Performance Standards and Evaluation Criteria:
School Board Staff Aide

Part 1: Introduction

School Board Staff Aides are employees of Fairfax County Public Schools. The School Board Staff Aide provides essential support to the School Board Member to whom they are assigned by assisting with administrative, research, communications, constituent service, and event-related tasks. The Staff Aide contributes to the effectiveness and efficiency of the School Board Member by ensuring the timely, accurate, and professional execution of responsibilities.

This evaluation framework provides a structured process for assessing the Staff Aide's performance in alignment with the essential duties outlined in the official job description. The system balances structure with flexibility, encourages accountability, and supports continuous growth and development through meaningful feedback.

The expectations for professional performance are defined using a two-tiered approach of performance standards and performance indicators. Performance standards define the criteria expected when the Staff Aide performs major duties. Performance indicators provide examples of observable, tangible behaviors that indicate the degree to which the Staff Aide is meeting each standard. Performance ratings are made at the performance standard level, not at the indicator level.

Part 2: Performance Standards, Indicators, and Rubric

The following performance standards define the criteria expected when the School Board Staff Aide performs their major duties. Each includes performance indicators and a performance rubric describing levels of performance.

Standard 1: Administrative and Office Support

The Staff Aide provides administrative and clerical support to ensure efficient daily operations of the School Board Member's office.

Performance Indicators (Sample)

1.1. Manages correspondence, filing systems, and records with accuracy and confidentiality.
1.2. Prepares agendas, packets, and briefing materials for meetings in a timely manner.
1.3. Coordinates scheduling, travel, and reimbursements for their School Board Member as assigned.
1.4. Monitors deadlines and ensures timely completion of assigned administrative tasks.

1.5. Supports preparation of presentations, reports, and documents with accuracy and attention to detail.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Aide provides administrative and clerical support to ensure efficient daily operations of the School Board Member's office at a level that exceeds expectations, consistently anticipating needs, producing high-quality work, and serving as a role model for peers.
- **Effective:** The Staff Aide provides administrative and clerical support to ensure efficient daily operations of the School Board Member's office as expected, ensuring reliable and professional performance aligned with Board member and office priorities.
- **Approaching Effective:** The Staff Aide is inconsistent in providing administrative and clerical support to ensure efficient daily operations of the School Board Member's office, occasionally resulting in gaps, delays, or reduced effectiveness.
- **Ineffective:** The Staff Aide fails to provide administrative and clerical support to ensure efficient daily operations of the School Board Member's office, resulting in persistent problems, unmet expectations, or noncompliance.

Standard 2: Research and Policy Analysis

The Staff Aide conducts research and prepares materials to support the School Board Member's decision-making.

Performance Indicators (Sample)

2.1 Researches issues, policies, and initiatives as assigned, ensuring accuracy and completeness.
2.2 Summarizes information into concise reports or memos for the School Board Member's use.
2.3 Prepares background materials for meetings, hearings, or events.
2.4 Tracks emerging issues relevant to the School Board Member's priorities.
2.5 Ensures research and analysis are fact-based, balanced, and clearly presented.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Aide conducts research and prepares materials to support the School Board Member's decision-making at a level that exceeds expectations, consistently anticipating needs, ensuring accuracy, and providing actionable insights.
- **Effective:** The Staff Aide conducts research and prepares materials to support the School Board Member's decision-making as expected, ensuring reliable, accurate, and professional performance.

- **Approaching Effective:** The Staff Aide is inconsistent in conducting research or preparing materials to support the School Board Member's decision-making, occasionally resulting in incomplete or delayed outputs.
- **Ineffective:** The Staff Aide fails to conduct research or prepare materials to support the School Board Member's decision-making, resulting in persistent problems, unmet expectations, or noncompliance.

Standard 3: Constituent Services and Community Engagement

The Staff Aide responds to constituent inquiries and supports community engagement activities in a timely, professional, and accurate manner.

