

## SCSE Performance Appraisal – Individual Factors Rating Guide

**UMD Campus Goal 2:** Assess inclusiveness and behavior in working with the public, students, and University employees.

- Exceptional (5): Models best practices and outstandingly demonstrates inclusiveness and sensitivity to the campus community, participates in diversity-related events, and intervenes when they witness inappropriate behavior.
- Outstanding (4): Demonstrates an acceptance for all and their differences, participates in diversity related events
- Performing Well (3): Effectively interacts with UMD's diverse campus community.
- Developing (2): Usually behaves acceptably but shows some behavior of rejection of equity, diversity, and social justice.
- Unsatisfactory (1): Resists including certain groups of people, tells inappropriate jokes, insensitive towards the campus's diverse community.

**Effectiveness:** Assess accountability for effective job completion (accuracy, timeliness, implementation), organization, coordination and arrangement of work for effective completion.

- Exceptional (5): Maintains highest quality standards. Work done properly the first time. Usually high output, efficient and well-organized. Improved job methods and production.
- Outstanding (4): Uniformly accurate and thorough. Always turns out good work. Is conscientious, flexible and able to adjust priorities. Always turns out a good volume and more work than most.
- Performing Well (3): Meets accepted standards regularly. Needs very little checking. Careful, effective planner. Steady producer. Handles normal load.
- Developing (2): Usually acceptable but must be checked occasionally. Seems to lack concern about quality. Fair work load; should be increased.
- Unsatisfactory (1): Below standards. Needs constant checking. Disorganized and usually unprepared. Unsatisfactory volume. Requires monitoring to produce standard quantity.

**Service:** Assess ability to anticipate, monitor, and meet the needs of customers and respond appropriately. Demonstrates a personal commitment to identify customers' apparent and underlying needs and continually seeks to provide the highest quality service to all customers.

Exceptional (5): Answers all questions promptly and accurately. Forwards any complaints or problems to supervisor immediately.

Outstanding (4): Always follows through and finds the answers to any questions and reports back to the customer promptly. Employee has received numerous letters of commendation for excellent customer service.

Performing Well (3): Usually maintains a competent and professional demeanor in dealing with clients and the public. Courteous and knowledgeable. Tries to be helpful.

Developing (2): Gets annoyed with clients who ask too many questions. Frequently forgets to follow through on customer requests.

Unsatisfactory (1): Frequently rude and impolite. Demonstrates poor customer relations skills. Frequently carries on personal conversations in person or on the phone while clients and customers wait.

**Communication:** Assess the extent to which the employee effectively listens, conveys and receives ideas, information and direction.

Exceptional (5): Always asks questions and seeks guidance when not sure of what to do. Demonstrates excellent oral and written communication skills.

Outstanding (4): Students and coworkers feel comfortable coming to this employee with questions and comments. Comes to supervisor/department head with any questions that employee does not know off-hand

Performing Well (3): Takes messages, writes correspondence, deals with customers and coworkers with sufficient attention to detail. Reports are accurate and well written using proper grammar and punctuation.

Developing (2): The supervisor/department head has received a few complaints about contradictory or bad information being given out by the employee. Phone messages are often unclear or incomplete.

Unsatisfactory (1): Reports, forms, memos and correspondence are often completed late or not at all. Uses a condescending tone when talking to others in the office.

**Job Knowledge (Knowledge, Skill, Ability):** Assess understanding of job duties and demonstrated skill level in performing job effectively.

Exceptional (5): Has thorough knowledge of this and other related jobs. Maintains and increases knowledge.

Outstanding (4): Well informed on all phases of this job. Rarely requires guidance.

Performing Well (3): Has a good working knowledge of this job and demonstrates it.

Developing (2): Fair knowledge but needs more training. Must be assigned only routine duties.

Unsatisfactory (1): Has an unsatisfactory or rudimentary knowledge of this job.