

文藻外語大學教職員工服務成績考核辦法

Faculty and Staff Performance Evaluation Regulations of Wenzao Ursuline University of Languages

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第一章總則

Chapter 1 General Rules

第一條 文藻外語大學（以下簡稱本校）教職員工服務成績之考核，依本辦法規定辦理。
Article 1 Wenzao Ursuline University of Languages (hereinafter referred to as “the University”) evaluates its faculty and staff’s performance according to the Faculty and Staff Performance Evaluation Regulations (hereinafter referred to as “the Regulations”).

第二條 本校教師職員與工友任職至學年度終了屆滿一學年者，應予成績考核。職員與工友服務未滿 1 年而已達 10 個月以上者，另予成績考核。
教職員工於考核年度有下列各款情形者，得併計年資參加考核。
一、在本校服務職務異動者。
二、教師留職留薪在國外進修者。
三、服務試用期滿，正式任用，其試用期間之年資。

Article 2 A teacher, staff member or maintenance worker who serves one full year at the end of an academic year shall be evaluated. Any staff member or maintenance worker who serves a period of at least 10 months but less than 12 months will be evaluated separately. The time of service is fully cumulative for performance evaluation if a teacher or staff member meets one of the following conditions:
1. Transfer to another position at the University.
2. Pursue further study under the term of retaining position with pay.
3. Fully employed after passing a probation period (this period is cumulative for the time of service).

第二章教師服務成績考核

Chapter 2 Faculty Performance Evaluation

第三條 本校教師之成績考核，以其平時教學，對學生之輔導及服務精神為依據，並依下列規定辦理：

教師考核內容包括：

- 一、教學態度：例如教材準備、教學進度、教學方法、作業批改及教學效果等。
- 二、對學生之輔導：例如關懷學生、樂於教導、重視紀律、與學生之關係等。
- 三、服務精神：例如對系所（中心）事務或校務之配合，守時負責、健康狀況、出勤狀況、領導合作等。

Article 3 The faculty evaluation is based on daily teaching, consultation services, service spirit and the following elements:

Evaluation elements include:

1. Teaching attitude: Preparing materials, teaching progress, teaching approaches, homework grading, teaching effectiveness, etc.
2. Consultation services to students: showing care for students, willingness to teach, paying attention to discipline, the relationship with students, etc.
3. Service spirit: coordination with the department/graduate institute/center/University to complete tasks, punctuality, responsibility, health condition, attendance performance, leadership and cooperation, etc.

教師績效之考核，作為教師升等及進修之重要參考資料。

The faculty performance evaluation will serve as an important reference for future promotion and further study application.

專任教師原則上每年晉本薪或年功薪一級，至本職最高年功薪為限。惟在同一學年度有下列情事之一者，不予晉級：

- 一、在學年度升等晉級者。
- 二、在學年度之服務年資，經採計敘薪者。
- 三、事假逾 7 日、病假逾 28 日者，惟應扣除請家庭照顧假及生理假之日數。
- 四、留職停薪或因案停職者。

A full-time teacher is generally advanced one basic salary grade or seniority salary grade up to the highest grade allowed for his/her position per year. No advance will be made if one of the following conditions is met in an academic year:

1. Promotion
2. Advanced to a higher salary grade based on the length of service.
3. Accumulate more than seven days of personal leave and 28 days of sick leave (except for family leave and menstrual leave).
4. Take leave under the term of retaining position without pay or being suspended from work on a case-by-case basis.

第三章職員服務成績考核

Chapter 3 Staff Performance Evaluation

第四條 本校職員服務成績考核分工作能力暨行政表現、品德操守、專業知能暨發展潛力、勤缺及獎懲紀錄四項，前三項按服務成績考核表列項目逐級進行評量；勤缺紀錄

(遲到早退、曠職紀錄，請事、病假天數)及獎懲紀錄，則由人事室彙整統計後，提供職工評審委員會作為覆評參考資料。

Article 4 Staff performance evaluation is divided into four areas: work and administrative performances, morality, professional competency and potential development, as well as attendance, recognition and punishment. A list shall be made in the Performance Evaluation Form for the first three areas. The Personnel Office will collect attendance records (late arrival, early departure, absence without leave, days of personal leave and sick leave) and recognition and punishment records, and submit them to the Staff Evaluation Committee for use as a reference for evaluation review.

