

PERFORMANCE RATING SCALE

Failed to Meet Standard 1	Partially Met Standard 2	Met Standard 3	Surpassed Expected Standard 4	Substantially Surpassed Standard 5
Employee is not meeting many of the expected standards or goals set for the position. This person must show significant improvement in performance in order to continue employment with the University – A Performance Improvement Plan must be implemented	Employee is satisfactorily completing some but not all of their assigned duties and needs to demonstrate improvement toward meeting performance standards - A Performance Improvement Plan must be implemented	Employee meets job performance standards in all areas of their job	Employee clearly and consistently surpasses many of the performance expectations and goals and demonstrates a unique understanding of work well beyond job requirements	Employee surpasses all performance expectations and goals, and achieves beyond the regular assignment in all areas throughout the performance cycle
Employee requires excessive supervision, direction and follow-up Employee demonstrates little to no initiative	Employee requires close supervision and follow-up Employee demonstrates initiative in some areas	Employee requires a reasonable amount of supervision Employee demonstrates initiative in most areas	Employee requires minimal supervision or follow-up Employee demonstrates initiative in all areas	Employee requires no supervision or follow-up Employee demonstrates initiative in all assigned areas and seeks out other opportunities to contribute to their department and/or to the University
Employee does not demonstrate basic interpersonal skills	Employee demonstrates some interpersonal skills but needs to work on others	Employee demonstrates good communication and teamwork skills both inside and outside their department	Employee is viewed by other department members as a positive influence and valuable team member	Employee is recognized by everyone as not only a good communicator but as someone that demonstrates excellent leadership skills
Employee does not provide the basic customer service required of their position	Employee does not always meet the needs of the customer in the appropriate manner	Employee responds to the customer promptly and appropriately in meeting their needs	Employee strives to provide better than required customer service	Employee goes out of their way to meet the needs of the customer and is recognized by the customer and their peers for excellent customer service