**Performance Review and Development Process**  
University of Maryland  
Nonexempt Staff Employee Form

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th>Supervisor:</th>
</tr>
</thead>
<tbody>
<tr>
<td>UID:</td>
<td>Rating Cycle:</td>
</tr>
<tr>
<td>Job Title:</td>
<td>Date of Final Review:</td>
</tr>
<tr>
<td>Division/Department:</td>
<td>Section/Unit:</td>
</tr>
</tbody>
</table>

1. **Expectation-Setting** meeting held and job priorities discussed:

   Date  Employee’s Signature  Supervisor’s Signature

2. **Midway Feedback** meeting held:

   Date  Employee’s Signature  Supervisor’s Signature

3. **Final Performance Review** meeting held:

   Date  *Employee’s Signature  Supervisor’s Signature

(“The employee’s signature indicates only that the performance appraisal was held; it does not necessarily indicate agreement with the performance appraisal.”)

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**Final Overall Performance Rating for PRD Cycle**

The supervisor must assign an overall rating to the employee’s cumulative performance throughout the review cycle. The determination of the overall PRD rating shall be consistent with the rating scale below.

- [ ] Meets Expectations
- [ ] Does Not Meet Expectations

<table>
<thead>
<tr>
<th>Final Rating Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Meets Expectations</strong></td>
</tr>
<tr>
<td>The employee consistently <em>meets or exceeds</em> job performance standards in most or</td>
</tr>
<tr>
<td>all important areas of the job. Performance is satisfactory for this rating period.</td>
</tr>
<tr>
<td><strong>Does Not Meet Expectations</strong></td>
</tr>
<tr>
<td>The employee <em>does not meet</em> job performance standards in important areas of the</td>
</tr>
<tr>
<td>job. Performance improvement is needed.</td>
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</tbody>
</table>

The employee and supervisor are: [ ] in agreement, or [ ] not in agreement with the overall performance review rating. If there is not agreement, the area(s) of disagreement may be indicated, as follows:

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4. **Next Level Supervisor (or Designee) Review of Final PRD Rating:**

   Date  Reviewer’s Name (Print)  Reviewer’s Signature
PRD PERFORMANCE FACTOR RATING SCALE

<table>
<thead>
<tr>
<th>Meets Expectations</th>
<th>The employee consistently meets or exceeds job performance standards in most or all important areas of the factor. Performance is satisfactory for factor.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does Not Meet Expectations</td>
<td>The employee does not meet job performance standards in important areas of the factor. Performance improvement is needed.</td>
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PERFORMANCE FACTORS

1. CUSTOMER SERVICE
   Understanding the needs of the internal and external customers; making special efforts to be responsive in meeting their needs and in building customer satisfaction.
   A. Definition of “Meets Expectations”:

   B. Comments on Performance:

2. COOPERATION AND TEAMWORK
   Putting the group’s success ahead of personal goals; sharing information and resources with others; giving timely responses to requests made by others; promoting teamwork; exhibiting positive attitudes during times of change; taking on new tasks with enthusiasm and energy.
   A. Definition of “Meets Expectations”:

   B. Comments on Performance:

3. COMMUNICATION
   Speaking clearly, concisely, and using words easily understood; exchanging ideas with others; listening to understand meaning of oral material; using appropriate style, format, spelling, grammar; writing in a clean, concise, and appropriate manner.
   A. Definition of “Meets Expectations”:

   B. Comments on Performance:
PERFORMANCE FACTORS (Continued)

4. ATTENDANCE AND PUNCTUALITY
   Coming to work regularly without excessive absences; maintaining assigned work schedules.
   A. Definition of “Meets Expectations”:

<table>
<thead>
<tr>
<th>Attendance and Punctuality Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Checkmark]</td>
</tr>
<tr>
<td>Meets Expectations</td>
</tr>
</tbody>
</table>

   B. Comments on Performance:

   5. QUALITY OF WORK
   Completing work thoroughly, accurately, neatly, and according to specifications; producing output with minimal errors.
   A. Definition of “Meets Expectations”:

<table>
<thead>
<tr>
<th>Quality of Work Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Checkmark]</td>
</tr>
<tr>
<td>Meets Expectations</td>
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</tbody>
</table>

   B. Comments on Performance:

   6. QUANTITY OF WORK
   Consistently producing a high volume of acceptable work; producing services output quickly and efficiently.
   A. Definition of “Meets Expectations”:

<table>
<thead>
<tr>
<th>Quantity of Work Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Checkmark]</td>
</tr>
<tr>
<td>Meets Expectations</td>
</tr>
</tbody>
</table>

   B. Comments on Performance:
PRD PERFORMANCE FACTOR RATING SCALE

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<tr>
<th>Meets Expectations</th>
<th>The employee consistently <em>meets or exceeds</em> job performance standards in most or all important areas of the factor. Performance is satisfactory for factor.</th>
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<tbody>
<tr>
<td>Does Not Meet Expectations</td>
<td>The employee <em>does not meet</em> job performance standards in important areas of the factor. Performance improvement is needed.</td>
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PERFORMANCE FACTORS (Continued)

7. JOB KNOWLEDGE
   Understanding job procedures, policies, and responsibilities; keeping up-to-date technically; acting as a resource person on whom others rely for assistance.

A. Definition of “Meets Expectations”:

   ![Job Knowledge Rating]

B. Comments on Performance:

8. SUPPLEMENTARY PERFORMANCE FACTOR/PROJECT

A. Definition of “Meets Expectations”:

   ![Supplementary Performance Factor Rating]

B. Comments on Performance:

9. SUPPLEMENTARY PERFORMANCE FACTOR/PROJECT

A. Definition of “Meets Expectations”:

   ![Supplementary Performance Factor Rating]

B. Comments on Performance:
1. Employee’s major strengths during PRD rating cycle:

2. Areas for improvement/enhancement (if any):

3. Action Plan:
   What action should be taken by the employee and/or supervisor to improve the employee's performance to help achieve the goals during the next performance period?

   Or, what professional development opportunities may be appropriate for the employee that may lead to broader professional growth and development?

<table>
<thead>
<tr>
<th>Employee:</th>
<th>Action Plan</th>
<th>Timeframe</th>
<th>Recommended or Mandatory?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td>Supervisor Comments: (may include commitments)</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>