Performance Evaluation Five Level Rating Scale

The performance evaluation now uses a five level rating scale: exemplary, exceeds expectations, achieves, in development or improvement needed, and unsatisfactory. The expanded rating scale provides supervisors with increased flexibility in considering a greater span of performance circumstances. For example, the expanded rating scale will allow the supervisor to differentiate between unsatisfactory performance and performance for which some improvement or continued development is required.

Performance Evaluation Pointers

- Supervisor comments:
  - required for an individual rating of Unsatisfactory.
  - required for an OVERALL rating of In Development or Unsatisfactory.
  - encouraged for every rated factor.

- Report any INDIVIDUAL or OVERALL rating of Unsatisfactory and an OVERALL rating of In Development or Improvement Needed to the next-level supervisor.

- A performance improvement plan is required for any rating of In Development or Improvement Needed, or Unsatisfactory.

- Although it is not required to be included on the form, best practices urge the supervisor to rely on, and maintain, supporting documentation when awarding performance ratings.

- Evaluations completed using the MS Word format must be placed in the employee’s personnel file and the employee should be provided a copy.

- Evaluations completed using the online process will be maintained in the online system.

Rating Scale Definitions

The rating definitions for this year are consistent across all performance factors. Use these definitions to guide your determinations.

Exemplary (E) – The employee significantly and consistently exceeded performance expectations, and the quality of work overall was exceptional.

To award an “exemplary” performance rating for any individual factor the supervisor must be able to describe how the employee’s job performance made a significant contribution* to the success of the organization.

*Significant contribution - having or likely to have a very large positive influence or effect, important, (ex. a significant piece of work that establishes a new, higher benchmark for performance); also: of a noticeably or measurably large amount, (ex. a significant number of students processed, producing significant budgetary savings, etc.).

Exceeds Expectations (EE) The employee frequently exceeded performance expectations, and the quality of work overall was outstanding.
To award an employee an “exceeds expectations” performance rating for any individual performance factor the supervisor must be able to describe how the employee’s job performance made a clearly identifiable contribution* to the success of the organization, beyond the typical results that were expected.

*Clearly identifiable contribution - having or likely to have a positive influence or effect, also: of a noticeable or measurable amount, (ex. processing more students than normal, producing more budgetary savings that typical, etc.).

**Achieves (A)** The employee overall achieved and at times exceeded job expectations and the quality of work overall was of high quality.

To award an employee an “achieves” rating for any individual performance factor the supervisor must be able to describe how the employee’s performance met the performance expectations established at the beginning of the year’s evaluation period and satisfied the job requirements detailed in the position description.

**In Development or Needs Improvement (I)** Employee is still developing competency or did not consistently achieve expectations; some improvement is needed.

To award an employee an “in development or improvement needed” rating for any individual performance factor the supervisor must be able to describe how the employee is developing a competency or the employee’s performance needs improvement. This rating could be used for (1) a new employee in the position who is still learning the job responsibilities, or (2) an existing employee who recently gained new responsibilities, or (3) an existing employee who needs improvement in performing their job responsibilities.

**Unsatisfactory (U)** Employee performance was consistently below expectations; immediate corrective action is necessary.

To award an employee an “unsatisfactory” rating for any individual performance factor the supervisor must be able to describe how the employee’s performance over the past year did not meet the performance expectations that were established at the beginning of the year’s evaluation period, did not satisfy the job requirements contained in the position description, and negatively impacted the success of the organization. Any performance evaluation that contains an “unsatisfactory” rating, whether on individual performance factors or on the overall rating must provide comments to explain the employee’s unsatisfactory performance over the past year. In addition, an evaluation that contains “unsatisfactory” ratings, whether on individual performance factors or on the overall rating, must be reported to the next level of supervision for review.