

# Engage West

# Leading the Pack



## 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.

Standards of Practice	Definitions	UWG Values	Sample Meaning <i>(These examples provide direction and are not intended to be an exhaustive list.)</i>
<b>Accountability</b>	Understand job roles and accept personal responsibility	Achievement Integrity Sustainability Innovation	<ul style="list-style-type: none"> <li>• Complete jobs by being a good steward of resources</li> <li>• Do what you say you will do when you say you will do it</li> <li>• Own your own mistakes without shifting blame to others</li> <li>• Pay attention to details and all aspects of a task that must be done</li> <li>• Think about all possible solutions before turning issues over to others</li> <li>• Take responsibility for your own development</li> </ul>
<b>Communication</b>	Effectively interact with others and share information	Caring Collaboration Inclusiveness Wisdom	<ul style="list-style-type: none"> <li>• Actively listen without interrupting and without judgment</li> <li>• Ask questions to seek a clear understanding of a particular situation</li> <li>• Use the most appropriate form of communication for the situation</li> <li>• Engage in honest two-way communication</li> <li>• Communicate the right message in the right way at the right time for the right reasons</li> <li>• Use a pleasant tone and approach with others</li> <li>• Include all relevant stakeholders for a given situation</li> <li>• Demonstrates verbal and written clarity of information</li> </ul>
<b>Professionalism</b>	Commitment to organizational and individual excellence	Integrity Wisdom Caring Achievement Innovation	<ul style="list-style-type: none"> <li>• Follow internal policies and procedures</li> <li>• Demonstrate commitment to providing excellent service</li> <li>• Be respectful and considerate of where you work and who you work with</li> <li>• Show a positive attitude at work</li> <li>• Do what is needed to achieve at your highest potential</li> <li>• Be adaptable and flexible to support the unit to achieve goals</li> <li>• Take personal ownership toward time management</li> <li>• Maintain confidentiality and respect privacy at all times</li> </ul>
<b>Teamwork</b>	Collaborate and achieve common outcomes	Collaboration Caring Wisdom Inclusiveness Sustainability	<ul style="list-style-type: none"> <li>• Seek input from others and value other's opinions and ideas</li> <li>• Work together and not against each other</li> <li>• Proactively work together within units and across units to achieve common goals</li> <li>• Be open to feedback and input from others</li> <li>• Consider and value perspectives different from your own</li> <li>• Display a positive and empathetic attitude toward others</li> <li>• Work together in a supportive manner by being dependable, trustworthy, &amp; flexible</li> </ul>

## JOB PERFORMANCE STANDARDS:

Knowing what to do and why you are doing it. How are you meeting the expectations of your role?

Area	Description
Quality of Work	<ul style="list-style-type: none"> <li>• Completes work with accuracy</li> <li>• Completes work with thoroughness</li> <li>• Completes work in a timely manner</li> <li>• Maintains the ability to make reasonable decisions</li> </ul>
Quantity of Work	<ul style="list-style-type: none"> <li>• Maintains a high level of productivity aligned to job responsibilities</li> <li>• Uses work time productively</li> <li>• Completes work in a timely manner</li> <li>• Produces satisfactory outcomes during a reasonable amount of time</li> </ul>
Job Knowledge	<ul style="list-style-type: none"> <li>• Demonstrates competence with the knowledge, skills and abilities needed to complete job responsibilities</li> <li>• Possesses an understanding of the job procedures and methods to produce unit outcomes</li> <li>• Demonstrates the ability to productively work with supervisors, co-workers and students</li> </ul>
Achievement of Outcomes	<ul style="list-style-type: none"> <li>• Demonstrates ability to contribute to the unit outcomes</li> <li>• Demonstrates actions that support others to achieve unit outcomes</li> <li>• Engages in the work environment to support continuous improvement</li> <li>• Engages in non-routine activities to enhance the unit outcomes</li> </ul>

## 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.

Area	Description
Specific	<ul style="list-style-type: none"> <li>• Simplistically written and clearly defines what you are going to do</li> </ul>
Measurable	<ul style="list-style-type: none"> <li>• Begin with the end in mind. How will achievement of the goal be determined at the end of the evaluation period?</li> </ul>
Attainable	<ul style="list-style-type: none"> <li>• 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</li> </ul>
Results-Focused	<ul style="list-style-type: none"> <li>• Measure outcomes and not activities. What is the reason for the goal? How does it align with departmental and organizational mission?</li> </ul>
Time-Based	<ul style="list-style-type: none"> <li>• Link goals to timeframes to create a practical sense of urgency and action plan</li> </ul>

## PERFORMANCE RATING SCALE:

Skill Level	Description
Significantly Exceeds Expectations	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	Employee met and exceeded most of the established performance expectations and contributes regularly to departmental goals.
Meets Expectations	Employee met most of the performance expectations and exhibits solid performance in their job duties.
Needs Improvement	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	Employee met less than 50% of performance expectations. Overall Performance Improvement Plan required.