



# STUDENT EMPLOYEE PERFORMANCE EVALUATION

STUDENT NAME: \_\_\_\_\_ WNC ID #: \_\_\_\_\_

EVALUATION SEMESTER:      FALL                  SPRING                  SUMMER      20\_\_\_\_\_

DEPT: \_\_\_\_\_ JOB TITLE: \_\_\_\_\_

SUPERVISOR: \_\_\_\_\_ EMAIL: \_\_\_\_\_

### CUSTOMER SERVICE

Behaves in a welcoming manner. Creates a sense of inclusion for all customers. Efficiently and effectively meets customers needs. Appropriately utilizes resources and provides accurate information. Pays attention to work place. Maintains a positive demeanor and appears proud to represent the college.

<input type="checkbox"/> N/A <input type="checkbox"/> 1	<input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 4 <input type="checkbox"/> 5
<p style="text-align: center;"><b>Developing Performance/ Unsatisfactory</b></p> <p>Requires consistent guidance. Does not strive to provide accurate college information. Is not welcoming.</p>	<p style="text-align: center;"><b>Meets Expectations/Satisfactory</b></p> <p>Provides accurate information. Respectful and attentive. Appropriate interactions with others.</p>	<p style="text-align: center;"><b>Commendable/Excellent</b></p> <p>Proactively seeks opportunities to serve others. Models excellent service to customers and coworkers. Strives to engage with customers and improve operations.</p>

### COMMUNICATION

Ability to express ideas and share information (written and spoken) in a productive manner. This includes non-verbal, attitude and tone. Promotes a welcoming work environment.

<input type="checkbox"/> N/A <input type="checkbox"/> 1	<input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 4 <input type="checkbox"/> 5
<p style="text-align: center;"><b>Developing Performance/ Unsatisfactory</b></p> <p>Does not share information as needed. Exhibits low responsiveness. Attitude is often not positive.</p>	<p style="text-align: center;"><b>Meets Expectations/Satisfactory</b></p> <p>Provides accurate information. Shares appropriate and helpful information and ideas to keep work flow productive. Minimizes conflict. Responsive and communicates effectively with others.</p>	<p style="text-align: center;"><b>Commendable/Excellent</b></p> <p>Demonstrates superior written, verbal and non verbal communication skills. Exhibits confidence, credibility and professional demeanor when communicating.</p>

### TEAMWORK

The degree to which the student employee works well with others. Willingness to assist on routine tasks and projects. Aware of and sensitive to the needs of the team.

<input type="checkbox"/> N/A <input type="checkbox"/> 1	<input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 4 <input type="checkbox"/> 5
<p style="text-align: center;"><b>Developing Performance/ Unsatisfactory</b></p> <p>Has difficulty working in a team setting. Needs a lot of direction and guidance to be aware of team needs. Not sensitive to other team members.</p>	<p style="text-align: center;"><b>Meets Expectations/Satisfactory</b></p> <p>Understands and values working in team setting. Able to take direction. Takes into consideration other opinions in work tasks and problem solving.</p>	<p style="text-align: center;"><b>Commendable/Excellent</b></p> <p>Always sensitive to team members expectations and needs. Willing to support team members and is aware of what is priority for the team.</p>

**QUALITY OF WORK**

The degree to which the student employee demonstrates the ability to be responsible (including being on time), learning new tasks, and following instructions. Work is of high quality, accurate and complete.

<input type="checkbox"/> N/A	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
<b>Developing Performance/ Unsatisfactory</b> Can struggle with time management. Work contains errors and is inconsistent. Deadlines are not always met. Struggles to learn new tasks and perform efficiently.		<b>Meets Expectations/Satisfactory</b> Meets deadlines. Work meets expectations and is accurate and timely. Able to learn new tasks quickly.		<b>Commendable/Excellent</b> Work exceeds expectations. Student is a quick learner and adaptable to new and or changing work assignments. Demonstrates excellent time management. Very few errors/issues.	

**OVERALL PERFORMANCE RATING:**

- EXCELLENT – no areas in need of improvement
- COMMENDABLE – great job, but can grow in small areas
- MEETS EXPECTATIONS/SATISFACTORY – gets the job done
- DEVELOPING PERFORMANCE – lots of room for growth, learning potential
- UNSATISFACTORY – not doing a good job

**SUPERVISOR COMMENTS/EXPECTATIONS/COLLABORATIVE GOALS:**

**EMPLOYEE**

*I acknowledge having seen and discussed this evaluation with my supervisor.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**SUPERVISOR**

*I have shared and discussed this evaluation with the above employee. I have provided a copy of this evaluation to the Student Employment Coordinator.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

