Standard Evaluation Guidelines (SEG)

STANDARDIZED EVALUATION GUIDELINES FOR
PROBATION AND PAROLE OFFICER
RECRUIT EVALUATION

SEGs are designed to define each performance category in order to maintain a total performance assessment that is objective and neutral. The SEGs have been established to ensure each FTO's rating of the recruit will be standard throughout the program. SEGs are based on a 5-point scoring system with behavioral anchors 1, 3 and 5. This allows for different levels of acceptable and unacceptable performance. A score of 3 is recognized as a competent police officer's skill.

General Appearance - Evaluates physical appearance, dress and demeanor.

(1) Unacceptable - Sloppy, dirty shoes and wrinkled uniform. Uniform fits poorly or is improperly worn. Hair/Beard not groomed and/or in violation of department regulation. Dirty weapon, equipment. Equipment missing or inoperative.

(3) Meets Standards – Uniform neat, clean. Uniform fits and is worn properly. Weapon, holster, handcuff case, OC spray case and baton case and equipment are clean and in good working order.

(5) Highly Proficient – Uniform neat, clean and tailored. Duty Equipment and boots are clean. Displays professional presence.

Acceptance of Feedback– Evaluates the way recruit accepts trainer's criticism, and how that feedback is used to further the learning process and improve performance.

(1) Unacceptable – Rationalizes mistakes, denies that errors were made, is argumentative, refuses to, or does not attempt to make corrections. Considers criticism as personal attack.

(3) Meets Standards – Accepts criticism/feedback respectfully. Learns from the instruction given by the FTO.

(5) Highly Proficient – Actively solicits criticism/feedback in order to further learning and improve performance. Does not argue or blame others for errors.

Attitude Toward Law Enforcement Work – Evaluates how recruit views new career in terms of personal motivation, goals and acceptance of the responsibilities of the job.

(1) Unacceptable – Sees career only as a job, uses job to boost ego, abuses authority, demonstrates little dedication to the principles of the profession.

(3) Meets Standards – Demonstrates an active interest in new career and in police responsibilities.

(5) Highly Proficient – Utilizes off-duty time to further professional knowledge, actively soliciting assistance from others to increase knowledge and improve skills. Demonstrates concern for the fair and equitable enforcement of the law, maintaining high ideals in terms of professional responsibilities.

Knowledge of The Oklahoma Department of Corrections/Probation and Parole Policies and Procedures – Evaluates recruit's knowledge of departmental procedures and ability to apply this knowledge under field conditions.

(1) Unacceptable – Fails to display knowledge of Department policies/regulations/procedures or violates same.

(3) Meets Standards– Familiar with most commonly applied department policies, regulations, procedures and complies with same.

(5) Highly Proficient – Has an excellent working knowledge of department policies, regulations, procedures, including lesser known and seldom used ones.

Knowledge of Oklahoma Criminal Statutes – Evaluates recruit's knowledge of the criminal statutes and ability to apply that knowledge in field situations.

(1) Unacceptable – Does not know elements of basic sections of the codes. Does not recognize criminal offenses when encountered or makes mistakes relative to whether or not crimes have been committed and, if so, which crimes.

(3) Meets Standards – Recognized commonly encountered criminal offenses and applies appropriate section of the code. Knows the difference between criminal and non-criminal activity.

(5) Highly Proficient – Has outstanding knowledge of the criminal codes and applies that knowledge to normal and unusual criminal activity.

Knowledge of Case Law – Evaluates recruit's knowledge of case law and ability to apply that knowledge in field situations.

(1) Unacceptable – Does not know even the most often used case law. Does not recognize when it applies and doesn't look it up

(3) Meets Standards – Knows and recognizes commonly used case law. Applies appropriate case law. Can locate lesser-known case law and apply it where needed.

(5) Highly Proficient – Displays outstanding knowledge to case law including lesser-known case laws. Quickly and effectively applies it in situations.

Driving Skill – Evaluates recruit's skill in the operation of department vehicle under normal driving conditions.

(1) Unacceptable – Frequently violates traffic laws. Involved in chargeable accidents. Fails to maintain control of vehicle or displays poor manipulative skills in vehicle operation.

(3) Meets Standards – Obeys traffic laws when appropriate. Maintains control of vehicle. Performs vehicle operation while maintaining an alertness to surrounding activity. Drives defensively.

(5) Highly Proficient – Sets an example by lawful, courteous driving. Maintains complete control at all times, observing environment, etc. Is a superior defensive driver.

