

## *ASSIGNING PERFORMANCE LEVELS*

### **Performance Level “Exceptional” (5)**

This applies where achievement in all aspects of responsibilities is consistently and substantially beyond what is normally expected. It implies rare and truly outstanding performance results, and the way they are achieved far exceeds normal requirements for the job and results expected. Significant weaknesses are absent. For example, work is completed usually ahead of schedule. Performance results in this category are clearly recognized within the work group and organizational unit as a model of excellence.

### **Performance Level “Superior” (4)**

This applies where the employee consistently meets and frequently exceeds most expectations and job standards. It means very distinctly better performance than one could reasonably expect for the job in question. It is appropriate for performance that consistently and by recognizable margin exceeded job requirements in most major aspects. Most job-related objectives have been exceeded.

### **Performance Level “Satisfactory” (3)**

This assessment describes performance that consistently meets the normal expectations of the job standards. The full responsibilities of the position have been carried out in a completely satisfactory manner. Work is up to standard and only normal supervision is required. The performance can include the existent of slight, inconsequential lapses in performance and isolated instance of somewhat better than expected results. Job objectives have been met, without any significant exceptions, and may occasionally have been exceeded.

### **Performance Level “Improvement Needed” (2)**

This applies to work performance that overall is sufficient. The fundamental requirements have been carried out in an adequate manner. Many of the job’s expectations and results have been met. Some objectives may not have been realized. Additional training may be required to perform the duties completely. Employees receiving this rating are considered to be capable of reaching the “Satisfactory” level with proper guidance and support.

### **Performance Level “Unsatisfactory” (1)**

This applies to unsatisfactory performance that does not meet one or more requirements of the position. Examples of sub-standard performance include: quality of work depicts serious shortcomings or the quantity and quality produced is below what is acceptable; work is improperly done; there exists a lack of understanding of job requirement. This rating implies serious reservations about the employee’s ability or willingness to meet job objectives. Normally, performance at this level has already been identified and follow-up action has been taken.