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