Orientation/Response – Evaluates recruit's awareness of surroundings, ability to find locations and arrive at destination within an acceptable period of time.

(1) Unacceptable – Unaware of location while in the field. Does not properly use map. Unable to relate location to destination. Gets lost. Takes too much time getting to destination.

(3) Meets Standards – Is aware of location while doing home visits. Can relate location to destination. Arrives within reasonable amount of time.

(5) Highly Proficient – Remembers locations from previous visits and does not need map to get there. Is aware of shortcuts and utilizes them to save time. High level of orientation to the city and locations within it.

Routine Forms: Accuracy/Completeness – Evaluates recruit's ability to properly utilize departmental forms necessary to job accomplishment.

(1) Unacceptable – Is unaware that a form must be completed and/or is unable to complete the proper form for given situation. Forms are incomplete, inaccurate or improperly used.

(3) Meets Standards – Knows the commonly used forms and understands their use. Completes them with reasonable accuracy and thoroughness.

(5) Highly Proficient – Consistently makes accurate form selection and rapidly completes detailed forms without assistance.

Report Writing: Organization/Details – Evaluates the recruit's ability to properly utilize departmental forms and include all necessary details in reports.

(1) Unacceptable – Unable to organize information and to reduce it to writing. Leaves out pertinent details in report. Report is inaccurate.

(3) Meets Standards – Completes reports, organizes information in logical manner. Reports contain the required information and details.

(5) Highly Proficient – Reports are a complete and detailed accounting of events from beginning to end, written and organized so that any reader understands what occurred.

Report Writing: Grammar/Spelling/Formatting – Evaluates the recruit's ability to use proper English, to follow the rules for spelling, and to write neatly.

(1) Unacceptable – Reports are illegible. Reports contain several misspelled words. Sentence structure or word usage is improper or incomplete.

(3) Meets Standards – Reports are legible and grammar is at an acceptable level. Spelling is acceptable and errors are rare. Errors, if present, do not impair the understanding of the report. Report narratives are formatted to ease reading of long sections of text.

(5) Highly Proficient – Reports are very neat and legible. They contain no spelling or grammar errors. Formatting of report narratives is intuitive and helps the reader digest the information of the report.

Report Writing: Appropriate Time Used – Evaluates the recruit's efficiency relative to the amount of time taken to write a report.

(1) Unacceptable – Requires an excessive amount of time to complete a report.

(3) Meets Standards – Completes reports within a reasonable amount of time.

(5) Superior – Completes reports as quickly as a skilled veteran officer.

Field Performance/Normal Conditions– Evaluates the recruit's ability to perform professionally in normal conditions and interactions with the public.

(1) Unacceptable – Becomes emotional, loses temper or displays bias or prejudices publicly.

(3) Meets Standards – Maintains courteous, respectful demeanor. Determines proper course of action and takes it. Does not allow the situation to escalate.

(5) Highly Proficient – Maintains respectfulness and professionalism at all times while in public, goes beyond expectations to be respectful and courteous to the public while conducting interviews and investigations.

Field Performance/Stressful Conditions – Evaluates the recruit's ability to perform in moderate and high stress situations.

(1) Unacceptable – Becomes emotional, is panic stricken, can't function, holds back, loses temper or displays cowardice.

(3) Meets Standards – Maintains calm and self-control in most situations. Determines proper course of action and takes it. Does not allow the situation to escalate further.

(5) Highly Proficient – Maintains calm and self-control in even the most extreme situations. Quickly restores control in the situation and takes command. Determines best course of action and takes same.

Crime Scene/Physical Evidence Observation – Evaluates recruit's ability to conduct a proper investigation with emphasis on crime scene investigative procedures.

(1) Unacceptable – Does not conduct a basic investigation. Conducts investigation improperly. Unable to accurately diagnose offense committed. Fails to discern readily available evidence. Makes frequent mistakes when identifying, collecting or property inventorying evidence. Does not connect evidence with suspect when apparent. Does not protect scene.

(3) Meets Standards – Follows proper investigative procedure in all but most difficult/unusual cases. Is generally accurate in diagnosis of nature of offense committed. Collects, tags, logs and inventories evidence properly. Connects evidence with suspect when apparent.

(5) Highly Proficient – Always follows proper investigative procedure and is always accurate in diagnosis of offense committed. Connects evidence with suspect even when not apparent. Has "evidence technician" collection and identification skills.

