

Performance Level Guidelines – Classified Staff

The following definitions are provided to help define the five rating levels in the Lane Classified Staff Performance Review Instrument. This is offered as a guideline. It is not expected that staff meet ALL examples in a ratings category.

5 = Significantly Exceeds Expectations

Behaviors that demonstrate exceptional initiative and creativity in furthering the Lane Strategic Directions. Examples of behaviors that significantly exceed expectations include, but are not limited to...

- Identification of new approaches that improve efficiency without compromising service
- Information sharing that contributes to fully informed decision-making
- Demonstrations of expertise in his/her job area
- Willingness to mentor others, providing feedback that builds confidence and competence
- Ability to positively influence others to think beyond the details of the job and work toward overall goals of the division/department, and the College
- Ability to manage change and integrate new approaches into work assignments
- Extraordinary demonstrations of initiative that have resulted in an inclusive work climate

4 = Exceeds Expectations

Behaviors that demonstrate a college-wide perspective in the performance of job responsibilities. Examples of behaviors that exceed expectations include, but are not limited to...

- Performing assigned responsibilities in a manner that often exceeds communicated standards
- Sharing information to assure expectations are understood
- Demonstrations of initiative to seek information or clarification of policies, procedures, or objectives
- Flexibility in responding to changing conditions
- Anticipates problems and suggests, or where appropriate, independently takes action
- Keeps supervisor and team informed of progress, problems, strengths, and challenges, and solicits solutions from the team, where appropriate
- Sets challenging goals and achieves them

3 = Meets Expectations

Behaviors demonstrate skills in meeting assigned responsibilities. Examples of behaviors that meet expectations include, but are not limited to...

- Performs assigned responsibilities consistently well
- Demonstrates good work habits, following established work schedule and completing projects and tasks thoroughly
- Meets deadlines and produces consistently acceptable levels of productivity
- Provides reliable input and recommendations
- Is a solid member of the division/department team, learning from mistakes and contributing in a positive way to the overall work climate in the division/department
- Demonstrates interest in developing knowledge and skills
- Makes progress toward identified goals in previous performance review

2 = Partially Meets Expectations

Behaviors are inconsistent in meeting assigned responsibilities; knowledge and skills are evident, work ethic or confidence may prevent full use of the knowledge and skills. Examples of behaviors that partially meet expectations include, but are not limited to...

- Has potential for high levels of productivity, but is inconsistent in performance of assigned responsibilities
- Inability to utilize avenues of support, or unwillingness to ask for help
- Inconsistency in communicating essential information to employees involved in projects

- May be present and punctual and demonstrate good interpersonal skills, but technical abilities are inconsistent
- Need for improvement and development has been periodically communicated to the supervisor, a plan of action has been put in place to correct deficiencies, and the supervisor sees progress in the employee correcting the identified performance

1 = Does Not Meet Expectations

Behaviors are unsatisfactory when the employee has not responded to constructive feedback, and performance needs to improve. Examples of behaviors that do not meet expectations include, but are not limited to...

- Specific, repeated behaviors that do not meet expectations communicated to the employee by the supervisor, both verbally, and in writing, along with suggestions for improvement; performance cited may include work habits, behaviors that impact customers, co-workers, or the general work environment