Performance Indicators (Sample)

3.1 Responds promptly to phone calls, emails, and letters from constituents with clear and accurate information.
3.2 Tracks and follows up on constituent concerns and issues to ensure resolution.
3.3 Drafts correspondence and talking points for the School Board Member's review and approval.
3.4 Maintains positive and professional relationships with families, staff, and community members.
3.5 Supports community outreach and engagement activities, including forums and meetings.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Aide responds to constituent inquiries and supports community engagement activities at a level that exceeds expectations, consistently anticipating needs, resolving concerns effectively, and serving as a trusted resource.
- **Effective:** The Staff Aide responds to constituent inquiries and supports community engagement activities as expected, ensuring timely, professional, and accurate performance aligned with the School Board Member's priorities.
- **Approaching Effective:** The Staff Aide is inconsistent in responding to constituent inquiries or supporting community engagement, occasionally resulting in delays, incomplete follow-up, or reduced effectiveness.
- **Ineffective:** The Staff Aide fails to respond to constituent inquiries or support community engagement, resulting in persistent problems, unmet expectations, or noncompliance.

Standard 4: Communications and Media Management

The Staff Aide assists in managing communications, including the School Board Member's newsletters, social media, and websites.

Performance Indicators (Sample)

4.1 Supports the development and distribution of newsletters to communicate the School Board Member's priorities and activities.
4.2 Assists with the School Board Member's social media management to ensure timely and accurate updates.
4.3 Updates the School Board Member's website content to ensure accuracy and relevance.
4.4 Proofreads and edits communications for clarity, accuracy, and professionalism.
4.5 Monitors community feedback on communications platforms and shares insights with the School Board Member.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Aide assists in managing communications, including newsletters, social media, and websites, at a level that exceeds expectations, consistently producing accurate, engaging, and impactful communications.
- **Effective:** The Staff Aide assists in managing communications, including newsletters, social media, and websites, as expected, ensuring reliable and professional performance.
- **Approaching Effective:** The Staff Aide is inconsistent in assisting with communications, occasionally producing materials that are incomplete, delayed, or of reduced quality.
- **Ineffective:** The Staff Aide fails to assist in managing communications effectively, resulting in persistent problems, unmet expectations, or noncompliance.

Standard 5: Meeting and Event Support

The Staff Aide assists with the planning, coordination, and support of the School Board Member's meetings, hearings, and community events.

Performance Indicators (Sample)

5.1 Schedules and coordinates the School Board Member's meetings, hearings, and events in collaboration with other staff.
5.2 Prepares agendas, minutes, and documentation for meetings as required by the School Board Member.
5.3 Organizes logistics for the School Board Member's community meetings and forums.
5.4 Provides on-site support at the School Board Member's meetings and events to ensure smooth execution.
5.5 Follows up on action items resulting from the School Board Member's meetings or events.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Aide assists with the planning, coordination, and support of meetings, hearings,

and community events at a level that exceeds expectations, ensuring seamless execution and anticipating needs in advance.
- **Effective:** The Staff Aide assists with the planning, coordination, and support of meetings, hearings, and community events as expected, ensuring reliable and professional performance.
- **Approaching Effective:** The Staff Aide is inconsistent in assisting with meetings, hearings, or community events, occasionally resulting in logistical gaps, delays, or reduced effectiveness.
- **Ineffective:** The Staff Aide fails to assist with meetings, hearings, or community events, resulting in persistent problems, unmet expectations, or noncompliance.

Standard 6: Project and Initiative Support

The Staff Aide assists with special projects and initiatives aligned with the School Board Member's priorities.

Performance Indicators (Sample)

6.1 Assists with planning, tracking, and reporting on projects or initiatives as assigned.
6.2 Monitors timelines, deliverables, and milestones to ensure successful completion.
6.3 Prepares updates or reports on project progress for the School Board Member.
6.4 Collaborates with colleagues and stakeholders to ensure project success.
6.5 Supports event or project communications, ensuring timely and accurate updates.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Aide assists with special projects and initiatives aligned with the School Board Member's priorities at a level that exceeds expectations, consistently ensuring timely completion, high-quality outcomes, and effective collaboration.
- **Effective:** The Staff Aide assists with special projects and initiatives aligned with their School Board Member's priorities as expected, ensuring reliable and professional performance.
- **Approaching Effective:** The Staff Aide is inconsistent in assisting with special projects or initiatives, occasionally resulting in missed deadlines, incomplete deliverables, or reduced effectiveness.
- **Ineffective:** The Staff Aide fails to assist with special projects or initiatives, resulting in persistent problems, unmet expectations, or noncompliance.