服務成績優劣區分為優、甲、乙、丙、丁五等；其中，考列優等人數以受考核職員總員額 10% 為上限，甲等以 55% 為上限。

There are five grades, A+, A, B, C, D, for performance evaluation. The number of staff members who obtain Grade A+ shall not exceed 10% of the number of staff members who are evaluated. The number of staff members who obtain Grade A shall not exceed 55% of the number of staff members who are evaluated.

本校職員年度服務成績(工作能力暨行政表現、品德操守、專業知能暨發展潛力)由單位主管隨時根據事實詳加考核，如有特殊事蹟，應即報告校長。

A staff member's performance (work and administrative performances, morality, professional competency and potential development) shall be recorded and assessed by the responsible unit head based on facts at any time. Any special contribution shall be reported to the President immediately.

職員之勤惰由各單位主管考核之。

一、職員週一至週五每日應於上午 8 時到校，下午 5 時離校。各單位可視工作需要，由單位主管酌予調整。

二、職員之勤惰(遲到、早退、曠職)由各單位自行記錄或人事室不定期查核，遇有事實發生，由單位主管提報校長後會簽人事室。

三、職員請假或出差，由人事室登錄統計。

Staff attendance performance is evaluated by the responsible unit head.

1. Every staff member is required to arrive at the University at 8 o'clock in the morning and can leave at 5 o'clock in the afternoon from Monday to Friday. Daily working time may be adjusted by the responsible unit head if necessary.

2. Each unit is required to record every staff member's attendance performance (late arrival, early departure, and absence without leave). The Personnel Office may conduct irregular inspections. Any attendance issue shall be reported to the President by the responsible unit head and then submitted to the Personnel Office for signature.

3. Leave or business trips will be recorded by the Personnel Office.

勤缺紀錄考核原則：

一、有遲到早退及曠職紀錄，或請事、病假合計超過 5 日者，考績不得列為優等。

二、有遲到早退及曠職紀錄，或請事、病假合計超過 10 日者，考績不得列為優等及甲等。

三、有曠職紀錄 3 次(含)以上，或編制職員請事假超過 7 日、病假超過 28 日；約僱人員請事假超過 5 日、病假超過 14 日者，考績不得列為優等、甲、乙等。

四、有從事外務，廢弛本職致影響學校業務，或連續曠職 5 或一學期曠職合計 10 日以上者，考績不得列為優等、甲、乙、丙等。

Evaluation standards of attendance:

1. Grade A+ must not be given to a staff member who has a record of late arrival, early departure, and absence without leave or more than five days of accumulated personal leave and sick leave.
2. Grade A+ and Grade A must not be given to a staff member who has a record of late arrival, early departure, and absence without leave or more than 10 days of accumulated personal leave and sick leave.
3. Grade A+, Grade A and Grade B must not be given to a staff member who takes leave without permission three or more times, a full-time staff member who takes more than seven days of personal leave or more than 28 days of sick leave, or a contract staff member who takes more than five days of personal leave or 14 days of sick leave.
4. Grade A+, Grade A, Grade B and Grade C must not be given to a staff member who does not fulfill his/her own duties due to an external job leading to operational issues of the University, takes five continuous days of leave without permission or takes 10 days of accumulated leave without permission in one semester.

前項考核原則有關事、病假合計之日數，應扣除請家庭照顧假及生理假之日數。
Evaluation standards stated above do not apply to family leave and menstrual leave.

勤缺考核例外規定：職工評審委員會依前揭條文所訂勤缺紀錄進行服務成績考核時，受成績考評人若因不可歸責於己之事由或罹患經中央健保局所公告之重大傷病，其所請病假得不併入請假天數計算。

Evaluation exception: The Staff Evaluation Committee will not count days of sick leave due to a fault not attributable to a staff member or a severe illness identified by the National Health Insurance Administration to evaluate his/her performance according to the rules stated above.

