



SHRA Individual Goals – Rating Scale

Excerpt from [SHRA Performance Appraisal Policy](#)

Rating Scale for Individual Goals: Each goal shall be rated using the standardized 3-point scale below. Ratings shall be consistent with the expectation levels established in the performance plan.

NOT MEETING EXPECTATIONS	MEETING EXPECTATIONS	EXCEEDING EXPECTATIONS
Employee often performs below the level defined in the performance plan in terms of quantity, quality, timeliness, cost, and customer satisfaction due to the employee's lack of effort or skills.	Employee generally performs at the level defined in the performance plan in terms of quantity, quality, timeliness, cost, and customer satisfaction due to the employee's own effort and skills.	Employee consistently exceeds the level defined in the performance plan in terms of quantity, quality, timeliness, cost, and customer satisfaction due to the employee's own effort and skills.
Employee has a performance deficiencies that have not improved after receiving corrective feedback by the manager/supervisor, and/or increased oversight is required to ensure work is being accomplished.	Employee is responsive to guidance and feedback from the supervisor such that only moderate oversight is required to ensure sufficient work is being accomplished.	Employee's work performance is consistently characterized by exceptionally high quality work accomplished with minimal oversight.