



Rating Definitions

Outstanding

- Is a role model in the job.
- Exhibits mastery in all facets of the job.
- Puts the customer at the center of every activity.
- Steps outside of existing responsibilities to add value to the University.
- Identifies break through concepts.
- Is sought out by colleagues for advice on issues.
- Models the values of the University on a daily basis.
- Is in sync with the strategic direction of the University.
- Is universally regarded by others as a knowledgeable resource and true asset.
- Acts as a mentor, guide and teacher.
- Seeks new and improved ways to perform the job.
- Openly shares information and resources.
- Actively promotes cooperation, understanding and teambuilding.

Exceeds expectations

- Performance consistently exceeds expectations in specified criteria.
- Sets and meets challenging professional goals and shows initiative in meeting them.
- Assumes extra responsibilities and participates in projects often.
- Proactive in planning, problem solving and initiating solutions within work group.
- An exceptional contributor to the success of the work group and organization.

Successful

- Performance consistently meets expectations in specified criteria.
- Requires minimal supervision and complies with work rules and regulatory requirements.
- Performance consistently meets the demands placed upon the position.
- Reliably completes routine assignments in an accurate and timely fashion.
- Assumes additional responsibilities when requested or assists in extra project work.
- Meets the University's high performance standards.
- Contributes positively to the success of the work group and organization.

Improvement Expected

- Performance meets some but not all expectations in specified criteria.
- Performance requires occasional supervisory intervention.
- Does not consistently complete job assignments in some areas in an accurate and timely fashion.
- Performance or behavior causes occasional problems for students, customers, department/unit and/or co-workers.

Unacceptable

- Overall performance does not meet expectations in specified criteria.
- Often requires supervision, redirection and/or re-instruction.
- Does not consistently complete job assignments in an accurate and timely fashion.
- Performance or behavior causes problems for students, customers, department/unit and/or co-workers.