

WHEATON COLLEGE

PERFORMANCE EVALUATION DEFINITIONS

Human Resources

PERFORMANCE EVALUATION DEFINITIONS

Quality of work: accuracy, skill and thoroughness.

does not meet expectations:

Work is inconsistently performed. Needs to review quality standards and develop consistent work habits to ensure accuracy and completeness of work.

meets most expectations:

Most of work is performed within accepted quality standards. Occasionally work must be redone or is incomplete.

meets all expectations:

Work is consistently performed within accepted quality standards.

far exceeds expectations:

Work is consistently performed within accepted quality standards. In addition, extra precaution is taken to ensure that errors do not occur.

Volume of work: output, workload capacity.

does not meet expectations:

Workload is inconsistently produced. Needs to develop efficient work habits to ensure that work is completed within time expected.

meets most expectations:

Most of agreed-upon workload is produced. Occasionally work is not finished within time requested.

meets all expectations:

Agreed-upon workload is consistently produced.

far exceeds expectations:

Agreed-upon workload is consistently produced. In addition, extra work is accomplished due to the development and use of new, efficient work methods.

Effectiveness: Ability to bring assignments to successful completion, including ability to adapt methods to accommodate change.

does not meet expectations:

Work efforts accomplish inconsistent results. Needs to more carefully examine and evaluate options and outcomes.

meets most expectations:

Most of work efforts accomplish desired results. Occasionally problems are not anticipated or opportunities are missed.

meets all expectations:

Work efforts consistently accomplish desired results. Anticipates problems. Identifies opportunities.

far exceeds expectations:

Work efforts consistently accomplish desired results. In addition, makes extra effort to anticipate problems or actively seek opportunities. Adapts work efforts accordingly.

Initiative: Willingness to approach difficult, unusual and new assignments.

does not meet expectations:

Additional assignments are shunned or not completed when assigned. Needs to increase willingness to assume additional assignments.

meets most expectations:

Most of additional assignments are assumed willingly. Occasionally these assignments are not completed as requested or these additional assignments are not assumed willingly.

meets all expectations:

Additional assignments are consistently assumed willingly.

far exceeds expectations:

Additional assignments are consistently assumed willingly. In addition, seeks additional assignments without being asked.

Independence: Ability to carry out responsibilities and think problems through with minimal supervision.

does not meet expectations:

Requires supervision beyond what is expected based on level of training and experience. Needs to better apply job knowledge to responsibilities.

meets most expectations:

Most of responsibilities are carried out with minimal supervision.

meets all expectations:

Responsibilities are carried out with minimal supervision.

far exceeds expectations:

Responsibilities are carried out with minimal supervision. In addition, level of training and experience permits thinking and working ahead without direct supervision.

Judgment: Effectiveness in determining priorities and/or making decisions; and in dealing with complex or sensitive situations.

does not meet expectations:

Objectives are met inconsistently. Solutions do not identify the essential nature of the problem and do not eliminate the problem. Needs to find ways to appropriately assemble resources and to identify the true problem, study implications and options.

meets most expectations:

Priorities are determined so that most of objectives are met. Most problems are recognized and solved. May require assistance with those problems which are complex or sensitive.

meet all expectations:

Priorities are determined so that objectives are consistently met. Problems are recognized and solved, including those which are complex or sensitive.

far exceeds expectations:

Priorities are determined so that objectives are consistently met. In addition, non-routine or unplanned priorities are readily accommodated. Problems are recognized and solved, including those which are complex or sensitive. In addition, problems may be changed into positive opportunities and outcomes.

Teamwork: Quality of working relationships with coworkers and within department.

does not meet expectations:

Contributions to the team's effort are inconsistent, but tend to be either passive or disruptive. Needs to more actively and constructively participate with others to accomplish group responsibilities.

meets most expectations:

Individual work schedule is generally adjusted to meet team responsibilities. Contributions to group efforts may be inconsistent.

meets all expectations:

Individual work schedule is adjusted to meet team responsibilities. Actively contributes to group efforts.

far exceeds expectations:

Individual work schedule is adjusted to meet team responsibilities. Actively contributes to group efforts. In addition, goes out of his/her way to help others or the group.

Service: Quality of interactions with public, students and other departments.

does not meet expectations:

Work results are perceived by others as inconsistently meeting their needs. Complaints or concerns have been expressed. When others' perceived needs are not met, the reasons are not adequately explained to them. Needs to improve how messages and services are conveyed.

meets most expectations:

Work results are perceived by others as generally meeting their needs. An occasional complaint or concern may be expressed. When others' perceived needs are unable to be met, the reason may not be adequately explained to them.

meets all expectations:

Work results are perceived by others as meeting their needs. When others' perceived needs are unable to be met, they understand the reason why, even though they may not agree.

far exceeds expectations:

Work results are perceived by others as meeting their needs. In addition, others believe he/she has gone out of his/her way to help, as evidenced by comments or

notes. When others' perceived needs are unable to be met, they understand and accept reason why.

Communications: Quality of communications (oral and written expression).

does not meet expectations:

Communications are inconsistent in clarity and conciseness. Messages may be conveyed inaccurately or inappropriately. Needs to develop habits that prevent errors and ensure clarity in messages, including developing awareness of appropriate communication.

meets most expectations:

Most of communications are clear, concise, and recorded (as appropriate). Occasionally, messages are lost, misinterpreted, or conveyed inaccurately or inappropriately.

meets all expectations:

Communications are consistently clear and concise. Communications are recorded and conveyed appropriately.

far exceeds expectations:

Communications are consistently clear and concise. Communications are recorded and conveyed appropriately. In addition, goes out of her/his way to clarify the meaning of messages or to help others understand messages.

Supervision/Management: (if applicable) Ability to guide/motivate others to the successful accomplishment of a given task/job.

does not meet expectations:

Employees impede achievement of departmental/organizational objectives by causing problems or needing improvement. Needs to communicate departmental/organizational information. Needs to address performance issues and help employees achieve agreed-upon objectives; needs to take disciplinary action when required.

meets most expectations:

Employees generally accomplish departmental/organizational and personal performance objectives; however, there are some variations and inconsistencies that need to be addressed. Employees do not always have access to essential information.

meets all expectations:

Employees consistently accomplish departmental/organizational and personal performance objectives. Essential information is brought to employees' attention.

far exceeds expectations:

Employees consistently accomplish departmental/organizational and personal performance objectives. Essential information is brought to employees' attention. In addition, employees choose to make significant improvements and contributions to organizational performance beyond management's expectations. In addition, employees are encouraged to adapt information to improve department/organization.

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