

General Performance Standard Worksheet A

1. Job Knowledge, Skills and Abilities

Employee's knowledge, skills, and abilities in his/her present job:

- Competent in required job skills and knowledge.
- Exhibits ability to learn and apply new skills.
- Keeps abreast of current development.
- Requires minimal supervision.
- Displays understanding of how job relates to others and uses resources effectively.

2. Quality of work

Employee's ability to produce work with accuracy, completeness, and neatness:

- The degree of accuracy, thoroughness, and attention to detail in work.
- Consistent.
- Correctness in performance of work duties and responsibilities.
- Employee's tasks are completed with a minimum of errors.
- Employee maintains an acceptable level of capability, skill, and thoroughness in effectively accomplishing assigned duties and responsibilities.
- Looks for ways to improve and promote quality.
- Monitors own work to ensure quality and applies feedback to improve performance.
- Meets productivity standards and strives to increase productivity.
- Shows concern for quality of work tasks.
- Achieves established goals
- Comprehensibility of written reports.

3. Quantity of work

Employee is turning out work at a satisfactory rate:

- Employee maintains a level of production that is sufficient to accomplish assigned duties.
- Performs of full range of duties.
- Accomplishes acceptable amount of work.
- Completes assignments on or ahead of schedule and accomplishes assigned work in an organized, timely manner.
- Produces necessary results in spite of unforeseen changes.
- Alerts appropriate team member if deadlines need to be re-negotiated to accomplish work with higher priority.

4. Organizational skills

Employee's ability to independently plan, arrange and complete work and follow up if applicable:

- Uses time efficiently
- Plans tasks in advance.
- Ensures work is completed in a timely manner.
- Makes timely decisions.
- Meets required deadlines.
- Uses available systems to organize and efficiently keep track of information.
- Seeks ways to eliminate inefficiencies and roadblocks.
- Prioritizes, organizes, and schedules multiple tasks to make the best use of time.

5. Customer Services Skills

Employee's commitment to apply the University customer service plan:

- Responds promptly to requests for service and assistance.
- Seeks out creative approaches to provide or improves services.
- Exhibits objectivity and openness to the views of others.
- Encourages feedback to improve service.
- Ask questions to discover needs.
- Builds rapport.
- Maintains confidentiality.
- Honors promises made.
- Presents solutions that meet services objectives.

6. Cooperation

Employee willingly cooperates with others to achieve department and University goals by being a Team Player:

- Displays ability to work with others as a member of a team.
- Fosters team cooperation.
- Supports group problem solving.
- Defines team roles and responsibilities.
- Ensures progress towards goals.
- Acknowledges team accomplishments.
- Puts success of team above own interests.
- Goes out of the way to cooperate with others and ease conflicts.
- Contributes to the effectiveness of the department, college, or division as a team player.
- Works well with others inside and outside of the department to accomplish goals.
- Willingly accepts supervision and direction.
- Promotes positive public relations.
- Gains confidence and trust of others.
- Recognizes strengths and limitations of self and others.
- Exhibits appropriate sensitivity to others' feelings.
- Focuses on performance rather than personality in relating to others.

7. Adaptability

Employee exhibits flexibility and adaptability in meeting the demands of change in the work place:

- Adjusts to changes in methods or duties on request.
- Demonstrates flexibility in meeting emergency situations.
- Modifies or adapts plans and programs as needed.
- Demonstrates through actions that no task is too small.
- Adapts to changes in the work environment and can switch jobs easily.
- Manages competing demands.
- Accepts feedback. Adjusts approach or method to best fit the situation.
- The employee demonstrates a willingness to learn and accepts and meets changing conditions.
- Follows detailed instructions well.
- Demonstrates ability to adjust to changes in job, stress, deadlines, assignments, methods, personnel, or surroundings with little difficulty.
- Demonstrates flexibility.
- Deals effectively with new responsibilities.

8. Attendance

Employee adheres to work schedule and complies with attendance and leave policies:

- Employee's pattern of attendance does not interfere with the assigned duties and responsibilities.
- The extent to which the employee can be depended upon to be available for work and to fulfill position responsibilities.
- Reports to work on time and communicates schedule changes promptly to supervisor.
- Schedules time off in advance.
- Begins working on time.
- Keeps absences within guidelines.
- Ensures work responsibilities are covered when absent.
- Arrives at meetings and appointments on time.

9. Attitude

Employee demonstrates a positive attitude toward his/her job, fellow employees, and supervisors:

- Employee relates to and cooperates with co-workers, other university employees, students, and visitors in an acceptable manner.
- Employee generally maintains a positive attitude.
- Shows high level of interest, enthusiasm, and positive intent the job.
- Enthusiastic and willing to assist co-workers.

10. Initiative

Employee exhibits leadership, is resourceful and willing to do more than the minimum, strives to attain and achieve goals, and seeks additional responsibility. Include in this rating, if applicable, the employee's performance, i.e. supervision, updating job questionnaires, completing performance evaluations, and setting standards, goals, and objectives:

- Uses authority appropriately to accomplish goals.
- Fosters team cooperation.
- Monitors own work to ensure quality.
- Takes responsibility for resolving difficult or complex service requests.
- Resolves problems in the early stages.
- Promotes conservation of University's resources.
- Displays a wiliness to make decisions.
- Exhibits ability to learn and apply new skills.
- Finds opportunities to pass on own knowledge and transfer skills to others.
- Seeks new work challenges.
- Encourages and accepts feedback to enhance performance.
- Looks for creative approaches to providing or improving services.

11. Diversity

Employee supports equal opportunity and affirmative action, and the university's strategic goals:

- Displays empathy and accepts diverse viewpoints.
- Treats everyone with respect, dignity, consideration and sensitivity for cultural differences.
- Educates others on the value of diversity.
- Promotes a harassment-free environment.
- Builds a diverse workforce.
- Values the thoughts and feelings of others; includes a diverse planning committee so the expectations of all people are considered.
- Ensures that all employees feel they are included.
- Makes sure the diversity on campus is reflected in the membership of committees, searches, and meetings.

- Reaches out meaningfully to all races, genders, and cultures to ensure the diversity.
- Attends and encourages others to attend campus cultural events.
- Volunteers to assist in cultures activities and events.
- Considers the makeup of the diverse groups when presenting examples.
- Develops working relationship with people of diverse levels and backgrounds.

Explanation of Performance Standards

Superior Performance– Employee significantly exceeds position requirements, goals and /or objectives set for the position and is well above expectations in terms of completeness, timeliness, and independence. Contributes to college goals and objectives beyond position requirements. Requires little supervision. An exemplary employee with a strong potential for advancement.

Above Performance – Employee consistently exceeds expectations and demonstrates ability to surpass position requirements. Performance is timely and embodies a high degree of accuracy and independence. Shows initiative and innovation in performance of duties and responsibilities. Requires minimal supervision.

Meets Performance – Employee meets all position requirements, standards, and expectations for this position. Is timely and efficient. Requires normal supervision.

Need Improvement – Employee is not satisfactorily completing the assigned duties and needs to make improvement toward meeting performance standards. Requires more supervision than normal. Continued improvement in performance is required.

Below Performance– Employee is not meeting standards, goals, or objectives set for the position. The employee must show significant improvement toward satisfactory completion of performance standards or may be removed from the University. Does not demonstrate knowledge or ability to perform the majority of assigned duties. Constant supervision is required. (Contact Human Resources prior to assigning an employee this rating.)