Part I:  PERFORMANCE RATING DEFINITIONS

OUTSTANDING

- Functions in an outstanding manner; exceeds goals in all major job responsibilities
- Outstanding producer
- Extremely accurate worker
- Performs all tasks in an exceptional manner
- Requires initial supervision only
- Superior ability to perform or supervise

EXCEEDS REQUIREMENTS

- Performs job in a superior fashion
- More than fulfills essential requirements
- Exceeds most major goals and functions well in all ranges of the job responsibilities
- Requires little or no supervision

MEETS REQUIREMENTS

- Performance meets the job standards and is what is expected of an employee performing the total responsibilities of the job
- Fulfills essential requirements
- Performs all tasks satisfactorily
- Requires normal supervision
NEEDS IMPROVEMENT

- Performs at a less than adequate level in some respects. Is able to meet goals in some areas, but does not function fully in all ranges of job responsibility
- Shows need for some further training or improvement
- Individual performs some tasks satisfactorily, but not all
- Requires more than normal supervision
- Sometimes performs below job standards
- This rating should serve as a warning to improve performance

INADEQUATE

- Job performance is unsatisfactory. Employee should be terminated if improved performance is not demonstrated in a prescribed period
- Shows need for general training
- Individual fails to perform many tasks
- Requires close and constant supervision
- This rating can constitute probationary status
Part II: PERFORMANCE STANDARDS

QUALITY OF WORK

A. Maintains high quality in work output; exceptionally productive.
B. Volume of work and quality of work produced exceed the standard.
C. The degree of accuracy and the thoroughness of work produced meet the expected standard.
D. Constant supervisory oversight is necessary to insure that work is completed in accordance with acceptable standards.
E. Cannot produce error-free quality work; productivity is extremely poor.

INITIATIVE DISPLAYED

A. Can always be relied on to take action on his/her own judgment. Never needs to be prompted on when to act.
B. Will always take action; is self-motivated.
C. Will act in accordance with the job function. May require prompting from time to time.
D. Occasionally acts on his/her own judgment but frequently needs to be told to do so; needs reassurance.
E. Consistently waits for things to happen. Needs to be told what action is necessary. Doesn’t anticipate what needs to be done.
MEETING EXPECTATION – Work Schedules, Objectives, Deadlines

A. Always achieves established priorities; effectively plans work schedules, objectives and accomplishes deadlines.

B. Demonstrates the ability to effectively plan work assignments; always operates within expected timelines.

C. Coordinates and organizes workflow within area of responsibility; normally achieves departmental objectives and meets deadlines.

D. With constant supervision or coaching, occasionally achieves work objectives; frequently does not meet deadlines.

E. Unable to coordinate or organize workflow; cannot achieve departmental objectives nor meet prescribed performance timelines.

INTERPERSONAL RELATIONSHIPS AFFECTING THE JOB

A. Productive relationships with co-workers, students and the college community; works well with external agencies; group motivating; contributes to high morale.

B. Consistently productive relationships with co-workers, students and the college community; deals with conflicts effectively; helpfully stimulates others to work cooperatively.

C. Good working relationships; contributes to cooperative work; does not arouse antagonism nor impede constructive work.

D. Occasionally arouses antagonism or create needless conflict – this does not always have serious consequences but it does not contribute to a productive work environment.

E. Generally tends to impede cooperative work; antagonizes others; creates conflict that adversely affects staff morale.

JUDGMENT

A. Have outstanding analytical ability and judgment. Can be depended upon in all situations.

B. Displays sound judgment; does not require coaching.
C. Normally uses good judgment, but not on a consistent basis.

D. Occasionally displays sound judgment, but requires considerable direction.

E. Lacks good judgment.

**JOB KNOWLEDGE**

A. Understands job, methods and procedures very well, extremely accurate; interprets and follows instructions without supervision, far exceeds follow thru requirement standard; skillful at solving problems.

B. Has an in-depth understanding of the job; rarely makes mistakes; follows instructions; does more than expected; exceeds follow thru standard, resolves problems with little or no intervention.

C. Knowledgeable; occasional mistakes; follows instructions well; does what is required and expected; good follow thru; solves most problems.

D. Some knowledge, doesn’t always follow instructions; does less than what is required; follows thru sometimes; requires assistance in handling routine problems.

E. Limited knowledge; careless; sloppy; exhibits little interest in improvement; does not follow instructions; does not do what is routinely required; does not have the skills nor knowledge base to complete repetitive assignments.

**ATTENDANCE**

A. Always present and is punctual; generally comes in early and leaves late.

B. Present and punctual; volunteers to work beyond scheduled hours.

C. Usually present and punctual; has a valid bonafide excuse, if absent.

D. Absent and/or comes in late too frequently.

E. Time and attendance is far below the acceptable standard.

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