## UWG Staff Performance Evaluation Structure

### BEST PLACE TO WORK STANDARDS:
These standards depict how job performance and role management are expected to align with UWG’s core values.

<table>
<thead>
<tr>
<th>Standards of Practice</th>
<th>Definitions</th>
<th>UWG Values</th>
<th>Sample Meaning (These examples provide direction and are not intended to be an exhaustive list.)</th>
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</thead>
</table>
| **Accountability**     | Understand job roles and accept personal responsibility | Achievement Integrity Sustainability Innovation | • Complete jobs by being a good steward of resources  
• Do what you say you will do when you say you will do it  
• Own your own mistakes without shifting blame to others  
• Pay attention to details and all aspects of a task that must be done  
• Think about all possible solutions before turning issues over to others  
• Take responsibility for your own development |
| **Communication**      | Effectively interact with others and share information | Caring Collaboration Inclusiveness Wisdom | • Actively listen without interrupting and without judgment  
• Ask questions to seek a clear understanding of a particular situation  
• Use the most appropriate form of communication for the situation  
• Engage in honest two-way communication  
• Communicate the right message in the right way at the right time for the right reasons  
• Use a pleasant tone and approach with others  
• Include all relevant stakeholders for a given situation  
• Demonstrates verbal and written clarity of information |
| **Professionalism**    | Commitment to organizational and individual excellence | Integrity Wisdom Caring Achievement Innovation | • Follow internal policies and procedures  
• Demonstrate commitment to providing excellent service  
• Be respectful and considerate of where you work and who you work with  
• Show a positive attitude at work  
• Do what is needed to achieve at your highest potential  
• Be adaptable and flexible to support the unit to achieve goals  
• Take personal ownership toward time management  
• Maintain confidentiality and respect privacy at all times |
| **Teamwork**           | Collaborate and achieve common outcomes | Collaboration Caring Wisdom Inclusiveness Sustainability | • Seek input from others and value other’s opinions and ideas  
• Work together and not against each other  
• Proactively work together within units and across units to achieve common goals  
• Be open to feedback and input from others  
• Consider and value perspectives different from your own  
• Display a positive and empathetic attitude toward others  
• Work together in a supportive manner by being dependable, trustworthy, & flexible |
### JOB PERFORMANCE STANDARDS:
Knowing what to do and why you are doing it. How are you meeting the expectations of your role?

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| Quality of Work           | • Completes work with accuracy  
• Completes work with thoroughness  
• Completes work in a timely manner  
• Maintains the ability to make reasonable decisions |
| Quantity of Work          | • Maintains a high level of productivity aligned to job responsibilities  
• Uses work time productively  
• Completes work in a timely manner  
• Produces satisfactory outcomes during a reasonable amount of time |
| Job Knowledge             | • Demonstrates competence with the knowledge, skills and abilities needed to complete job responsibilities  
• Possesses an understanding of the job procedures and methods to produce unit outcomes  
• Demonstrates the ability to productively work with supervisors, co-workers and students |
| Achievement of Outcomes   | • Demonstrates ability to contribute to the unit outcomes  
• Demonstrates actions that support others to achieve unit outcomes  
• Engages in the work environment to support continuous improvement  
• Engages in non-routine activities to enhance the unit outcomes |

### GOALS:
- Help us define and identify what we intend to accomplish
- Actions that move the university, division, or department goals towards achievement
- Assists to ensure good communication between employees and supervisors

### WHEN ESTABLISHING GOALS:
Remember to be SMART: Specific, Measurable, Attainable, Results-Focused, Time-Based.

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| Specific    | • Simplistically written and clearly defines what you are going to do  
| Measurable  | • Begin with the end in mind. How will achievement of the goal be determined at the end of the evaluation period?  
| Attainable  | • Goals should create a challenge to a small degree so that growth is accomplished and should be well-defined with an action plan in mind to achieve the goal  
| Results-Focused | • Measure outcomes and not activities. What is the reason for the goal? How does it align with departmental and organizational mission?  
| Time-Based  | • Link goals to timeframes to create a practical sense of urgency and action plan |

### PERFORMANCE RATING SCALE:

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<th>Skill Level</th>
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| Significantly Exceeds Expectations | At least 97% of the time the skill is evident  
Employee exceeded all performance expectations and was an exceptional contributor to the success of the department and to UWG. Demonstrates role model behaviors. |
| Exceeds Expectations               | At least 85% of the time the skill is evident  
Employee met and exceeded most of the established performance expectations and contributes regularly to departmental goals. |
| Meets Expectations                 | At least 70% of the time the skill is evident  
Employee met most of the performance expectations and exhibits solid performance in their job duties. |
| Needs Improvement                  | At least 50% of the time the skill is evident  
Employee met some of the performance expectations (approximately 50%) and needs significant improvement in critical areas of expected job results or behavior. Performance Improvement Plan needed in areas of opportunity. |
| Unsatisfactory                     | Less than 50% of the time the skill is evident  
Employee met less than 50% of performance expectations. Overall Performance Improvement Plan required. |