



Framingham Public Schools

Robert A. Tremblay Ed.D., Superintendent of Schools

SCHOOL COMMITTEE

Adam Freudberg, Chair • Gloria Pascual, Vice Chair • Tracey Bryant, Clerk
Noval Alexander • Geoffrey Epstein • Richard A. Finlay
Beverly Hugo • Tiffanie Maskell • Scott Wadland
Yvonne M. Spicer, Mayor

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TO: City of Framingham Stakeholders
FROM: Adam Freudberg, Chair of the School Committee
DATE: Friday December 13, 2019
RE: Summative Evaluation for the Executive Assistant to the School Committee for 2019

Overview

Consistent with previous votes on the evaluation of the Executive Assistant as well as FPS Human Resources processes, the School Committee is required to complete an annual evaluation. With this memo, I am pleased to submit the 2019 Summative Evaluation for Ms. Joanna Hastry, who has been in this role since March 12, 2018, and was previously evaluated on 2018 activities. This evaluation includes School Committee member feedback and ratings from every voting member who participated integrated into one document. All ratings were averaged out based on responses in each category, and all member feedback was copied and pasted with no material changes.

The process to evaluate the Executive Assistant was scheduled on the School Committee's long-term agenda. As Ms. Hastry is an employee supervised by a government body, this review is conducted by the body and must be voted on in open session. The MA Association of School Committees advised that the performance evaluation for the Executive Assistant follow the same process as the Superintendent's. In this process, each School Committee member completes their own evaluation form. Then, the Chair compiles all evaluations into one summative evaluation.

The position is a non-bargaining one; therefore FPS HR utilizes the same evaluation instrument for all in this category. Thank you to FPS HR for your support during this evaluation process!

FPS HR contacted members to review the process on December 2nd and provided detailed instructions on how to fill out the evaluation using Talent Ed. A deadline of December 11th was set in order to meet the packet deadline for the next meeting. The deadline was extended an additional day until December 12th at 6 p.m. and again until 11 p.m. that evening to allow more time for member views to be integrated into this summative evaluation before the packet deadline.

All School Committee Voting Members are eligible to participate. Those who responded to FPS HR through Talent Ed form and/or email and whose data and feedback is factored into the evaluation are:

- Beverly Hugo - District 1
- Richard Finlay - District 2
- Scott Wadland - District 3
- Adam Freudberg - District 4
- Noval Alexander - District 5
- Geoffrey Epstein - District 6
- Tiffanie Maskell - District 7

Self Assessment

Ms. Hastry provided her inputs on a self-evaluation form. Details were provided on the topics of:

- Communication & Dependability
- Cooperation & Initiative
- Planning and Problem Solving
- Innovation & Quality
- Job Knowledge, Judgement & Teamwork
- Final Considerations
- Self Established Goals

Key Evaluation Data Summary

Response options for each evaluation topic were:

- Exemplary - 5 Points
- Above Expectations - 4 Points
- Meets Expectations - 3 Points
- Below Expectations - 2 Points
- Unsatisfactory - 1 Point

I. COMMUNICATION & DEPENDABILITY - 4.63 out of 5

- Exhibits good listening and comprehension - 4.57
- Keeps others adequately informed - 4.57
- Uses appropriate communication methods - 4.57
- Follows instructions, responds to management direction - 4.71
- Is accountable for projects and tasks through completion - 4.71

“Joanna handles multiple tasks with ease. There are many details and layers of preparing our packets for our committee and subcommittee meetings—from posting, coordinating with personnel, organizing the packets themselves etc. She handles all the arrangements with great care and attention to detail. As a Convenor of a subcommittee, she helps with the agenda and makes sure that I am organized and have everything I need. She coordinates the booking of the venues for our meetings and is thorough in following through with requests. I am hoping that we can all, with Joanna's assistance, enhance our website presence with user-friendly ways for our families and the public to gather information. She is the ultimate professional!” -Beverly Hugo

“Joanna has been an asset to the school committee. She does her job well and always prepares our packets and gets our information to us in a timely manner. She always makes herself available to everyone on school committee and always asking if there is anything else that we need to do our duties. She is always researching ways to keep us informed and up to date on emails and daily requests that come into the school committee office and district.” -Richard Finlay

“Joanna consistently exhibits strong communication skills and can be depended on to do above and beyond what is expected of her. As a subcommittee chair she consistently asks me what she can to do assist, and helps with following up with other Central Office staff.” -Scott Wadland

