

**San José State University**  
**UNIT 4 (ACADEMIC PROFESSIONALS OF CALIFORNIA)**  
**PERFORMANCE CRITERIA**

The following performance criteria are to be used in the evaluation process for all Unit 4 employees, as determined through the California State University (CSU) Collective Bargaining Process.

1. Quality
2. Quantity
3. Professional Judgement and Responsibility
4. Specific Contributions to the campus/CSU and/or community in areas directly related to the employee's work assignment

**Under each of the four performance criteria, examples are given to assist evaluators in determining how an employee may demonstrate proficiency.**

**1. Quality**

Work conforms to established University standards and procedures.

Is knowledgeable in the latest techniques, skills, and methods pertinent to the assigned area of responsibility.

Uses/demonstrates the skills and tools necessary to perform job effectively.

Makes effort to stay current in field.

**2. Quantity**

Meets deadlines and completes assignments within specified time frames.

Uses time and resources effectively to meet goals.

Can plan, organize, and prioritize work effectively.

Begins and completes work requirements without direct prompting from others.

Can handle multiple tasks and responsibilities and is willing to take on new challenges.

**3. Professional Judgment and Responsibility**

Accepts responsibility for all aspects of job and is willing to be held accountable for job-related decisions and actions.

Is able to adapt to new situations and changing work priorities and responsibilities when needed.

Makes positive use of suggestions and utilizes input from others to learn new skills, concepts, and processes

Can identify and analyze problems and present solutions.

Organizes thoughts and presents ideas clearly and concisely in both written and oral form.

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Demonstrates ability to listen and offer sound feedback.

Maintains positive communication and relationships with outside contacts and customers.

Keeps management and peers well informed.

Works effectively with other employees.

Gives assistance to others when needed.

Shares credit and can balance individual and team goals.

Avoids attendance abuse.

Adheres to designated work hours.

Plans appropriately for absences and provides adequate notice.

Meets safety guidelines for operation and care of equipment.

**4. Specific contributions to the campus/CSU and/or community in areas directly related to the employee's work assignment.**

Sets clear and measurable objectives.

Establishes methods/plans/action steps for attainment of objectives.

Achieves specified outcome.