

Performance Evaluation Ratings Guidance

There are six performance categories and five potential evaluation ratings. Each evaluation rating is assigned a point value as described below:

Evaluation Rating	Point Value
Exceptional	5
Exceeds Expectations	4
Meets / Proficient	3
Needs Improvement / Development	2
Unsatisfactory	1

Each performance category gets scored a point value between 1 and 5 (1-Unsatisfactory, 2-Needs Improvement/Development, etc.) and the final evaluation score is based on the manager rating for each category, not the employee self-rating.

This provides a total available point value of 30 (5 ratings x 6 performance categories). The final overall rating for an employee is based on the total points earned across the six performance categories. The total number of points is added up across the six performance categories and results in one of the following final evaluation outcomes:

Evaluation Rating	Total Point Range
Exceptional	30
Exceeds Expectations	24-29
Meets / Proficient	18-23
Needs Improvement / Development	12-17
Unsatisfactory	6-11

Employees receive an evaluation rating for each of the Six Performance Factors highlighted in the evaluation form, as well as an overall rating. The rating categories for both the individual and overall ratings are: Exceptional, Exceeds Expectations, Meets/Proficient, Needs Improvement/Development, or Unsatisfactory. The general guidelines for each of the evaluation ratings are as follows:

Exceptional

Employees in this category are proactive, keenly focused on what matters, and passionate to succeed. They demonstrate exemplary conduct for other staff to emulate; they serve as role models. They significantly exceed goals for the year as well as role expectations and requirements. They stand out above other staff. These employees constitute a small percentage (approximately 5% or less) of the total workforce.

Exceeds Expectations

Employees in this category consistently exceed job requirements, standards, and expectations.

Meets/Proficient

Employees in this category are performing satisfactorily, consistently meet and at times exceed standards, are fully competent in all the job's required skills and tools and exhibit a solid foundational knowledge and understanding of the job's required policies and procedures. This category represents the expected level of workplace performance, and these employees constitute a large percentage (approximately 80% or more) of the workforce.

Needs Improvement/Development

Employees in this category are not fully achieving their work duties; improvement is expected over the next 6 to 12 months.

Unsatisfactory

Employees in this category must complete a Performance Improvement Plan. This plan is developed to improve or correct poor performance, containing timelines that are outlined and monitored to measure the employee's progress. These employees constitute a small percentage (approximately 5% or less) of the total workforce.

Sample Evaluation

Below is a sample evaluation with corresponding point values. For example, the employee receiving this evaluation received an Exceptional rating in the Leadership, and Relationship Building and Teamwork categories for respective point values of 5. The employee received Exceeds Expectations in the Job Knowledge and Competency, and Communication categories for respective point values of 4. And the employee received Meets/Proficient in the Commitment to Civility and Diversity, and Customer Service/Customer Satisfaction categories for respective point values of 3. The total point value for all six categories was 24 which results in an overall rating of Exceeds Expectations.

Overall Ratings	Job Knowledge Competency	Leadership	Commitment to Civility and Diversity	Communication	Relationship Building and Teamwork	Customer Service / Customer Satisfaction
Exceptional		X (5)			X (5)	
Exceeds Expectations	X (4)			X (4)		
Meets / Proficient			X (3)			X (3)
Needs Improvement / Development						
Unsatisfactory						
Total Score:	24 (Exceeds Expectation)					