



# MPP EVALUATIONS: DEFINITIONS OF RATINGS

**OUTSTANDING:** Performance that exceeds expectations and is consistently outstanding due to exceptionally high quality of work performed in all essential areas of responsibility, resulting in contributions with tremendous and positive impact to the department/university.

- Significantly and consistently exceeds expectation(s) by producing a high quality and quantity of work.
- Undertakes additional job functions/duties, through their own initiative, that further the goals of and make significant contributions to the department, division, and organization.
- Is dependable, highly reliable and follows through on all provided or otherwise undertaken assignments and is effective in a variety of settings including one on one communications, writing skills, correspondence, and public situations.
- Demonstrates exceptional in-depth knowledge of their job functions/duties and is highly recognized by others within the CSU community or within their area of expertise as an authority in their area of work.
- Exhibits model behavior that exemplifies the values and qualities of the organization and that is worthy of emulation by supervisors/staff members.
- Skillfully and in a highly reliable manner handles multiple and varied types of tasks with competing priorities.
- Skillfully resolves conflict in the midst of differing opinions by creatively developing a compromise within competing interests.
- Exhibits teamwork or is a team player in varied settings and influence others to work collaboratively to bring about a positive impact while furthering the goals of the department, division and organization.

**EXCEEDS EXPECTATIONS:** Performance that consistently fulfills the job requirements and exceeds expectations in all essential areas of responsibility, and the quality of work overall was excellent.

- Routinely meets and exceeds expectations and role requirements by producing a high quality of work on a consistent basis.
- Possesses full knowledge of their job functions/duties, as well as, other related aspects of the department, division, and organization, with the ability to explain and articulate such aspects clearly to others.
- Is dependable, highly reliable and follows through on all assignments.
- Is recognized by peers, managers, students and other customers/personnel as collaborative, skilled, and reliable.
- In representing the department, division or organization, effectively interacts with peers, managers, colleagues, other CSU staff, students, parents, and the public.
- Consistently exhibits model behavior that exemplifies the values and qualities of the organization.

**MEETS EXPECTATIONS:** Performance that consistently fulfills the job requirements in all essential areas of responsibility, at times possibly exceeding expectations, and the quality of work overall was very good.

- Competently performs job functions/duties on a day to day basis and regularly meets expectations and job description requirements with some tasks performed beyond expectations.
- Consistently demonstrates full knowledge of their job functions/duties.
- Is recognized by peers, managers, students and other customers/personnel as collaborative, skilled, and reliable.
- Regularly interacts effectively with peers, managers, colleagues, other CSU staff, students, parents, and the public.
- Exhibits teamwork or is a team player in varied settings and works collaborates with others.

**NEEDS IMPROVEMENT:** Performance that does not consistently meet the job requirements – performance failed to meet expectations in one or more essential areas of responsibility, and/or one or more of the most critical goals were not met.

- Assignments/tasks are not consistently completed timely and accurately even when provided additional training and/or time extensions.
- Inconsistently demonstrates the skills and abilities to perform job functions/duties or responsibilities satisfactorily.
- Demonstrates minimal initiative to improve performance on a consistent basis.
- Requires frequent supervision on routine activities due to low performance or skill level even when provided additional coaching and training opportunities.
- Engages in less effective or less than positive interactions with peers, colleagues, management, students or members of the CSU community.

**UNSATISFACTORY:** Performance that consistently fails to meet the job requirements in most essential areas of responsibility, and/or reasonable progress toward critical goals was not made.

- Consistently fails to competently complete their assignments/tasks and consistently fails to produce quality work product even when provided additional training and/or time extensions.
- Consistently fails to meet expectations and job description requirements.
- Works at a level of minimum standards, with inconsistent productivity.
- Fails to possess full knowledge of their job functions/duties.
- Ineffectively interacts with peers, managers, other CSU staff, students, parents, or the public.
- Takes little or no initiative, even with prompting to improve their performance.

