

**UNC-Chapel Hill CLS Program Daily Clinic Review Performance Standards (rev. 4/29/2009)**

	<b>Superior</b>	<b>Good</b>	<b>Needs improvement</b>	<b>Unacceptable</b>
<b>INITIATIVE</b>	self-starter; works without prompting; offers to help others; looks for added responsibility	knows what needs to be done; requires little direction; does what's required	needs direction; needs occasional reminder to complete tasks; doesn't expend extra effort	requires constant supervision; needs frequent reminder for completion of tasks
<b>ORGANIZATION</b>	extremely well-organized; can arrange priorities and organize work station	usually has work organized, needs some help with priorities	needs occasional help in keeping work in order and setting priorities	frequently disorganized; has trouble keeping work in order or setting priorities
<b>QUALITY OF WORK</b>	consistently accurate results; repeats not usually necessary; can correct own mistakes	makes few errors; able to recognize own errors	average number of errors; needs help in recognizing and correcting mistakes	frequent errors; careless worker; can't judge own quality of work
<b>QUANTITY OF WORK</b>	finishes all assigned work in good time; goes on to other tasks	finishes required work in time allotted	usually able to finish assigned work; occasionally needs help or more time	unable to finish assigned tasks in reasonable time
<b>PROBLEM SOLVING</b>	easily relates previous learning to current work without help from instructor; uses sound judgment	needs some help from instructor when faced with new problem, but can apply knowledge	usually able to relate previous learning to current task, but needs much prompting from instructor	unable to relate previous experience to current task; requires constant supervision
<b>STUDY AND PREPARATION</b>	demonstrates extra study; consistently applies lecture and lab to clinic work; always prepared; uses resources appropriately	shows evidence of outside study related to assigned work; applies lecture and lab material	little outside study; needs much prompting from instructor; has difficulty applying lecture and lab; doesn't use resources	unprepared; no review; cannot apply lecture and lab material to the clinic; can't use resources
<b>RETENTION OF KNOWLEDGE AND SKILLS</b>	independently applies knowledge and skills from prior experiences to existing situation; needs no prompting or review	applies knowledge and skills from prior experiences; occasionally needs prompting or review	has difficulty applying knowledge and skills from prior experiences; must be prompted by instructor	unable to apply previous knowledge and skills from prior experiences
<b>SAFETY</b>	always follows policy	occasionally makes careless mistakes or acts thoughtlessly	occasionally acts without regard to safety policy	knowingly disregards safety policy
<b>DATA ENTRY/LIS/ WRITTEN REPORTS</b>	worksheets and reports always neat; handwriting is clear; no errors made	needs some improvement in neatness, but results are legible	needs reminders to improve neatness; results are legible; makes frequent errors	reports and worksheets are sloppy; transposes figures; handwriting illegible; serious errors
<b>VERBAL SKILLS</b>	expresses self clearly and concisely; uses correct medical or technical terms	makes self understood; could be more clear and concise; attempts to use medical or technical terms	doesn't use medical or technical terms, but makes self understood	avoids communication; talks excessively; is not understood by others
<b>ETHICS</b>	handles confidential information in appropriate manner.			indiscriminately discusses confidential information
<b>TRUSTWORTHINESS</b>	admits errors and seeks to correct them; reports only results known to be accurate		admits errors, but lets others correct them	does not recognize or correct mistakes; covers up; allows personal feelings to outweigh professional ethics
<b>SKILLS WITH INSTRUCTOR</b>	actively seeks and positively appreciates guidance; uses feedback to correct deficiencies	accepts and responds appropriately to criticism	passively accepts most criticism	rejects and is defensive of criticism; refuses to perform tasks
<b>SKILLS WITH STAFF</b>	shows appropriate interest in & concern for a variety of people; cooperative; helpful	cooperative; doesn't interfere with others' work	has difficulty relating to some people, but work doesn't suffer	can't work with others; aloof; indifferent; uncooperative
<b>APPEARANCE</b>	complies with dress code, neat, clean, well-groomed			doesn't comply with dress code; personal hygiene neglected
<b>DEMEANOR</b>	self-confident, positive, pleasant; emotions under control; works well under stress		occasionally moody, impatient; not very positive; lacks self-confidence	can't function under stress; lets personal life interfere with work; easily flustered
<b>DEPENDABILITY</b>	ready to work at assigned time; returned promptly from breaks		late due to personal emergency, but notified in advance	late or absent; no excuse; late returning from break