**Student Worker Evaluation Rubric**

Name of Department – Semester/ Year

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| Student Name: | | Reviewer: | |
| Directions: For each criterion, rate the interview based on category descriptions. You may write notes in the Criteria box or on the back of this sheet. | | | |
| **CRITERIA:** | **1- NEEDS IMPROVEMENT** | **2 – MEETS EXPECTATIONS** | **3 – EXCEEDS EXPECTATIONS** |
| **PROFESSIONALISM/ WORK ETHIC**  Notes: | Misses more than three shifts/ meetings without calling ahead or providing proof of reason.  Comes in late often.  Often comes dressed inappropriately or unprepared to work shift.  Presents a negative or bad attitude throughout much of the semester or year.  Displays signs of negativity such as rolling eyes, muttering under one’s breath, etc. | May miss 1 or 2 meetings or shifts, but calls ahead and provides proof of reason.  May come in late a few times per semester.  May come in dressed inappropriately or arrives unprepared to work once or twice.  Overall, displays a positive attitude.  May at times display signs of negativity such as rolling eyes, muttering under one’s breath, etc. | Always arrives for shifts/meetings or always calls ahead, provide proof of tardiness or why he/she had to miss a shift.  Always arrives early to begin work on time.  Always comes dressed appropriately and ready to work.  Always displays a positive attitude.  Always displays signs of positivity such as an eagerness to learn new projects. |
| 1 | 2 | 3 |
| **CRITICAL THINKING/ PROBLEM SOLVING**  Notes: | Has great difficulty in exercising sound reasoning to analyze issues, make decisions, or overcome problems.  Never tires to problem-solve first; always goes to supervisor for help.  Has great difficulty in obtaining, interpreting and using knowledge, facts, or data.  Can’t be trusted with projects at all. | May at times have difficulty in exercising sound reasoning to analyze issues, make decisions, or overcome problems.  Rarely tries to problem-solve first before asking supervisor for help.  May at times have difficulty in obtaining, interpreting and using knowledge, facts, or data.  Can be trusted with projects, but need ample supervision. | Exercises sound reasoning to analyze issues, makes decisions and overcomes problems.  Tries to problem-solve first before asking supervisor for help.  Able to obtain, interpret and use knowledge, facts and data with little input from supervisor.  Can be trusted with projects with minimal supervision. |
| 1 | 2 | 3 |
| **ORAL/ WRITTEN COMMUNICATION**  Notes: | Has great difficulty in expressing thoughts and ideas clearly and effectively, either in written OR oral form.  Cannot put together written projects.  Cannot be trusted to handle phone calls, emails, or other forms of communications on behalf of dept. | May at times have difficulty expressing thoughts and ideas clearly and effectively, either in written OR oral form.  May be able to put together written projects, but with ample supervision.  May be able to handle phone calls, emails, or other forms of communications on behalf of dept, but with ample supervision. | Expresses thoughts and ideas clearly and effectively in written and oral form to all constituents.  Able to put together written projects with minimal supervision.  Can be trusted to handle phone calls, emails, and other forms of communication on behalf of department with minimal supervision. |
| 1 | 2 | 3 |
| **TEAMWORK/ COLLABORATION:**  Notes: | Has difficulty in building collaborative relationships with colleagues/ customers.  Has difficulty in accepting others from different backgrounds or viewpoints.  Has trouble working in a team environment, especially when handling conflict.  Never takes initiative to help in additional projects. | May be able to build collaborative relationships with colleagues/ customers, but may have difficulty in working with others from diverse backgrounds and viewpoints.  Able to work in a team environment but at times has difficulty in handling conflict.  Rarely takes initiative to help in additional projects. | Builds collaborative relationships with colleagues and customers with diverse backgrounds and viewpoints.  Able to work in a team structure and manage conflict.  Often takes initiative in to help in additional projects. |
| 1 | 2 | 3 |
| **INFORMATION TECHNOLOGY APPLICATION:** | Does not use appropriate technology to accomplish a task.  Has great difficulty in using computer skills to solve problems.  Cannot explain computer programs or other technology to others. | Uses appropriate technology to accomplish a given task.  May have some difficulty in applying computing skills to solve problems.  May not be able to explain computer programs or other technology to others in dept. | Uses appropriate technology to accomplish a given task.  Able to apply computing skills to solve problems.  Able to explain computer programs or other technology to others in dept when needed. |
| 1 | 2 | 3 |
| **LEADERSHIP** | Does not leverages the strengths of others to achieve common goals.  Does not use interpersonal skills to coach and develop others.  Usually displays difficulty in managing own emotions and those of others.  Does not typically use empathy to guide and motivate, organize, prioritize, and delegate work, even when asked to do so. | Does not take initiative to leverage strengths of others to achieve common goals, but may be able to do so if asked.  May occasionally use interpersonal skills to coach and develop others.  May display instances of difficulty in managing own emotions and those of others.  May at times use empathy to guide and motivate, organize, prioritize, and delegate work, but only when asked to do so. | Leverages the strengths of others to achieve common goals.  Uses interpersonal skills to coach and develop others.  Able to manage own emotions and those of others.  Uses empathy to guide and motivate, organize, prioritize and delegate work. |
| 1 | 2 | 3 |
| **CAREER MANAGEMENT:**  Notes: | Cannot identify and articulate skills, strengths, knowledge and experiences relevant to position.  Needs a lot of coaching on how to appropriately self-advocate in the workplace.  Has significant trouble in identifying transferable skills as it relates to their career interest. | May at times be able to identify and articulate skills, strengths, knowledge and experiences relevant to position.  May need to be coached on how to appropriately self-advocate in the workplace.  Has some trouble in identifying transferable skills as it relates to their career interest. | Identifies and articulates skills, strengths, knowledge and experiences relevant to position.  Understands how to appropriately self-advocate in the workplace.  Can effectively identify transferable skills as it relates to their career interest. |
|  | 1 | 2 | 3 |
| **QUALITY/ QUANTITY OF WORK:**  Notes: | Almost never works effectively or efficiently.  Has great difficulty in meeting deadlines or accomplishing multiple tasks with accuracy and thoroughness.  Never asks for additional tasks when original work is done OR puts school work above tasks at hand. | Sometimes works effectively and efficiently.  Has had some trouble in meeting deadlines or accomplishing multiple tasks with accuracy and thoroughness.  Rarely asks for additional tasks when original work is done before turning to work on homework. | Always works effectively and efficiently.  Able to meet deadlines and accomplish multiple tasks with accuracy and thoroughness.  Always asks for additional tasks when original work is done before turning to work on homework. |
|  | 1 | 2 | 3 |
| **CUSTOMER SERVICE:**  Notes: | Has great difficulty in ensuring that department and university are accurately and positively portrayed.  Requests are typically not timely and accurate, and response is not complete.  Almost never takes initiative and going above and beyond the task at hand to ensure customer is taken care of, but shows inconsistency.  Regularly forgets to follow up as promised on any ongoing projects for customers. | Usually ensures that department and university are accurately and positively portrayed.  Requests are usually timely and accurate, and response is complete.  Sometimes takes initiative and going above and beyond the task at hand to ensure customer is taken care of, but shows inconsistency.  Sometimes forgets to follow up as promised on any ongoing projects for customers. | Ensures that department and university are accurately and positively portrayed.  Requests are timely and accurate, and response is complete.  Takes initiative and going above and beyond the task at hand to ensure customer is taken care of.  Follows up as promised on any ongoing projects for customers. |
|  | 1 | 2 | 3 |

Employee Initials: \_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Student Worker initials: \_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_