

**PSU Performance Review for Classified Employees
EMPLOYEE HANDOUT – PERFORMANCE FACTORS**
(Revised 2/1/2005)

1. **Job Knowledge & Skills:** Evaluate the degree to which the employee demonstrates competence with methods, procedures, standard practices and techniques applied to the position and the degree the employee demonstrates an understanding of PSU policies, procedures, goals and purpose as required for this position. Competence may have been acquired by formal training, education, and/or experience.

Exceeds Expectations (<i>Demonstrates better than average knowledge and/or skills; discovers and implements improved methods of performing job duties.</i>)
Meets Expectations (<i>Demonstrates adequate knowledge and/or skills.</i>)
Does Not Meet Expectations (<i>Does not demonstrate required knowledge and/or skills to perform certain job duties.</i>)

2. **Quality of Work:** Evaluate the quality of work produced by the employee in accordance with the requirement for accuracy, completeness, and attention to detail.

Exceeds Expectations (<i>Produces high quality work with few errors.</i>)
Meets Expectations (<i>Produces satisfactory work with an acceptable number of errors.</i>)
Does Not Meet Expectations (<i>Produces marginal or unsatisfactory work with an unacceptable number of errors.</i>)

3. **Quantity of Work:** Evaluate the productivity of the employee considering the working conditions.

Exceeds Expectations (<i>Completes most tasks ahead of schedule; prioritizes and re-prioritizes tasks with little or no guidance; plans and organizes work with little or no guidance; is recognized as an "above-average" performer.</i>)
Meets Expectations (<i>Completes majority of work within time limits and by established deadlines; meets productivity goals.</i>)
Does Not Meet Expectations (<i>Does not complete work within time limits and by deadlines; output is generally unsatisfactory.</i>)

4. **Co-Workers and Supervisors Relationships:** Evaluate the demonstrated effectiveness of working relationships, including communication, with co-worker(s) and supervisor(s).

Exceeds Expectations (<i>Consistently communicates and works well with co-workers and supervisors.</i>)
Meets Expectations (<i>Generally communicates and works well with co-workers and supervisors.</i>)
Does Not Meet Expectations (<i>Does not effectively communicate or work well with co-workers and supervisors.</i>)

5. **Customer Relationships:** Evaluate the demonstrated effectiveness, including communication, with customers and the employee's focus on customer service. A customer includes, but is not limited to, PSU students, PSU employees, and other individuals not associated with PSU.

Exceeds Expectations (<i>Consistently communicates and works well with customers; consistently anticipates and meets customers' needs.</i>)
Meets Expectations (<i>Generally communicates and works well with customers; anticipates and meets customers' needs.</i>)
Does Not Meet Expectations (<i>Does not effectively communicate or work well with customers; does not meet customers' needs.</i>)

6. Attendance: Evaluate the employee’s attendance during his or her position’s work schedule, including arriving promptly, adhering to the work schedule and/or office hours and following procedures for requesting leave. Note that an employee cannot be disciplined for an FMLA approved absence.

Meets Expectations <i>(Generally arrives at work promptly and adheres to the work schedule/office hours; follows procedures for requesting leave; rarely has unauthorized absences.)</i>
Does Not Meet Expectations <i>(Does not arrive at work promptly or adhere to the work schedule/office hours; fails to follow procedures for requesting leave; frequently has unauthorized absences.)</i>

7. Care of Equipment: Evaluate the degree to which the employee uses and/or maintains equipment.

Meets Expectations <i>(Uses and/or maintains equipment appropriately and requests repairs in a timely manner.)</i>
Does Not Meet Expectations <i>(Fails to use and/or maintain equipment appropriately and request repairs.)</i>

8. Safety: Evaluate the degree to which the employee follows and promotes work and safety rules and instructions.

Meets Expectations <i>(Demonstrates an acceptable knowledge of safety rules, practices and instructions; promotes adherence to safety rules.)</i>
Does Not Meet Expectations <i>(Does not demonstrate an acceptable knowledge of safety rules, practices and instructions; fails to promote adherence to safety rules.)</i>

9. Leadership (Required for Supervisors): Evaluate the demonstrated effectiveness in influencing, supporting and evaluating the productivity of employees.

Exceeds Expectations <i>(Encourages staff development; promotes departmental initiatives; makes effective decisions; uses resources wisely; often delegates; fosters effective communication; demonstrates professional treatment of workers.)</i>
Meets Expectations <i>(Supports co-workers; makes good decisions; generally uses resources wisely; delegates routine tasks; demonstrates acceptable communication skills; treats workers well.)</i>
Does Not Meet Expectations <i>(Neglects co-worker’s needs; makes poor decisions for the unit; uses resources poorly; does not delegate appropriately; demonstrates poor communication skills; discourages workers or fails to treat them professionally.)</i>