本校辦理考績時，不得以下列情形作為考績等次之考量因素：

- 一、依法令規定日數所核給之家庭照顧假、生理假、婚假、產前假、分娩假、流產假、陪產假、喪假、骨髓或器官捐贈假、天然災害假等。
- 二、經核定之公、差假。

The following factors must not be considered for grading staff evaluation:

1. Days of leave permitted according to regulatory requirements, including family leave, menstrual leave, marriage leave, pregnancy leave, maternity leave, miscarriage leave, paternity leave, funeral leave, bone marrow and organ donation, and natural disaster leave.
2. Official business leave or trip approved.

考核程序：

- 一、考績由各單位職員於學年度結束前先進行自我評量，自評後送交二級主管評量，再呈請一級主管評量；考核成績經各級評量後，由人事室統計年度勤缺及獎懲紀錄，彙整送請職工評審委員會執行覆核，經決議後簽請校長核定之。
- 二、考績應於學年度結束前 1 個月辦理完畢。

三、職員年終考績結果經校長核定後，自次學年度第 1 個月起生效，由單位主管將考績通知書交付受考評人，並視情況給予書面或告知工作建議。

四、辦理考績業務人員於考核進行中，應嚴守職務秘密，職工評審委員執行考核時，遇有關本人及配偶、三親等親屬之考核評量，應行迴避。

Evaluation Procedure:

1. A staff member shall conduct self-assessment by the end of an academic year. The self-assessment document shall be submitted to the executive at Level 2 and the executive at

level 1 subsequently for review. The Personnel Office will then collect records of annual attendance, recognition and punishment and submit these records and evaluation documents to the Staff Evaluation Committee for a second review. The evaluation result is required to be approved by the President with signature.

2. Staff evaluation shall be completed one month prior to the end of an academic year.
3. The staff evaluation result becomes effective in the first month of the following academic year after it is approved by the President. The responsible unit head will give the Evaluation Notice to staff members and provide necessary work advices via written or oral communication.
4. Staff involving in evaluation tasks shall not disclose any information. A member of the Staff Evaluation Committee shall not evaluate himself/herself and any staff member who is his/her spouse or relative within the third degree of kinship.

職員考核成績結果依下列規定作為是否辦理晉級、升遷、繼續聘用之依據：

- 一、年度考核服務成績為優等及甲等者，晉本薪或年功薪一級，至本職最高年功薪為限。若連續 3 年考績優等或甲等且富有發展潛力者，優先考慮予以升遷，以為獎勵。
- 二、年度考核服務成績為乙等者，晉本薪或年功薪一級，至本職最高年功薪為限。
- 三、年度考核服務成績為丙等者，留支原薪。若連續 2 年或 6 年曾有 3 次考績丙等者，則不續予聘用。
- 四、年度考核服務成績為丁等者，應予免職。

Salary grade advance, promotion and continuity of employment are determined based on the staff evaluation result according to the following rules:

1. A staff member who obtains Grade A+ or Grade A is advanced one basic salary grade or seniority salary grade up to the highest grade allowed for his/her position. If a staff member obtains Grade A+ or Grade A for three consecutive years and has the great potential for development, the University will give priority to him/her for promotion to recognize his/her contribution.
2. A staff member who obtains Grade B is advanced one basic salary grade or seniority salary grade up to the highest grade allowed for his/her position.
3. A staff member who obtains Grade C will not be advanced to another basic salary grade. A staff member who obtains Grade C for two consecutive years or obtains Grade C three times within six years will be dismissed.
4. A staff member who obtains Grade D shall be removed from his/her position.

晉級之限制：本校職員在同一學年度，有下列情事之一者，不予晉級。

- 一、本學年任職未滿 1 年者。
- 二、經審查資格不合者。
- 三、因事因病留職停薪或因案停職者。

新進職員到校服務滿 10 個月未滿 1 年不予晉級，但考列優、甲等者給予本薪 1/4 獎金。

Limitation of salary grade advance: A staff member will not be advanced if one of the following conditions is met in an academic year.

