

Performance Management Evaluation Rating Scale

The below rating scale reframes the middle ratings as a positive norm, while clarifying the ratings on either end in terms of performance. Including definitions/descriptions of the ratings will help to define the appropriate rating for performance and allows for more consistency across the Commonwealth.

Rating	Definition
Exceptional Performance	Employee consistently exceeds all performance expectations. Performance represents an extraordinary level of achievement and commitment. Employee demonstrates role model behaviors.
Distinguished Performance	Employee often exceeds most performance expectations. Goals and tasks are accomplished above the required standards. Employee demonstrates a desire and ability to excel.
Valued Performance	Employee exceeds some performance expectations. Employee is well regarded by peers and stakeholders.
Satisfactory Performance	Employee meets performance expectations. Employee is a consistent contributor to the success of the organization.
Needs Improvement Performance	Employee inconsistently achieves expected performance and does not meet some performance expectations. Employee needs to improve performance of job tasks or competencies.
Unacceptable Performance	Employee rarely achieves expected performance and does not meet all or most of the performance expectations. Employee needs to improve performance significantly of job tasks or competencies.