

Definitions of Performance Ratings

EXCELLENT (Exceeds Standards)

- These employees are clearly considered to be exceptional performers.
- Consistently exceed the communicated expectations of the job function, responsibility or goal.
- Demonstrate unique understanding of work beyond assigned area of responsibility.
- Contribute to the organization's success by adding significant value well beyond job requirements.
- Identify needs and provide unique, innovative and workable solutions to problems.
- Achievements and abilities are obvious to subordinates, peers, managers and customers.

GOOD (Fully Meets Standards)

- These employees are "on track" and fully achieve expectations.
- Independently and competently perform all aspects of the job function, responsibility, or goal.
- Performance consistently meets the requirements, standards, or objectives of the job.
- Occasionally exceeds requirements.
- Results can be expected which are timely and accurate.
- Recognizes, participates in, and adjusts to changing situations and work assignments.

ACCEPTABLE (Usually Meets Standards)

- These employees are considered to be "satisfactory" performers.
- Generally, meet expectations required for the position.
- Competently perform most aspects of the job function, responsibility or goal.
- May require improvement in one or two areas of consistent weakness.
- Employee requires coaching in a weak area or may need additional resources or training to meet expectations.
- Improvement in weaker areas should be acknowledged and documented.

UNSATISFACTORY (Fails to Meet Standards)

- Employees with this rating fail to satisfactorily perform most aspects of the position.
- Performance levels are below established requirements for the job.
- Employee requires close guidance and direction in order to perform routine job duties.
- Performance may impede the work of others and the unit.
- Performance deficiencies should be discussed between the employee and supervisor.
- Requires development of a Performance Improvement Plan. Contact OHR at x7883, or email Employee Relations Mgr. at pintomar@nova.edu