

EMPLOYEE PERFORMANCE CRITERIA

Job Knowledge	Demonstrates an understanding and working knowledge of current role. Has sought out development opportunities. Has attained new skills and/or improved on skills.
Efficiency and Time Management	Takes effort to accomplish work in ways that maximize available resources and minimizes waste.
Quality of Work	Works at expected pace; Work is thorough, neat & accurate and does not create rework or scrap.
Dependability & Decision Making:	Follows instructions; reliable and responsive to assigned tasks; doesn't need constant supervision.
Flexibility/ Adapting to Change:	Easily learns and masters new skills; adaptable and willing to cross-train in different jobs and areas. Responds positively to change.
Teamwork:	Practices respectful, honest and direct communication with all team members and customers; Cooperates with team members; contributes to team;
Attendance:	Practices timeliness in reporting to work; works throughout scheduled work day.
Ownership & Compliance:	Demonstrates ownership and accountability for individual performance; Takes initiative in the department; Complies with University policies and procedures. Completed mandatory trainings.

Detailed examples of the 5 performance rankings follow:

 - Unsatisfactory

 - Marginal

 - Satisfactory

 - Good

 - Exceptional

Job Knowledge: Demonstrates an understanding and working knowledge of current role. Has sought out development opportunities. Has attained new skills and/or improved on skills.

Unsatisfactory	Marginal	Satisfactory	Good	Exceptional
Knowledge of the job is inadequate to meet the performance required. Shows inconsistent work habits; is prone to make mistakes. Does not meet or achieve all assigned tasks; falters on some areas of responsibility.	Job knowledge is sufficient to meet the minimum performance requirements. Lacks knowledge & skills in some areas that affect performance in certain aspects of the job.	Job knowledge is sufficient to meet the requirements consistently. Accepts additional responsibilities when assigned and produces satisfactory results.	Proficient in job function, able to teach others; general knowledge of overall job and job site. Seeks out and implements best practices in the field. Understands/applies policies and procedures proactively and initiates discussion on issues and/or improvements.	Subject Matter Expert (SME) in all job functions; can learn new jobs easily; ideal trainer for new employees. Consistently establishes and realizes goals with strategic component. Has sought out new learning opportunities to further develop.

Efficiency and Time Management: Takes effort to accomplish work in ways that maximize available resources and minimize waste.

Unsatisfactory	Marginal	Satisfactory	Good	Exceptional
Work practices do not meet standards for productivity in terms of accuracy, thoroughness, effectiveness. Established deadlines are not met for completion of work. Unable to prioritize work to meet expectations and/or deadlines. Work area is disorderly. Does not utilize time effectively and at times cannot account for time. Does not seek out new ways to improve department efficiency. Does not embrace technology.	Inconsistent in the timely completion of work Meets some but not all productivity standards for accuracy, thoroughness and effectiveness. Open to learn and use tools and technology required for job performance.	Usually meets productivity standards. Receptive and takes action when direction is given. Needs some assistance with prioritizing tasks and assignments. Uses technology when directed. Utilizes time fairly well and seeks assistance in prioritizing work. Makes an effort to use resources effectively and improve efficiency.	Consistently meets productivity standards (accuracy, thoroughness, effectiveness) and deadlines established by work unit. Utilizes own time effectively, directing efforts toward work responsibilities. Prioritizes work to meet expectations. Seeks out work in times of low workload. Maintains work area and equipment in a neat and orderly manner to promote a productive work environment. Accepts accountability and recognizes need for action when no direction given. Utilizes tools, technology and resources to maximize efficiency and effectiveness.	Take initiative to assist others and enhance team productivity. Is recognized as top performer by department and coworkers. Recommends tools and resources that would improve department efficiency.

Quality of Work: Works at expected pace; Work is thorough, neat & accurate and does not create rework or scrap.

Unsatisfactory	Marginal	Satisfactory	Good	Exceptional
Does not take independent action; needs constant external direction; work is always incomplete and inconsistent; always having to redo tasks.	Sometimes anticipates need for action in most routine situations but delays action until checking with the supervisor; mistakes frequently made.	Routine worker; sees what needs to be done and does it; work is completed but with some mistakes; rework not commonly needed.	Anticipates and meets needs for action, even under new or unexpected circumstances; little supervision needed; rework is rare.	Acts appropriately even in the most difficult situations; no direct supervision required; work is thorough, neat and accurate, never needing rework.

Dependability & Decision Making: Follows instructions; reliable and responsive to assigned tasks; doesn't need constant supervision.

Unsatisfactory	Marginal	Satisfactory	Good	Exceptional
Not dependable; Poor reasoning ability; makes poor decisions; fails to make needed decisions; often requires redirecting.	Sometimes dependable in completing tasks; Makes decisions on matters which should first be discussed with supervisor; jumps to conclusions.	Completes assigned tasks with guidance; Makes good decisions on routine matters; stays calm under pressure.	Can carry out an assigned tasks with little supervision; Uses good common sense; makes correct decisions and takes correct action.	Understands and follows instructions given; Sound judgment of complex matters based on thorough analysis; can work independently.

Flexibility/ Adapting to Change: Easily learns and masters new skills; adaptable and willing to cross-train in different jobs and areas. Responds positively to change.

Unsatisfactory	Marginal	Satisfactory	Good	Exceptional
Does only what is required; has routine set each day and will not go beyond; focuses on negative aspects and anticipates failure. Discouraging others from supporting changes. Seeking ways to impede change. Withdrawn from discussion of change or its impact.	Resistant to change in work routine; does only what is required. Provides input when asked. Takes a "wait and see" approach.	Hesitant but open to change in work routine; does what is required but will do more if asked. Cooperates with necessary changes, however, does not actively promote new initiatives. Open to helping out more; needs to be asked to take on new skills or jobs.	Will try to master new skills; helps coworkers in different departments; willing to stay late to finish a job. Supportive of changes in the workplace, demonstrates cooperation with new initiatives.	Goes out of their way to learn and work on new skill sets; is anxious to take on different projects and try new work; wants to expand horizons at the workplace. Easily embraces and adapts to change. Identifies areas needing change and recommends improvements.

Teamwork: Practices respectful, honest and direct communication with all team members and customers; Cooperates with team members; contributes to team; provides good customer service.

Unsatisfactory	Marginal	Satisfactory	Good	Exceptional
<p>Fails to coordinate own work with others until specifically told; disagreeable; irritates others; causes friction; can be difficult to work with. Expects management to work out issues between co-worker (self and another). Has difficulty working with others to achieve goals; Negatively impacts team spirit and success.</p> <p>Communications impede productivity and effective team relationships</p>	<p>Will coordinate work with others only when need is obvious; slow to cooperate with others; Needs coaching to resolve issues between self and co-workers. Lacks perception of team member's needs (e.g. questions need for help when asked)</p>	<p>Has a positive approach to work; generally cooperative; Is reasonable and agreeable. Usually fosters cooperation, communication, and pride in the work area.</p>	<p>Exhibits an enthusiastic and positive approach to work; goes out of way to help others; Will share knowledge, information and resources with the team. willingly coordinates with others; Sees opportunities and offers to help coworkers who need assistance liked and respected by peers</p>	<p>Demonstrates total awareness and is a positive influence on others; pleasant attitude; makes extra effort to get along; respected by peers and supervisors. Interacts in ways that bring out the best in others. Models a strong sense of team spirit and morale</p>

Attendance: Practices timeliness in reporting to work; works throughout scheduled work day.

Unsatisfactory	Marginal	Satisfactory	Good	Exceptional
<p>Excessively late or absent, undependable</p>	<p>Late or absent frequently</p>	<p>Usually at work on time, seldom ask off</p>	<p>Rarely late; rarely absent.</p>	<p>Always present and on time. Can be counted on even if extra time is required.</p>

Ownership and Compliance: Demonstrates ownership and accountability for individual performance; Takes initiative in the department; Complies with University policies and procedures. Completed all five (5) mandatory trainings.

Unsatisfactory	Marginal	Satisfactory	Good	Exceptional
<p>Does not take accountability for actions; does not take initiative in the department; Has been non-compliant with University policies. Has not completed mandatory trainings.</p>	<p>Takes responsibility for personal actions sometimes, but is quick to blame others. More focused on highlighting problems than with offering solutions. Will take initiative in the department on occasion. Understands some University policies. Has not completed all five (5) mandatory compliance trainings.</p>	<p>Takes responsibility for actions but on occasion blames others if an assignment is not complete. Takes initiative in the department sometimes; complies with University policies. Has completed all five (5) mandatory compliance trainings.</p>	<p>Takes responsibility for actions and takes initiative in the department most of the time. Complies with all University policies and procedures. Has completed all five (5) mandatory compliance trainings.</p>	<p>Takes complete responsibility for personal performance and takes accountability for all actions. Seeks ways to improve performance. Demonstrates strong knowledge of and compliance with all University policies and procedures. Has completed all five (5) mandatory compliance trainings.</p>