Rating Definitions

Outstanding
• Is a role model in the job
• Exhibits mastery in all facets of a job
• Puts the customer at the center of every activity
• Steps outside of existing responsibilities to add value to the University
• Identifies breakthrough 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 regarded by others as a knowledgeable resource
• 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 performance goals, key responsibilities and Success Factors
• 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 achieves performance goals, key responsibilities and Success Factors
• 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 performance goals, key responsibilities or Success Factors
• 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 performance goals, key responsibilities or Success Factors
• Often requires supervision, redirection and/or re-instruction
• Does not consistently complete job assignments in an accurate and timely fashion
• Performance or behavior often causes problems for students, customers, department/unit and/or co-workers