

Performance Criteria Analysis (PCAL®) Rating Scale

INSTRUCTIONS:

Please circle the appropriate number (1, 2, 3, 4) on the Performance Criteria Analysis (PCAL) List provided for every Performance Criteria statement (PCS) you expect of an entry level employee. Please cross any PCS off the list that you do not expect of an entry level employee.

IMPORTANCE (How important is it for entry level employees to know or do the PCS?)

- 4 = Highest Much higher priority than other PCSs on the list. CRUCIAL and highest priority. Inadequate knowledge or performance of PCS would adversely impact quality or safety of products/services.
- 3 = High Somewhat higher priority than other PCSs on the list. Inadequate knowledge or performance of PCS might adversely impact quality or safety of products/services to some degree.
- 2 = Low Somewhat lower priority than other PCSs on the list. Inadequate performance of PCS may not directly impact quality or safety of products/services.
- 1 = Lowest Much lower priority than other PCSs on the list. Inadequate performance of PCS would not have a direct impact on quality or safety of products/services, but must be performed.

LEVEL (How good is good enough for entry level employees to know or do the PCS?)

- 4 = Highest Can recall and apply complex facts and principles and resolve problems. Can evaluate conditions and make proper decisions using complex facts and principles. Can do all elements of PCS quickly and accurately with no supervision.
- 3 = High Can recall and apply many facts and principles to different situations. Can analyze facts and principles and draw some appropriate conclusions. Can do all elements of PCS. Only needs spot checks of work.
- 2 = Low Can recall some facts and principles. Can state general principles about the subject. Can do many elements of the PCS but requires help on the hardest parts.
- 1 = Lowest Can recognize only simple facts and terms. Can do only simple parts of PCS and must be closely supervised.

TIME SPENT (How frequently are entry level employees expected to know or do the PCS?)

- 4 = Highest Spends much more time doing this than most other PCSs on the list.
- 3 = High Spends a little more time doing this than other PCSs on the list.
- 2 = Low Spends somewhat less time doing this than other PCSs on the list.
- 1 = Lowest Spends much less time doing this than other PCSs on the list.

DIFFICULTY (How difficult is it for entry level employees to know or do the PCS?)

- 4 = Highest Much more difficult to learn and perform than other PCSs on list.
- 3 = High Somewhat more difficult to learn and perform than other PCSs on list.
- 2 = Low Somewhat easier to learn and perform than other PCSs on list.
- 1 = Lowest Much easier to learn and perform than other PCSs on the list.

Performance Criteria Analysis (PCAL®) is a registered title for a process developed by Richland College, Dallas, Texas, to systematically identify skills that students need to be successful.