

## **PERFORMANCE RATINGS**

Supervisors are expected to clearly **DIFFERENTIATE** individuals based upon results and behaviors.

### **Exceeds Expectations**

When an employee consistently and regularly shows qualities *beyond* what is expected for his job description and regularly goes beyond what is required to get her work done effectively.

Qualities beyond what is expected would be assessed by reading the employee's current job description. The supervisor should be able to give concrete examples of how the work being done is beyond what is expected.

For example -- an employee who is described as "always polite and friendly to students..." is doing what is expected in a job since the students are why we are here. However, an employee who researches a student problem or finds creative solutions to reduce processing time **MIGHT** qualify as exceeding expectations.

When the rating of one half or more of the performance factors are rated as Exceeds Expectations [EE] with justification for each performance factor, that employee's overall performance may be rated EE.

### **Successful Performer**

Consistently meets standard of performance in this area. Mistakes are few and seldom repeated. Little supervision is required. This employee is able to anticipate requirements and manage customers effectively – both internal and external.

### **Needs Improvement**

**When should an employee's rating overall be categorized as "Needing Improvement" (NI)?**

An employee has had ongoing problems performing the tasks of his job. For example, She lacks certain knowledge, (i.e. does not perform certain tasks), or has had performance problems throughout the year.

Needing improvement [**NI**] in one performance factor may not require an **overall** NI rating; however, needing improvement in even one factor that is pervasive to most of the job duties and responsibilities of the position may be cause for an overall rating of needs improvement. In addition, needing improvement in half or more of *the* factors would warrant a NI rating overall. **A performance improvement plan would need to be implemented if an individual receives an overall rating of NI.**

*If an employee receives **overall** rating as "Needs Improvement" that employee would not be eligible for a board-approved performance increase.*

If the employee is classified as APT, the contract would be issued limited for a specified period (i.e., 3, 6, 9 months).

### **Unsatisfactory**

The employee does not demonstrate satisfactory behaviors required for their position. The rating may be used to provide a documented, supportable basis for making personnel decisions regarding such matters as improvement, transfer, or termination.

If at least one factor is rated as unsatisfactory, **a performance improvement plan would need to be implemented.**

*If an employee is rated in one factor "Unsatisfactory", that employee should be rated **overall** [at least] as "Needs Improvement". One "Unsatisfactory" rating would prevent that employee from getting a board-approved performance increase.*

If APT, a contract would be issued on a "limited period" basis (i.e., from August to November 31).