“Joanna is an excellent resource to the School Committee and community. She is always focused on the steps needed to prepare all stakeholders for meetings. Her dependability and strong communication skills help us all have what we need to be prepared for our many roles.” -Adam Freudberg

“During this evaluation period Ms. Hastry has more than proven herself in various ways in this category. This year, Ms. Hastry has not only settled into her position but has demonstrated growth and knowledge of her role which has enhanced her performance.” -Noval Alexander

“Joanna is exceptionally dependable and a great communicator. I have had lots of interaction with Joanna in the past year and that informs my opinion.” -Geoffrey Epstein

“Joanna can be counted on to carry out assignments with careful follow-through and follow-up. She engages well with anyone through all types of communication. Her positive attitude and willingness to listen are highly appreciated. She is dependable, super responsive, well organized, and thorough.” -Tiffanie Maskell

II. COOPERATION & INITIATIVE - 4.68 out of 5

- Establishes and maintains effective relations with all stakeholders - 4.71
- Exhibits positive outlook and pleasant manner (smiling, encouraging words) - 4.71
- Works cooperatively in group situations - 4.71
- Seeks increased responsibilities - 4.57
- Volunteers readily and asks for help when needed - 4.71

“Joanna has an infectious enthusiasm and an extremely pleasant demeanor. She maintains excellent relationships with all. She never complains and is always seeking ways to make our jobs easier by offering her assistance. She has a great deal of patience in dealing with a multitude of bosses and treats all with respect and kindness.” -Beverly Hugo

“Joanna does a really good job getting back to all stakeholders. She is always offering to make herself available to give the best customer service to our constituents and FPS staff. She never hesitates to help out or seek information and always does so with a smile.” -Richard Finlay

“As the only staff member for the School Committee, Joanna does a great job of maintaining relationships with members of the FPS Central Office as well as multiple departments and individuals within the City.” -Scott Wadland

“Even when she is working on a long list of packet materials or member requests, she still somehow volunteers to take on more! She is interested in adding even more to her job duties next year.” -Adam Freudberg

“From day one Ms. Hastry has always exhibited a confident and cheerful disposition with everything she does. This in turn has allowed her to become more comfortable in her position to take on more responsibilities and initiatives on her own accord.” -Noval Alexander

“Again - great performance. I recall especially the work she did around the complete reconstruction of the School Committee budget where she was an enormous help and her initiative helped move things along very fast.” -Geoffrey Epstein

“Joanna is open and friendly and has built a rapport with the committee and everyone in the district office. I love going into the office! She always has a smile on her face and is so welcoming.” -Tiffanie Maskell

III. PLANNING & PROBLEM SOLVING - 4.6 out of 5

- Uses time efficiently - 4.71
- Adapts changes smoothly - 4.43
- Identifies and reports problems in a timely manner - 4.57
- Gathers and analyzes information skillfully - 4.71
- Develops alternative solutions - 4.57

“Joanna knows how to multi-task and to get many responsibilities done in a most effective and efficient manner. She is very flexible, no matter how many requests come her way.” -Beverly Hugo

“Joanna is always looking to help us do our job as efficiently as possible and always looking for better ways. She adapts well to stressful situations.” -Richard Finlay

“Joanna plans her time well and because of her attention to detail usually anticipates and solves problems (such as incomplete packets or missed deadlines) before they actually happen.” -Scott Wadland

“Joanna is in a very unique role supporting many individuals, and having to work on a never ending list of tasks. She continues to grow in this role and has stepped up in more ways than I can even type on a variety of excellent, as well as troubling topics. Her time management skills continue to amaze me. How does she keep getting everything done on time or early?!” -Adam Freudberg

“This category is a key element in Ms. Hastry's responsibilities and performance. During this evaluation period I believe she has and continues to be superb.” -Noval Alexander

“One note here is that I have more experience with some topics than others, but the conclusion, even with less data, is that Joanna is high performing. I have used 'Above Expectations' to designate those areas where I have less first hand experience and so do not have the weight of evidence to accord an 'Exemplary' rating.” -Geoffrey Epstein

“Joanna is a hard worker. She is constantly balancing her office hours with her need to attend some of our nighttime meetings. She is always will to find solutions or information and is quick to reply with answers.” -Tiffanie Maskell

IV. INNOVATION & QUALITY - 4.43 out of 5

- Displays original thinking and creativity - 4.29
- Meets challenges with resourcefulness - 4.43
- Generates suggestions for improving work - 4.14
- Demonstrates accuracy and thoroughness - 4.71
- Looks for ways to improve and promote quality - 4.57

“Joanna has developed and continuously develops systems for getting the most work done in an optimal fashion.” -Beverly Hugo

“All earlier comments apply as well in this category.” -Richard Finlay

“Joanna completes all of her work with a high degree of accuracy and thoroughness, and has come up with new ideas for making the School Committee run more smoothly.” -Scott Wadland

“Joanna is more than an Executive Assistant. She is a senior advisor who I credit for her efforts to help me become more efficient, strategic, and better at all I strive to do in this role.” -Adam Freudberg

“Ms. Hastry has continued to demonstrate her increased proficiency in this category. She is always willing and able to assist the Committee in any manner possible and more importantly her diligence has had an overwhelmingly positive effect on the overall preparedness for this Committee and its daily operations.” -Noval Alexander

“See prior comment.” -Geoffrey Epstein

“Joanna is such an asset to our committee. She maintains high standards of performance and always thinks of ways to make tasks simpler and easier to complete.” -Tiffanie Maskell

V. JOB KNOWLEDGE, JUDGMENT & TEAMWORK - 4.63 out of 5

- Competent in required job skills and knowledge - 4.71
- Uses resources effectively - 4.71
- Displays ability to make decisions - 4.43
- Includes appropriate people in decision-making process - 4.71
- Balances team and individual responsibilities - 4.57

“Joanna is a highly competent worker who continues to expand her knowledge base in the demands of being a School Committee administrative assistant and is truly value-added as a

member of our school district. If she is unsure of exactly what a member is asking for, she will ask clarifying questions to ensure that the final product is excellent.” -Beverly Hugo

“Joanna is exemplary in all these categories and balances everything well.” -Richard Finlay

“Even though Joanna is a staff member she operates in a highly politicized environment, and in this space she consistently shows strong judgement and an ability to work as part of a broader team.” -Scott Wadland

“Joanna has become an expert on the role of School Committees and the Central Office. She helps the committee and represents it extremely well in all she does. She also does a wonderful job managing the School Committee’s budget and has been extremely creative in recommending efficiencies and presenting data for decision makers to act.” -Adam Freudberg

“Ms. Hastry's performance in this category has been stellar, during this performance period she has shown the propensity and drive to expand her knowledge and skill set in order to better support the Committee and our School District.” -Noval Alexander

“Simply top drawer on all.” -Geoffrey Epstein

“Joanna has a strong knowledge base. She uses her resources to provide answers to my many questions. She also includes the proper people when needed.” -Tiffanie Maskell

OVERALL RATING - 4.6 out of 5 - *Between High Above Expectations and Exemplary*

“Joanna is an exemplary executive assistant who is highly professional, competent and compassionate. She is highly resourceful and approachable and gets along with all constituencies-administration, School Committee members, parents and community members. She is organized, able to juggle a myriad of responsibilities and maintains a calm and collected composure, even during stressful times. Her smile is omnipresent and is a symbol of how she is perceived-kind, positive and delightful. She is an independent worker who anticipates issues and deals with them before they become problems. She pays attention to detail, is thorough and has become quite knowledgeable about the role and responsibilities of School Committee members and the workings of our school district. I give my highest evaluation to Joanna and look forward to many more years with her as our executive assistant!” -Beverly Hugo

“Joanna is a great asset to the school committee and will continue to grow with the job knowledge and demands. It is important that school committee to continue to support her in any professional development that she needs to do her job. I'm impressed at what she has done to this

date to improve communications and give us the essential information to prepare us for our meetings and how she handles the day-to-day operations.” -Richard Finlay

“Overall Joanna is wonderful to work with, and she makes the job of being a School Committee member as easy as she can. I look forward to working with her in the years to come.” -Scott Wadland

“Joanna is wonderful. All of the reasons in my previous answers reflect the positive impact, professional growth, and focus on the details she delivers everyday for us all. Her support, mindset, and results are meaningful, and in turn support student achievement, staff, and the FPS strategic plan. Thank you Joanna!” -Adam Freudberg

