

AmeriCorps Member Performance Review Rating Guide

Member Performance is rated based on a combination of a member's conduct, attitude, execution of duties, ability to meet deadlines, problem-solving skills, teamwork, and client interactions. Members are expected to conduct themselves in a professional manner, at all times, while carrying out their service activities. The Site Supervisor should appraise member performance by evaluating members over the course of the evaluation period in the following areas:

1. Meets goals and performance expectations
2. Contributes to the success of the team
3. Submits quality documentation that is accurate and complete
4. Meets deadlines for document submission ahead of time
5. Identifies problems, and frequently presents viable solutions to problems
6. Seeks out constructive feedback and opportunity for improvement and development
7. Maintains a positive and professional manner when under pressure or in stressful situations
8. Demonstrates exceptional customer service
9. Seeks professional development opportunities
10. Is able to handle multiple priorities

When conducting the Member Performance Evaluation, please refer to the following rating criteria for the Excellent, Good, Fair, and Poor categories as a guide for performance appraisal.

EXCELLENT: A member given an "Excellent" rating *demonstrates an exceptional level of performance and consistently exceeds* overall goals and expectations. The site supervisor will see a **majority, if not all, of the above behaviors** demonstrated by the member throughout the course of the year.

GOOD: A member given a "Good" rating demonstrates a *solid level of performance and regularly meets, and occasionally exceeds*, overall goals and expectations. The site supervisor will see **many of the above behaviors** demonstrated by the member throughout the course of the year.

FAIR: A member given a "Fair" rating demonstrates *inconsistent levels of performance and may meet* some goals and expectations, while not meeting other goals and expectations. Overall, members demonstrate some willingness and the ability to improve performance. The site supervisor will see **some of the above behaviors** demonstrated by the member throughout the course of the year.

POOR: A member given a "Poor" rating is *not meeting* service expectations and consistently fails to meet goals. The member demonstrates an unwillingness or an inability to improve performance. The site supervisor will see **few of the above behaviors** demonstrated by the member throughout the course of the year.