

## How is Performance Rated?

During an annual review, employees and their managers rate the employee's performance based on Goals, Major Responsibilities, and Competencies. In this guide, you will learn how to use the 5-point rating scale to evaluate and rate an employee's performance in each of these areas.

## How Are Rating Scales Used?

The 5-point scale is used to value performance around a central "Meets Expectations" level of performance. This means that a rating of 3.0 meets all expected standards for a position.

Read the detailed description for each of the point values prior to selecting a rating for each Goal, Major Responsibilities, and Competencies section. Provide specific examples in the comments sections to substantiate all ratings.

## Differentiating Between Employees

Managers are expected to differentiate ratings between employees based on employee performance and contribution levels. It is unlikely that all employees in any one office or functional area will receive the exact same ratings. The employee and manager should choose the rating that most accurately reflects the employee's level of progress towards meeting all established performance criteria, considering the entire performance cycle.

### 5-Point Rating Scale

**1.0 Unsatisfactory:** Performance must improve significantly within a reasonable period of time if the individual is to remain in this position. Employee is not performing to the requirements of the job.

**2.0 Needs Improvement:** Performance is noticeably less than expected. Usually performs to and meets job requirements, however the need for further development and improvement is clearly recognized.

**3.0 Meets Expectations:** Performance clearly and fully meets all the requirements of the position in terms of quality and quantity of work. It is described as good, solid performance. Minor deviations may occur, the overall level of performance meets or slightly exceeds all position requirements.

**4.0 Exceeds Expectations:** Performance frequently exceeds job requirements. Accomplishments are regularly above expected levels. Performance is sustained and uniformly high with thorough and on time results.

**5.0 Highly Exceeds Expectations:** Performance levels and accomplishments far exceed normal expectations. This category is reserved for the employee who truly stands out and clearly and consistently demonstrates exceptional accomplishments in terms of quality and quantity of work that is easily recognized as truly exceptional by others.