



## 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