuals regarding their skills and the current job market.</p>	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>

**Career Development Activities (include Supervisor and Employee responsibilities):**

**Comments**

**Competency Assessment Discussion**

**Employee Comments:**

**Supervisor Comments:**