- 1. Not serve one full year in the current academic year.**
- 2. Ineligibility based on review results**
- 3. Take personal leave or sick leave under the term of retaining position without pay or being suspended from work on a case by case basis.**

No salary grade advance is granted to a newly hired staff member who serves a period of at least 10 months but less than 12 months. However, one-fourth of his/her basic salary is given as a bonus if he/she obtains Grade A⁺ or Grade A.

第四章工友服務成績考核

Chapter 4 Maintenance Worker Performance Evaluation

第五條 本校工友之成績考核應包括工作、勤惰、品德生活及發展潛能四項，其有工作不力或行為不檢而情節重大者，得予解僱。

Article 5 The maintenance worker performance evaluation is divided into four areas: work, attendance, morality and potential development. If a maintenance worker's incompetency or violation of the code of conduct causes serious problems, the University may dismiss him/her.

工友之成績考核與獎懲依下列規定辦理：

工友具有下列情形之一者，准合併年資辦理年終考核或另予考核：

- 一、經試用期滿，正式僱用，其試用期間之年資。
- 二、經機關（學校）相互同意轉僱，年資銜接，具有證明文件者。
- 三、在同年度，由普通工友改聘為技術工友者。

A maintenance worker is evaluated, awarded or punished according to the following rules: If a maintenance worker meets one of the following conditions, the time of his/her service is fully cumulative for annual performance evaluation or he/she will be evaluated separately:

1. Fully employed after passing a probation period (this period is cumulative for the time of service).
2. Provide the proof of transferring to the University from another institution (school) which made an agreement with the University to make sure that the transfer does not interrupt continuity of service.
3. Transfer from a maintenance worker to a technical maintenance worker in an academic year.

工友平時之考核，由總務處事務管理單位參酌工友平時考核項目分別辦理，每一學期結束舉行評分 1 次，由事務管理單位平均核算之，並據以填寫平時工作考核表，以為學年度結束時考核之依據。每學年度結束時，由事務管理單位填寫年終考核評分表。

The Purchasing and Supply Section of the Office of General Affairs evaluates a maintenance worker's daily performance according to evaluation requirements, and conducts an overall evaluation once by the end of a semester to calculate the average score and fill in the Daily Performance Evaluation Form. The performance evaluation of an academic year will be based on the Daily Performance Evaluation Form. The Purchasing and Supply Section fills in the Annual Performance Evaluation Form at the end of every academic year.

前項考核表，如工友服務之單位，未依照通知之期限填送時，應依事務管理單位所核填者為準。

If the responsible unit does not fill in and submit the forms stated above by the specified deadline, evaluation records created by the Purchasing and Supply Section will be used instead.

第六條 事務管理單位對於工友平時之功過，應隨時登記之，以為學年度結束時考核評分增減之依據。

工友獎懲功過之裁定，由事務管理單位依下列程序辦理之：

- 一、凡獎懲為嘉獎或申誡者，由管理工友人員呈報事務管理單位主管裁定之。
- 二、凡獎懲為記功或記過以上者，由管理工友人員呈報，經事務管理單位主管，轉呈校長裁定之。
- 三、工友獎懲功過經裁定後，應即由管理工友人員登錄於工友功過登記簿，以便查考，並由事務管理單位通知受獎懲之工友知照。

Article 6 The Purchasing and Supply Section shall record a maintenance worker's daily reward and punishment at any time to provide reference for grading the annual performance evaluation by the end of an academic year.

A maintenance worker is rewarded and punished according to the following procedure:

1. A maintenance worker's supervisor reports the case to the Manager of the Purchasing and Supply Section for determining to grant any commendations or issue any admonitions.
2. A maintenance worker's supervisor reports the case to the Manager of the Purchasing and Supply Section, who will then report the case to the President for determining to grant any merits or issue any demerits.
3. When reward and disciplinary actions are determined, the responsible supervisor shall record the result in the maintenance worker log and the Purchasing and Supply Section shall notify the maintenance worker rewarded or punished of the result.

