

**CSUEU Staff Performance Evaluation:
Core Performance Dimensions Definitions**

Quality	Effectively produces a caliber of work consistent with goals for position and departmental standards; completes work thoroughly and accurately; pays attention to detail; contributes to the improvement of the quality of services provided by the University. Consider the amount of supervisory review required to assure satisfactory work quality. Adheres to, and supports, Federal, State, and University safety standards and practices.
Quantity	Produces quantity of work consistent with the standards and/or goals for this position. Observe the amount or closeness of supervision needed to obtain this quantity of output. Utilizes time effectively by performing other jobs related to tasks that may arise unexpectedly.
Job Knowledge/ Skills	Demonstrates the appropriate specialized knowledge required to perform all phases of the job; effectively performs duties and responsibilities; keeps current with new developments in areas of responsibility. Understands technical issues of the position and properly applies fundamentals, techniques and procedures. Demonstrates appropriate level of knowledge regarding applications, policies, laws, procedures, and/or regulations.
Problem Solving	Accurately anticipates and identifies problems; gathers facts and analyzes causes; evaluates alternative solutions; anticipates consequences; takes or recommends actions; follows up to ensure problem resolution.
Time Management	Effectively anticipates conditions, plans ahead, establishes priorities and meets deadlines. Develops and evaluates course(s) of action with realistic objectives and time frames. Produces services/output efficiently. Consider the employee's work attendance and punctuality specifically the number of unexcused absences or excessive absenteeism; patterned absences.
Initiative	Independently identifies tasks to be performed, originates or develops ideas, and makes sure that tasks are completed satisfactorily. Performs duties promptly and efficiently. Recognizes when help is required and when to ask for guidance. Demonstrates self-reliance by taking independent action in making improvements to work methods, identifying and correcting errors, and initiating work activities. Demonstrates willingness to make suggestions and/or exercise resourceful solutions to problems and task.
Work Relationships	Shares information and resources with others; gives timely responses to request made by others; interacts well with all individuals; able to establish trust and openness with others. Establishes and maintains cooperative working relationships with all co-workers and other members of the University. Demonstrates sensitivity and awareness in relating to people of diverse backgrounds. Manages conflict constructively. Where applicable, demonstrates ability to effectively provide lead direction to subordinates and to improve work methods and results.
Communication Skills	Effectively conveys ideas, information, and/or instructions to others; listens attentively and clarifies information when necessary; participates in meetings effectively. Provides clear, concise, and effective oral and written communications. Consistently listens and checks for understanding when communicating with all people. Keeps co-workers, supervisors, and subordinates adequately informed of new information.
Customer Service	Effectively represents the University to students, parents, faculty, staff, the public, outside agencies and other customers of the University; understands and constructively responds to customer needs. Internal customers can also mean providing service to employees outside the work unit. Listens carefully and responds to customer requests and problems; delivers friendly, courteous service to customers; demonstrates a commitment to increasing customer satisfaction. Provides consistent service using tact, courtesy, self-control, patience, and discretion during interactions with all customers. Projects appropriate professional appearance for the position, work area and the image of the University and is appropriately groomed.