UNIVERSITY OF MINNESOTA

Duluth Campus *Department of Human Resources & Equal Opportunity* *255 Darland Administration Building*
1049 University Drive
Duluth, MN 55812-3011
Phone: 218-726-7161
Fax: 218-726-7505
www.d.umn.edu/umdh

RATING GUIDE

SCORE: 5 EXCEPTIONAL: Performance of job requirements noticeably exceed established expectations and standards for quality, quantity and timeliness; outcomes are well above fully competent performance; performs more than asked, explores improved methods of accomplishing tasks; small room for improvement.

- Explain what the established expectation/standards are and how employee is exceeding them.
- In what areas or how does the employee perform more than asked?
- What are some of the improved methods of accomplishing tasks; what efficiencies have been observed?

SCORE: 4 OUTSTANDING: Performance of job requirements exceeds established expectations or requirements for quality, quantity and timeliness; while performance at this level can still be improved, an employee at this level exceeds the performance expected of a fully capable employee in most aspects of job performance.

- Same as above, explain how established expectations or requirements are being exceeded.
- Discuss different aspects of job and relate how the employee is exceeding

SCORE: 3 PERFORMING WELL: Performance of job requirements achieves acceptable and standard results expected by the department. Periodic incidents of outstanding or problem work performance are typical in the class of work performed.

- The majority of employees should be performing at "meets requirements". UMD assumes employees are performing all aspects of their job according to the expectations outlined in their job description and by their supervisor when they receive this rating.

SCORE: 2 DEVELOPING: Performance of some job requirements is unacceptable and does not achieve results expected by the department. Incidents of problem work performance are not typical in the class of work performed and improvement is required.

- Supervisor must attach an improvement plan. The annual appraisal form should not be the first time an employee hears about requiring improvement in performing aspects of their job. The performance improvement plan will reinforce this message and provide guidance in assisting the employee to "meet requirements".

SCORE: 1 UNSATISFACTORY: Performance of job requirements is consistently unacceptable. Counseling and training has not resulted in improved work performance.

- Supervisor must attach an improvement plan. The annual appraisal is not the first time an employee should hear about unsatisfactory performance. This rating presumes the employee is already on a performance plan and may be undergoing coaching or progressive discipline related to performance. This improvement plan should have specific time frames and actions to be taken to move the employee's performance to require improvement or meets requirements.