第七條 凡有下列情形之一者，得視其情節之輕重，予以嘉獎記功或發給獎金：

- 一、在工作上有顯著之貢獻，而使工作效率增進者。
- 二、對意外事件之發生，能適時處理，而使校方免遭損害者。
- 三、品德表現足為同事模範者。
- 四、平時愛惜公物有成績者。

Article 7 The commendation/merit or monetary award is granted for one of the following behaviors based on facts:

1. Make a notable contribution to improving work effectiveness.
2. Timely handle unexpected incidents to avoid loss and damage for the University.
3. Set a good example with ethical behaviors.
4. Take good care of public property.

第八條 工友考勤之獎勵如下：

- 一、全年未請事病假者，年終考核總評分增加 2 分。
- 二、全年未遲到早退者，年終考核總評分，增加 2 分。
- 三、參加校內外訓練，其成績特優在 80 分者，年終考核總評分增加 2 分。
- 四、嘉獎 1 次，年終考核總評分增加 1 分；記功 1 次，年終考核總評分增加 3 分。

Article 8 The following rewards are granted to maintenance workers:

1. Two points are added to the total score of annual performance evaluation if no personal leave and sick leave is taken throughout the whole year.
2. Two points are added to the total score of annual performance evaluation if no late arrival or early departure occurs throughout the whole year.
3. Two points are added to the total score of annual performance evaluation if a maintenance worker receives internal or external training and earns a score of 80 for post-training evaluation.
4. One point is added to the total score of annual performance evaluation for one commendation. Three points are added to the total score of annual performance evaluation for one merit.

第九條 凡有下列情形之一者，得視其情節之輕重，予以申誡或記過：

- 一、工作怠惰者。
- 二、於工作時間無故在外逗留者。
- 三、態度傲慢，言語粗暴者。
- 四、故意損害公物者。
- 五、遇有意外事故，推諉工作責任者。
- 六、值日時擅離工作崗位者。
- 七、行為不檢者。

Article 9 Admonitions or demerits will be issued for one of the following behaviors based on the severity of a problem:

1. Not fulfilling personal duties
2. Stay outside of the University during work time.
3. Show arrogance and use abusive words.
4. Intentionally damage public property.
5. Not taking responsibility when an unexpected incident happens
6. Leave the workplace during work time.
7. Behave improperly.

第十條 凡有下列情形者，予以開除並得視情節之輕重依法究辦：

- 一、在工作場所酗酒賭博者。
- 二、不聽指揮、違抗命令者。
- 三、侮辱或威脅主管者。
- 四、煽動是非，影響工作者。
- 五、1年記過滿3次者。
- 六、疏忽工作致發生意外事故或釀成災患者。
- 七、行為不檢影響本校名譽者。
- 八、有吸毒或偷竊行為者。
- 九、其他一切有觸犯刑章之行為者。

Article 10 A maintenance worker may be dismissed and necessary legal actions may be taken for one of the following behaviors based on the severity of a problem:

1. Drink alcohol or gamble in the workplace.
2. Not following directions or orders
3. Insult or threaten executives.
4. Create a negative atmosphere making it impossible to work in.
5. Receive three disciplinary actions in one year.
6. Incidents or disasters caused by negligence
7. Damage the University's reputation due to improper behaviors.
8. Drug use or theft
9. Any other behaviors which violate the criminal law

第十一條 工友考勤之懲處如下：

- 一、每年累計曠職在7日以內者，按日扣薪。
 - 二、全年累計曠職逾7日者，予以記過處分，連續曠職滿7日及全年累積達14日者，予以解僱。
 - 三、遲到或早退，每8次年終考核總評分扣1分。
 - 四、記過1次扣3分。
- 工友應獎懲之事實如未盡與上列規定相符時，本校事務管理單位主管，得視其情節之輕重斟酌辦理之。

Article 11 A maintenance worker may be punished for poor work or attendance performance according to the following rules:

1. Deduct daily pay for any day in which a maintenance worker does not take leave with permission if only seven days of accumulated leave without permission are taken per year.
2. Issue demerits if there are more than seven days of accumulated leave without permission; dismiss a maintenance worker if seven consecutive days of leave without permission are taken or more than 14 days of accumulated leave without permission are taken throughout a year.
3. Deduct one point from the total score of annual performance evaluation for every eight events of late arrival or early departure.
4. Deduct three points for one demerit.

