1. Customer Service
   **Definition of Meets Expectations** -- Identifies the needs of customers; makes special effort to be responsive in meeting their needs and in building customer satisfaction. Demonstrates a cheerful and outgoing attitude. Provides conscientious, courteous, and positive service to clients/customers. Anticipates client's needs and delivers services in a consistently timely, accurate, and friendly manner. Takes responsibility for problems and quickly resolves them. Treats every customer with respect. Complies with dress code, wears name tag, and is always prepared and willing to help.

2. Responsibility and Accountability
   **Definition of Meets Expectations** -- Understands work procedures, policies, technical aspects, and responsibilities. Makes appropriate decisions to handle assorted responsibilities. Takes ownership of duties and responsibilities, ensures they are completed accurately and on time. Plans and follows through on commitments and expectations set by supervisor. Uses resources efficiently and effectively. Appropriately engages manager in prioritizing and completing critical assignments or work load. Notifies manager of information especially in regards to mistakes, incomplete work, and other critical issues (when appropriate). Amount of work produced is consistent with the needs of the job. Seeks additional assignments as time permits. Complies with departmental and University policies and procedures. Maintains confidentiality and discretion as appropriate. Reports to work on time, work absences are infrequent, and finds a replacement for shifts as necessary. Accepts and supports goals of the unit, department, and University.

3. Independence and Interdependence
   **Definition of Meets Expectations** – Appropriately determines when to act alone and when to work or consult with others. Initiates and develops relationships with individuals, including coworkers and customers. Promotes an atmosphere of mutual respect and cooperation to foster a climate for the comfortable expression of ideas. Promotes teamwork and actively works in a positive and open way with others. Deals with conflict in a direct and clear manner. Shares ideas, encourages, and helps others when needed. Supports open communication and the exchange of information with co-workers and supervisors. Works with minimum supervision whether it be alone or within a group. Adapts behavior as appropriate in response to team or organization needs.

4. Goal Orientation
   **Definition of Meets Expectations** – Possesses and maintains sufficient motivation to achieve goals. Applies knowledge and skills in a thorough, comprehensive manner, foresees problems and seeks solutions. Work is accurate, thorough, and completed according to specifications and with minimal errors. Addresses problems or issues clearly, in a well thought out manner. Anticipates alternative ways to accomplish work and promote efficiencies. Does not allow distractions to prevent timely completion of tasks and pushes self, when needed, to accomplish goals. Has an understanding about how to use his/her talents and skills to contribute to the betterment of society.

5. Self-Awareness
   **Definition of Meets Expectations** – Maintains and projects optimistic perspective. Expects the best from self and others. Accurately assesses and articulates (when appropriate) personal strengths and weaknesses. Shows interest in learning about others and their accomplishments. Puts the group’s success ahead of personal goals. Demonstrates ability to help others adapt to new situations. Acts as a resource person on whom others rely for assistance.
6. **Resilience**  
**Definition of Meets Expectations** -- Learns from mistakes, recognizes consequences, and is willing to accept constructive criticism. Able to work through disappointments and bad experiences by assessing what caused them, what can be done to avoid them next time, and what can be done to repair them now. Maintains a positive outlook. Balances classes, work, volunteer activities, and personal commitments.

7. **Appreciation of Differences**  
**Definition of Meets Expectations** – Works effectively with others, despite differences; can respectfully discuss differences with others. Recognizes advantages of moving outside existing "comfort zone" when interacting with others. Seeks out others with different backgrounds and/or perspectives to improve decision making. Appreciates the importance of diversity and conveys this value to others. Is able to be objective and fair. Understands and respects the values and beliefs of others.

8. **Tolerance of Ambiguity**  
**Definition of Meets Expectations**-- Is flexible and open to change and supports the implementation of new initiatives. Accepts responsibility and new job assignments. Maintains a positive outlook and is able to maintain performance standards during times of change and following disappointments. Works effectively with pressure, deadlines, and in ambiguous situations. Able to work in a complex environment and complete tasks without specific rules or guidelines. Willing to try new tasks or ideas and/or make a decision without assurance of success or improvement.

9. **Supervision (if applicable)**  
**Definition of Meets Expectations** -- Effectively delegates responsibilities and projects and creates an environment where staff are given responsibility for achieving results. Sets realistic standards and expectations. Trains and instructs staff thoroughly. Appropriately coaches and empowers employees. Provides honest and timely performance feedback. Shows respect for ideas of others and establishes a respectful atmosphere for open discussion. Models appropriate, professional behavior for their position. Celebrates the accomplishments of the team and individuals. Maintains confidentiality and discretion in staff interactions. Inspires enthusiasm for professional goals and provides opportunities for others to develop their skills. Encourages and demonstrates curiosity, creativity, initiative, and innovation.