Self-Initiated Field Activity - Evaluates recruit's interest and ability to initiate law enforcement related activity. Gauges recruit's knowledge of his/her area, and community-oriented policing that needs to be conducted in the area.

(1) Unacceptable – Does not see or avoids activity. Does not follow-up situations. Rationalizes suspicious circumstances. Does not have a broad orientation to the job.

(3) Meets Standards – Recognizes and identifies law enforcement related activity. Has a broad orientation to the job including low priority activity. Develop cases from observed activity. Display inquisitiveness.

(5) Highly Proficient – Seldom misses observed activity. Makes good quality arrests and/or proper dispositions from observed activity. Thinks well "on his/her feet."

Officer Safety – Evaluates recruit's ability to perform police tasks without injuring self or others or exposing self or others to unnecessary risk or danger.

(1) Unacceptable – Fails to follow accepted safety procedures or to exercise officer safety, i.e.:

a. Exposes firearm to the offender/suspect

b. Fails to keep gun hand free.

c. Fail to maintain sight of your team

d. Fails to control suspects movements.

e. Does not keep suspect/offender in sight.

f. Fails to use deescalation techniques when warranted

g. Fails to advise team supervisor with your home visit list (unless you both have Geo safe).

h. Fails to utilize or maintain personal safety equipment.

i. Does not anticipate potentially dangerous situations.

j. Stands too close to the offender.

k. Is careless with firearm and other weapons.

l. Makes poor choice of which weapon to use and when to use it.

m. Fails to cover other officers.

n. Stands in front of the door and in front on windows during home visit or search warrants

o. Fails to search probation and parole vehicle prior to duty and after transporting.

(3) Meets Standards – Follows accepted safety procedures. Understands and applies them.

(5) Highly Proficient – Always works safely. Foresees dangerous situations and prepares for them. Keeps partner informed and determines the best position for self and partner. Is not overconfident.

Control of Conflict: Voice Command/Physical Skill - Evaluates recruit's ability to gain and maintain control through verbal command and situations where force is used.

(1) Unacceptable – Speaks too softly or timidly. Speaks too loudly or aggressively. Confuses or angers listeners by what is said and/or done. Fails to use voice when appropriate or speaks when inappropriate. Does not use force when necessary or uses too much force for the situation.

(3) Meets Standards – Speaks with authority in a calm and clear voice. Proper selection of words and knowledge of when and how to use them. Reasonable, effective use of force.

(5) Highly Proficient – Controls with voice tone, word selection, inflection, and the bearing which accompanies what is said. Superior, reasonable use of force.

Problem Solving/Decision Making - Evaluates recruit's performance in terms of ability to perceive, form valid conclusions, arrive at sound judgments, and make proper decisions.

(1) Unacceptable – Acts without thought or good reason. Is indecisive or naïve. Is unable to reason through a problem and come to a conclusion. Can't recall previous solutions and apply them in similar situations.

(3) Meets Standards – Able to reason through a problem and come to acceptable conclusion in routine situations. Makes reasonable decisions based on information available. Perceives situations as they really are. Makes decisions without assistance.

(5) Highly Proficient – Able to reason through even the most complex situations and is able to make appropriate conclusions. Has excellent perceptions, anticipates problems and prepares resolutions in advance. Relates past solutions to present situations.

Public/Offender Interaction/Demeanor – Evaluates recruit's ability to interact with citizens and ethnic groups in an appropriate, efficient manner.

(1) Unacceptable – Abrupt, belligerent, overbearing, arrogant. Uncommunicative, overlooks, avoids service aspect of the job.

(3) Meets Standards – Is at ease with members of other ethnic/racial groups. Serves their needs objectively and with concern. Does not feel threatened when in their presence.

(5) Highly Proficient – Understands the various cultural differences and uses this understanding to competently resolve situations and problems. Is totally objective and communicates in a manner that furthers mutual understanding.

Interaction with other Officers/Responders/ADAs/Judges – Evaluates recruit's ability to effectively interact with other members of various ranks, departments/services and in various capacities.

(1) Unacceptable – Patronizes FTO/Superiors/Peers or is antagonistic toward them. Gossips. Is insubordinate, argumentative and sarcastic. Resists instructions. Considers themselves superior. Belittles others, is not a "team" player. Fawns on others.

(3) Meets Standards – Adheres to chain of command and accepts role in the organization. Good peer and FTO relationships and is accepted as a group member.

(5) Highly Proficient – Is at ease in contact with all, including superiors. Understands superiors' responsibilities; respects and supports their position. Peer group leader; actively assists others.