When the rules stated above do not apply to a case, the Manager of the Purchasing and Supply Section may handle the case based on its actual situation or severity.

第十二條 學年度結束之考核以一百分為滿分，分優、甲、乙、丙、丁五等，其各等數如下：

- 一、優等：90 分以上。
- 二、甲等：80 分以上，不滿 90 分。
- 三、乙等：70 分以上，不滿 80 分。
- 四、丙等：60 分以上，不滿 70 分。
- 五、丁等：不滿 60 分。

Article 12 A one-hundred-point scale is used for rating the annual performance evaluation. There are five grades: A+, A, B, C and D. The conversion between the two rating systems is described below:

1. A+: 90 points or higher
2. A: 80 points or higher but less than 90 points
3. B: 70 points or higher but less than 80 points
4. C: 60 points or higher but less than 70 points
5. D: Less than 60 points

學年度結束之考核獎懲，依左列規定辦理：

- 一、優等：晉本餉一級，已支本餉最高級者，晉年功餉一級，並給予考績獎金。
- 二、甲等：晉本餉一級，已支本餉最高級者，晉年功餉一級，並給予考績獎金。
- 三、乙等：晉本餉一級，已支本餉最高級者，不予晉級，次年仍考列乙等者，晉年功餉一級。
- 四、丙等：留支原薪，但若連續兩年均為丙等，即予解僱。
- 五、丁等：解僱。

A reward is granted or a disciplinary action is taken according to the following rules after the annual performance evaluation is completed:

1. A+: Advanced one basic salary grade or advanced one seniority salary grade (if the highest basic salary grade allowed is obtained) with performance bonus
2. A: Advanced one basic salary grade or advanced one seniority salary grade (if the highest basic salary grade allowed is obtained) with performance bonus
3. B: Advanced one basic salary grade or no seniority salary grade advance (if the highest basic salary grade allowed is obtained); advanced one seniority salary grade if Grade B is obtained again in the following year
4. C: No basic salary grade advance; dismiss a maintenance worker who obtains Grade C for two consecutive years.
5. D: Dismissal

第十三條 凡年度內請事、病假日數合計超過 20 日者，其年終考績不得列甲等以上。

前項有關事、病假合計之日數，應扣除請家庭照顧假及生理假之日數。另若因不可歸責於己之事由或罹患經中央健保局所公告之重大傷病，其所請病假得不併入請假天數計算。

Article 13 If the number of total days of personal leave and sick leave exceeds 20, Grades A and A+ will not be given to a maintenance worker.

The rule stated above does not apply to family leave and menstrual leave. Days of sick leave due to a fault not attributable to a maintenance worker or a severe illness identified by the National Health Insurance Administration shall not be accumulated.

第十四條 工友年度服務成績考核結果，供學校作為續用與否之參考。

Article 14 A maintenance worker's performance evaluation result will serve as a reference for continuity of employment.

第十五條 本辦法若有未盡事宜，悉依照國家法律、政府命令及本校相關規定辦理。

Article 15 Matters not covered by the Regulations are handled according to law, government orders and relevant regulations of the University.

第十六條 本辦法經行政會議通過，陳校長核定後施行，修正時亦同。

Article 16 The Regulations become effective after being approved at the Administrative Meeting and ratified by the President. Amendments must follow the same procedure.

(英文版僅供參考，若有歧義，以中文版為準。)

(*The English translation is for reference only. In case of any discrepancy between Chinese version and English version, the Chinese language version shall prevail.*)