Standard 7: Professionalism

The Staff Aide demonstrates ethical behavior, confidentiality, professionalism, and effective communication under pressure.

Performance Indicators (Sample)

7.1 Demonstrates integrity, discretion, and ethical conduct in all activities.

7.2 Respects and maintains confidentiality of sensitive information and materials.
7.3 Manages time effectively, meeting deadlines and handling multiple priorities under pressure.
7.4 Engages in professional development to enhance knowledge and skills.
7.5 Communicates clearly, respectfully, and effectively with diverse stakeholders.
7.6 Maintains composure and professionalism in high-pressure or sensitive situations.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Aide demonstrates ethical behavior, confidentiality, professionalism, and effective communication under pressure at a level that exceeds expectations, consistently serving as a role model and resource for peers.
- **Effective:** The Staff Aide demonstrates ethical behavior, confidentiality, professionalism, and effective communication under pressure as expected, ensuring reliable and professional performance.
- **Approaching Effective:** The Staff Aide is inconsistent in demonstrating ethical behavior, confidentiality, professionalism, or effective communication under pressure, occasionally resulting in reduced effectiveness.
- **Ineffective:** The Staff Aide fails to demonstrate ethical behavior, confidentiality, professionalism, or effective communication under pressure, resulting in persistent problems, unmet expectations, or noncompliance.

Part 3: Documenting Performance

To aid in conducting a comprehensive evaluation, and at the School Board Member's discretion, the Staff Aide's performance can be documented using multiple sources (e.g., self-evaluations, records of completed tasks, direct feedback from the School Board Member, samples of completed projects, etc.).

Part 4: Self-Evaluation

The School Board Staff Aide will use this form annually to reflect on the effectiveness and adequacy of practice based on each performance standard.

Staff Aide's Name: _____ Date: _____

School Year: _____

1. Administrative and Office Support: The Staff Aide provides administrative and clerical support to ensure efficient daily operations of the School Board Member's office.

- Areas of strength:

- Areas needing work/strategies for improving performance:

2. Research and Policy Analysis: The Staff Aide conducts research and prepares materials to support the School Board Member's decision-making.

- Areas of strength:
- Areas needing work/strategies for improving performance:

3. Constituent Services and Community Engagement: The Staff Aide responds to constituent inquiries and supports community engagement activities in a timely, professional, and accurate manner.

- Areas of strength:
- Areas needing work/strategies for improving performance:

4. Communications and Media Management: The Staff Aide assists in managing communications, including the School Board Member's newsletters, social media, and websites.

- Areas of strength:
- Areas needing work/strategies for improving performance:

5. Meeting and Event Support: The Staff Aide assists with the planning, coordination, and support of the School Board Member's meetings, hearings, and community events.

- Areas of strength:
- Areas needing work/strategies for improving performance:

6. Project and Initiative Support: The Staff Aide assists with special projects and initiatives aligned with the School Board Member's priorities.

- Areas of strength:
- Areas needing work/strategies for improving performance:

7. Professionalism: The Staff Aide demonstrates ethical behavior, confidentiality, professionalism, and effective communication under pressure.

- Areas of strength:
- Areas needing work/strategies for improving performance:

Part 5: Evaluation

At the conclusion of each evaluation cycle, the Staff Aide will receive the School Board Member's evaluation of their performance across each individual standard, as well as a single rating across all standards representing the Staff Aide's summative performance. The School Board Member will coordinate the evaluation with the FCPS Department of Human Resources. These evaluations may vary by School Board Member, driven by their unique expectations and management style. Ratings for individual standards will be Highly Effective (4 points), Effective (3 points), Approaching Effective (2 points), or Ineffective (1 point). The overall rating will be Highly Effective, Effective, Approaching Effective, or Ineffective, using the following range of overall scores:

Rating	Range
Highly Effective	25-28
Effective	21-24
Approaching Effective	14-20
Inffective	07-13

Sample Calculations for the Staff Aide's Performance Evaluation:

Standard	Rating	Points
Standard 1	Highly Effective	4
Standard 2	Effective	3
Standard 3	Effective	3
Standard 4	Effective	3
Standard 5	Highly Effective	4
Standard 6	Approaching Effective	2
Standard 7	Approaching Effective	2
Overall Rating	**Effective**	**21**

Recommended for Continued Employment: ☐ Yes ☐ No