



PERFORMANCE MANAGEMENT GUIDELINES

Needs Improvement	Satisfactory	Exceeds Expectations
Performance is Below Established Expectations	Successfully Meets Established Expectations	Performance Exceeds Established Expectations
<i>The employee is inconsistent in meeting established expectations in terms of results, consistent work quality, quantity, and timeliness in one or more areas of responsibility. Behavior may not be consistent with NBCC's mission and values. Continued development and improvement are required in key areas of the work to successfully meet expectations.</i>	<i>The employee meets established expectations as measured by results, work quality, quantity, and timeliness in areas of responsibility. Exhibits proficiency in most dimensions of the work performed, achieves, and occasionally exceeds established goals. Demonstrates behaviors consistent with NBCC's mission and values</i>	<i>The employee exceeds established expectations as measured by results, consistent work quality, quantity, and timeliness in most areas of responsibility. Exhibits mastery in most dimensions of the work performed, making a significant contribution in support of the department, division and/or College goals. Sets an excellent example of behaviors consistent with NBCC's mission and values.</i>

	Needs Improvement	Satisfactory	Exceeds Expectations
Educational – Instructional	0	1 Step	0
Education – Consultation & Development	0	1 Step	
Operational Services	Rating Only – Not Applicable		
Administrative and Program Support Services	0	1 Step	2 Steps
Information Technology	0	1 Step	2 Steps
Management & Non-Union	0	2 Steps	3- 5 Steps

*** Exceptional Performance rating of 4% in the form of a re-earnable payment for groups: Administrative and Program Support Services, Education Consultation and Development and Information Technology