

**Eastern Illinois University
Civil Service Employee Performance Appraisal Form**

Name _____ Date _____

Classification _____ Department/Org. _____

Review Period: _____

Place an "X" in the box immediately to the left of the selected rating. Numeric scale: 1=Unacceptable, 2=Needs Improvement, 3=Meets Expectations, 4=Exceeds Expectation. *Justification/comments are REQUIRED for all ratings except "Meets Expectations". "Unacceptable" and "Needs Improvement" ratings must have been addressed prior to this appraisal.*

I. CIRCLE AND RATE A MINIMUM OF FIVE (5) AND A MAXIMUM OF SEVEN (7) OF THE JOB ELEMENTS LISTED IN THIS SECTION (indicate "NA" for any not selected):

1. **Job Knowledge:** Understands normal job expectations. Demonstrates and maintains current knowledge and skills necessary to perform the job effectively, including job-specific technical/procedural competencies. In certain positions, this includes knowledge of university policies, rules, procedures, and their supporting statutes.

Unacceptable Needs Improvement Meets Expectations Exceeds Expectations

Justification/Comments:

2. **Judgment:** Recognizes the best way to perform the job. Identifies problems; proposes alternative solutions; is open to new or different solutions. Determines which problems to handle independently and which to refer to appropriate personnel. Follows up on problems and helps to bring about resolution. Where applicable, follows safety standards and promotes safety awareness in the area.

Unacceptable Needs Improvement Meets Expectations Exceeds Expectations

Justification/Comments:

3. **Reliability; Dependability:** Works efficiently and uses time effectively in the absence of close supervision. Meets promised deadlines without sacrifice of accuracy, quality, or customer satisfaction; reports unavoidable delays in advance of deadline. Meets the work schedule expectations of the position. Demonstrates flexibility and willingness to assist by taking on difficult or inconvenient responsibilities. Complies with University and unit policies and procedures.

Unacceptable Needs Improvement Meets Expectations Exceeds Expectations

Justification/Comments:

4. **Quality of Work; Customer Service:** Meets customer and department expectations for quality and presentableness of work. Accurately and thoroughly completes work. Anticipates customer needs; listens to and understands the needs of customers (students, co-workers, supervisors and the public), and responds to those needs. Delivers work product and services to customers in a way that reflects positively upon the unit and the University.

Unacceptable Needs Improvement Meets Expectations Exceeds Expectations

Justification/Comments:

5. **Quantity of Work:** Successfully completes an adequate volume of work on a timely basis. Establishes appropriate priorities for fulfilling various job tasks. Demonstrates the ability to plan job tasks in an efficient manner and the flexibility to meet changes in priorities and to accommodate work interruptions.

Unacceptable Needs Improvement Meets Expectations Exceeds Expectations

Justification/Comments:

6. **Interpersonal and Communication Skills:** Effectively receives and conveys ideas and information orally and/or in writing; productively participates in meetings as applicable. Contributes to a suitable communication environment.

Unacceptable Needs Improvement Meets Expectations Exceeds Expectations

Justification/Comments:

7. **Teamwork:** Establishes and maintains effective working relationships with others in working toward common goals; contributes to a work atmosphere conducive to team development. Shares information, expertise and resources with others. Responds to requests from others on the team in a helpful manner. Makes suggestions to improve the efficiency and effectiveness of the work unit with due concern for others on the team.

Unacceptable Needs Improvement Meets Expectations Exceeds Expectations

Justification/Comments:

IIa. RATE POSITION-SPECIFIC FACTORS: This area *must* be used to define any **two (2)** PRIMARY job-specific performance areas.

Job Duty #1:

Unacceptable Needs Improvement Meets Expectations Exceeds Expectations

Justification/Comments:

Job Duty #2:

Unacceptable Needs Improvement Meets Expectations Exceeds Expectations

Justification/Comments:

IIb. RATE REMAINING POSITION-SPECIFIC FACTORS (*not necessary to describe individual job duties*):

Unacceptable Needs Improvement Meets Expectations Exceeds Expectations

Justification/Comments:

III. RATE SUPERVISION AND LEADERSHIP: Complete **only** for employees with supervisory responsibility. Possesses and applies leadership abilities, tactfulness, and motivates others to get the job done. Delegates tasks wisely; plans, coordinates, and follows up the work of others if deemed necessary. Is effective in selecting and developing personnel while also supporting University diversity goals. Demonstrates skill in generating interest and enthusiasm in subordinates instead of solely relying on authority to get the job done. Deals appropriately with customers regarding unsatisfactory work by subordinates.

Unacceptable Needs Improvement Meets Expectations Exceeds Expectations

Justification/Comments:

IV. AVERAGE OVERALL RATING:

For **supervisory** employees, total the ratings from the *five to seven* job elements selected in Part I, plus the two specific factors from Part IIa, and the one from IIb and III, then divide the sum by **the total number of ratings (9-11)**. For **non-supervisory** employees, total the *five to seven* job elements selected in Part I, plus the two specific factors from Part IIa, and the one from Part IIb and divide that sum by **the total number of ratings (8-10)**.

V. GOALS AND OBJECTIVES:

A minimum of two (2) goals/objectives in which the employee is to be evaluated at the end of the review period must be listed. At the completion of the appraisal, check the appropriate box regarding the level of performance achieved by the employee.

Goal/Objective #1:

Needs Improvement Meets Standards:

Justification/Comments:

Goal/Objective #2:

Needs Improvement Meets Standards:

Justification/Comments:

The 5-7 job elements in Section I, the position-specific factors in Section II and the goals in Section V have been determined and discussed with the employee at the *beginning* of the performance appraisal cycle.

Supervisor Signature

Date

The 5-7 job elements in Section I, the position-specific factors in Section II and the goals in Section V have been determined and discussed with me at the *beginning* of the performance appraisal cycle.

Employee Signature

Date

TO BE COMPLETED AT THE END OF THE APPRAISAL PERIOD:

VI. SUPERVISOR COMMENTS/AREAS FOR IMPROVEMENT:

VII. EMPLOYEE SECTION

I understand the contents of this performance appraisal.

I understand, but disagree with the contents of this performance appraisal.

I do not understand the contents of this performance appraisal and state why in the "Employee Comments" section below.

I would like to **APPEAL** this performance appraisal by having the next level supervisor talk with my supervisor and me regarding this appraisal.

Employee Comments:

