



## Performance Factors:

NOTE: Descriptions listed below are examples for the "Meets Standards" performance level.

### 1. CUSTOMER SERVICE

Description: Understands and appropriately responds to the needs of internal and external customers; makes special effort in meeting their needs and in building customer satisfaction/relationship.

	Outstanding		Above standards		Meets standards		Below standards		Unsatisfactory
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Comments on performance:

### 2. COOPERATION AND TEAMWORK

Description: Puts the group's success ahead of personal needs; shared information and resources with others; gives timely response to requests made by others; promotes teamwork; exhibits positive attitudes during times of change; takes on new tasks with enthusiasm and energy.

	Outstanding		Above standards		Meets standards		Below standards		Unsatisfactory
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Comments on performance:

### 3. COMMUNICATION SKILLS

Description: Speaks clearly and concisely, and using words easily understood; exchanges ideas with others; listens to understand meaning of oral material; writes reports, memos, letters, etc., using appropriate style, format, spelling and grammar; writes in a clear, concise and appropriate manner.

	Outstanding		Above standards		Meets standards		Below standards		Unsatisfactory
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Comments on performance:

### 4. ATTENDANCE AND DEPENDABILITY

Description: Comes to work regularly without excessive absences and maintains assigned work schedules so that assigned tasks are accomplished within the expected time.

	Outstanding		Above standards		Meets standards		Below standards		Unsatisfactory
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Comments on performance:

### 5. QUALITY OF PERFORMANCE

Description: Completes work thoroughly, accurately, neatly and according to specifications; produces output with minimal errors.

	Outstanding		Above standards		Meets standards		Below standards		Unsatisfactory
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Comments on performance:

**6. QUANTITY OF WORK**

Description: Consistently produces a high volume of acceptable work; producing services or output quickly and efficiently.

	Outstanding		Above standards		Meets standards		Below standards		Unsatisfactory
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Comments on performance:

**7. JOB KNOWLEDGE**

Description: Understands job procedures, policies and responsibilities; keeps up-to-date procedurally and technically; acts as a resource person on whom others rely for assistance.

	Outstanding		Above standards		Meets standards		Below standards		Unsatisfactory
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Comments on performance:

**8. INITIATIVE AND JUDGMENT**

Description: Demonstrates interest and ability to suggest and develop new ideas and methods; considers degree to which suggestions are sound and used to implement changes.

	Outstanding		Above standards		Meets standards		Below standards		Unsatisfactory
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Comments on performance:

**9. SUPPLEMENTARY PERFORMANCE FACTOR: \_\_\_\_\_**

Description: \_\_\_\_\_  
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	Outstanding		Above standards		Meets standards		Below standards		Unsatisfactory
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Comments on performance:

**10. SUPPLEMENTARY PERFORMANCE FACTOR: \_\_\_\_\_**

Description: \_\_\_\_\_  
\_\_\_\_\_

	Outstanding		Above standards		Meets standards		Below standards		Unsatisfactory
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Comments on performance:

## Supervisory Performance Factors: (only for employees who supervise staff)

### 11. PLANNING – SETTING OBJECTIVES

Description: Establishes appropriate objectives and priorities for the unit, based on strategic goals of the university; communicates objectives and priorities to others; updates objectives as needed. Develops budgets for the strategic goals; monitors status during year.

<input type="checkbox"/>	Outstanding	<input type="checkbox"/>	Above standards	<input type="checkbox"/>	Meets standards	<input type="checkbox"/>	Below standards	<input type="checkbox"/>	Unsatisfactory
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Comments on performance:

### 12. ORGANIZATION AND WORK ALLOCATION – COORDINATION

Description: Organizes the work flow and relationships among people and functions in the unit; delegates work to make efficient use of resources and to develop people's capabilities; facilitates the flow of information among individuals and groups.

<input type="checkbox"/>	Outstanding	<input type="checkbox"/>	Above standards	<input type="checkbox"/>	Meets standards	<input type="checkbox"/>	Below standards	<input type="checkbox"/>	Unsatisfactory
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Comments on performance:

### 13. STAFFING

Description: Plans and staffs the unit with the appropriate number and skills mix of employees; selects a highly qualified and diverse work force for the unit consistent with the University's policies on equal employment and affirmative action; uses staff creatively to solve staffing shortages.

<input type="checkbox"/>	Outstanding	<input type="checkbox"/>	Above standards	<input type="checkbox"/>	Meets standards	<input type="checkbox"/>	Below standards	<input type="checkbox"/>	Unsatisfactory
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Comments on performance:

### 14. LEADERSHIP AND MOTIVATION – COMMUNICATION LINK

Description: Creates and maintains a productive environment where people strive for quality service supporting all staff; fosters commitment for achieving university goals; sets a positive example for others to follow. Supports employees in increasing the capabilities to contribute more on their present jobs and to prepare them for future jobs; identifies training needs and suggests training program. Acts as a communications link between employees and high management; keeps staff in unit informed.

<input type="checkbox"/>	Outstanding	<input type="checkbox"/>	Above standards	<input type="checkbox"/>	Meets standards	<input type="checkbox"/>	Below standards	<input type="checkbox"/>	Unsatisfactory
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Comments on performance:

### 15. PERFORMANCE REVIEW AND DEVELOPMENT PROCESS

Description: Reaches agreement with employees on their objectives, priorities, and measures; provides employees with frequent performance feedback and coaching; works with people to correct performance problems; evaluates performance and conducts performance review discussions; supports employee in increasing their capabilities; identifies training needs and suggests training program.

<input type="checkbox"/>	Outstanding	<input type="checkbox"/>	Above standards	<input type="checkbox"/>	Meets standards	<input type="checkbox"/>	Below standards	<input type="checkbox"/>	Unsatisfactory
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Comments on performance: