

## ADDITIONAL RATINGS GUIDE

*(Supervisors may rate different levels for individual categories. The overall rating is determined by the total score. Ratings must be in whole numbers only.)*

CATEGORY	Below Performance Standards <i>1</i>	Minimally Achieves Performance Standards <i>2</i>	Achieves Performance Standards <i>3</i>	Above Average Performance Standards <i>4</i>	Exceeds Performance Standards <i>5</i>
<b>Work Performance</b>	frequently unable to perform job duties – does not have the skills necessary for position	does not consistently meet performance standards – requires frequent instruction – has difficulty understanding – makes effort to learn & improve	competently performs all job duties – achieves goals – working knowledge of job – there are areas that can be improved	handles all aspects of position with little instruction and coaching – goes beyond expectations – available to help others	handles all aspects of position expertly, improves processes and goes out of ones' way to contribute in other areas – available to train others and take on additional responsibilities
<b>Attendance/Reliability*</b>	excessive absences and does not follow established procedures – tasks are not completed – unacceptable number of errors – cannot count on job being done	frequently absent or tardy and does not follow guidelines – tasks are not often completed timely or accurately – unreliable	adheres to attendance policies – able to complete tasks and follows through – minimal errors	good attendance – can be counted on to complete tasks accurately and in designated time – knows when to ask for input	excellence attendance – can be relied on to take on projects and follow through – minimal supervision needed – task completed correctly and with no issues
<b>Customer Service</b>	unprofessional demeanor – customers do not receive needed service – communicates ideas poorly – unprofessional	not always helpful to customers – communication unclear at times – inconsistent service provided – not reliable	assists customers when needed – responds to inquiries – communicates clearly – courteous and respectful	provides customers with a positive experience, pleasant and respectful – communicates very well	goes the extra mile to make sure the customer is satisfied – communicates clearly – takes initiative to improve services – creates pleasant environment to work in
<b>Initiative/Productivity</b>	avoids responsibility – constant supervision needed – not productive or reliable – relies on others to get job done	organizational skills are lacking – work volume suffers – un motivated – requires frequent input and prodding from supervisor	adequately provides input – occasionally shares new ideas – needs some supervision to be productive – self motivated when project is of interest	very productive – motivated and requires little supervision – prioritizes workflow and projects – takes on additional responsibilities to accomplish tasks	innovative – visionary – exceptional organization skills that spill beyond the individual's work – looks at processes – volume and accuracy of work is impressive
<b>Teamwork &amp; Interpersonal Skills</b>	creates conflict – responds negatively to feedback – unsupportive of organizational goals.	unreliable in ability to be cooperative and flexible – sometimes causes rifts in working group – not always supportive of new procedures or projects	supportive of team projects and goals – assists as needed – contributes ideas – shows willingness to listen and be flexible	works collaboratively – understands group dynamics – works to build team – often volunteers to lead projects and set goals – seeks feedback	motivates self and others – expert consensus builder – supportive of others and flexible– assumes leadership role – able to set team goals and motivate team to perform

*\*FMLA-related absences should not be considered when reviewing attendance.*

### **OVERALL RATING BASED ON TOTAL SCORES:**

Below performance standards: 5 – 9

Minimally Achieves: 10 - 14

Achieves performance standards: 15 - 19

Above average performance standards: 20 - 23

Exceeds performance standards: 24 - 25

*Annual appraisals must be issued to, signed, and dated by employees no later than March 31. Forms should be mailed or delivered to Human Resource Services, Attn: Kathy Higgs; Employee Relations, PO Box 110281, Campus. Phone: (352) 392-2477.*