“Ms. Hastry's overall performance has been nothing short of spectacular. As previously mentioned, she not only carries a positive disposition, she imbues a passion for her job which is demonstrated daily. This manifests itself in the overall operations of the School Committee and how we as a Committee and as individual members can be more effective in carrying out our duties. Ms. Hastry's diligence, hard work and affable spirit brings credit not only to herself but has had far reaching positive impacts for this Committee and the entire Framingham Public Schools. She is to be properly commended and appreciated by all.” -Noval Alexander

“I have had a good deal of interaction with Joanna over the past year, including during weekly warrant signing. She has been essential to the smooth and effective operations of the School Committee and has also been a great asset to the Finance & Operations Subcommittee, which I chair. She has expertly handled all challenges through the year, including several avalanches of public records requests, which would try the patience of a saint. Above all, I know that if anything needs to be done, I can count on Joanna to deliver a 200% effort. She is simply outstanding.” -Geoffrey Epstein

“Joanna exceeds expectations of her job. All of her job responsibilities are carried out confidently. She is a pleasure to work with.” -Tiffanie Maskell

Year to Year Comparison

The overall rating of a 4.6 out of 5 is an improvement over the 2018 overall rating of 4.47. There were overall increases to the averages of each of the five categories in comparison to 2018.

The Next Evaluation of the Executive Assistant

The next annual evaluation of the Executive Assistant will occur before or soon after the end of 2020 to evaluate the work during calendar year 2020.

Attachment

1. Spreadsheet of Data from Member Responses

	Beverly Hugo	Richard Finlay	Scott Wadland	Adam Freudberg	Noval Alexander	Geoffrey Epstein	Tiffanie Maskell	AVERAGE
I. COMMUNICATION & DEPENDABILITY								4.63
Exhibits good listening and comprehension	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	4.57
Keeps others adequately informed	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	4.57
Uses appropriate communication methods	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	4.57
Follows instructions, responds to management direction	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Exemplary - 5	Above Expectations - 4	4.71
Is accountable for projects and tasks through completion	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Exemplary - 5	Above Expectations - 4	4.71
II. COOPERATION & INITIATIVE								4.68
Establishes and maintains effective relations with all stakeholders	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Exemplary - 5	Above Expectations - 4	4.71
Exhibits positive outlook and pleasant manner (smiling, encouraging words)	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	4.71
Works cooperatively in group situations	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Exemplary - 5	Above Expectations - 4	4.71
Seeks increased responsibilities	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	4.57
Volunteers readily and asks for help when needed	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Exemplary - 5	Above Expectations - 4	4.71
III. PLANNING & PROBLEM SOLVING								4.6
Uses time efficiently	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Exemplary - 5	Above Expectations - 4	4.71
Adapts changes smoothly	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Above Expectations - 4	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	4.43
Identifies and reports problems in a timely manner	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Above Expectations - 4	4.57

Gathers and analyzes information skillfully	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Exemplary - 5	Above Expectations - 4	4.71
Develops alternative solutions	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	4.57
IV. INNOVATION & QUALITY								4.43
Displays original thinking and creativity	Exemplary - 5	Above Expectations - 4	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	Above Expectations - 4	Above Expectations - 4	4.29
Meets challenges with resourcefulness	Exemplary - 5	Exemplary - 5	Meets Expectations - 3	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	4.43
Generates suggestions for improving work	Exemplary - 5	Above Expectations - 4	Meets Expectations - 3	Exemplary - 5	Above Expectations - 4	Above Expectations - 4	Above Expectations - 4	4.14
Demonstrates accuracy and thoroughness	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Exemplary - 5	Above Expectations - 4	4.71
Looks for ways to improve and promote quality	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Above Expectations - 4	4.57
V. JOB KNOWLEDGE, JUDGMENT & TEAMWORK								4.63
Competent in required job skills and knowledge	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Exemplary - 5	Above Expectations - 4	4.71
Uses resources effectively	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Exemplary - 5	Above Expectations - 4	4.71
Displays ability to make decisions	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Above Expectations - 4	Above Expectations - 4	Exemplary - 5	Above Expectations - 4	4.43
Includes appropriate people in decision-making process	Exemplary - 5	Exemplary - 5	Above Expectations - 4	Exemplary - 5	Exemplary - 5	Exemplary - 5	Above Expectations - 4	4.71
Balances team and individual responsibilities	Exemplary - 5	Exemplary - 5	Meets Expectations - 3	Exemplary - 5	Exemplary - 5	Exemplary - 5	Above Expectations - 4	4.57
AVERAGE OF FIVE CATEGORIES = 4.6 out of 5								