

PERFORMANCE LEVEL GUIDELINES FOR COCC CLASSIFIED STAFF

The following definitions are provided as a guideline to help define the five rating levels in the Central Oregon Community College Classified Staff Performance Review Instrument.

5 = Performance consistently exceeds requirements of the job function

Actions that demonstrate exceptional initiative and creativity in furthering the [mission of the College](#). Examples of actions 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
- 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 handle change and integrate new approaches into work assignments
- Extraordinary demonstrations of initiative that have contributed to a collaborative work climate

4 = Performance consistently meets requirements, at times exceeds

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

- Performing assigned responsibilities in a manner that often exceeds communicated standards
- Demonstrations of initiative to seek information or clarification of policies, procedures, or objectives
- Flexibility in responding to changing conditions
- Anticipates problems and suggests action, 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 = Performance consistently meets requirements of the job

Actions demonstrate skills in meeting assigned responsibilities. Examples of actions 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

PERFORMANCE LEVEL GUIDELINES FOR COCC CLASSIFIED STAFF *Continued*

2 = Performance inconsistently meets requirements of the job (UNSATISFACTORY)

Actions 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 actions 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
- Complains often about responsibilities or other people

NOTE: If an employee receives this rating for one job function, the supervisor needs to address the performance and work with the employee on an informal improvement plan. **See below for overall rating implications.**

1 = Performance is unsatisfactory

Performance may be considered unsatisfactory when:

- Specific, repeated actions do not meet expectations that have been communicated to the employee by the supervisor (verbally or in writing).
- Quality of work, productivity, and/or behaviors need to improve substantially.

NOTE: If an employee receives this rating for one job function, the supervisor needs to address the performance and work with the employee on an informal improvement plan. **See below for overall rating implications.**

Overall Performance Rating

The *overall rating* for the performance appraisal should reflect your overall assessment of the employee's performance and behaviors as they relate to the job description and your stated expectations of work performance for the rating period (January – December).

The overall rating is NOT a numerical average of the individual rates.

If the overall rating is expected to be a 2 / 2.5 or below, contact Human Resources immediately for guidance on setting a performance improvement plan and for information on the potential salary impact on the employee should he/she fail to raise performance to a level of 3 or above by June 30th. Also refer to Article 27, Section 9 of the Classified Bargaining Agreement for details.