

St. John's University
Student Worker Assessment

Name: _____

X Number: _____

College: _____

Major: _____

Grad Date: _____

I. Core Competencies

These competencies are crucial to being a successful student worker who can provide outstanding service to students, alumni, employers and other guests on campus. You will be coached and provided feedback on how you fulfill these competencies.

Competency Area	Demonstrated Skills
Communication and Student/Customer Centered:	<ul style="list-style-type: none"> • Exhibits good listening and comprehension skills. • Effectively expresses oneself in all written and oral communications. • Responds with tact, diplomacy and composure when dealing with others. • Greets visitors in a friendly manner. • Avoids the "campus run-around" by making direct connection between students and appropriate resources.
Teamwork:	<ul style="list-style-type: none"> • Cooperates with others toward the achievement of common goals. • Actively contributes and fully participates in team initiatives. • Builds and maintains constructive work relationships.
Responsive to Change:	<ul style="list-style-type: none"> • Supports and adapts to changes in the work environment. • Displays a proactive, problem-solving approach toward work. • Committed to learning by continuously increasing skills, knowledge and effectiveness. • Actively seeks and initiates creative and innovative solutions. • Exercises sound, accurate and informed independent judgment when needed.
Mission & Values:	<ul style="list-style-type: none"> • Supports and models institutional values including: truth, love, respect, opportunity, service and excellence. • Respects and supports the <i>Catholic, Vincentian</i> and <i>Metropolitan</i> identity of the university. • Understands and supports the university's efforts to serve all in need, especially those who are disadvantaged.
Professionalism:	<ul style="list-style-type: none"> • Uses courteous language such as: Please hold; Excuse me; Thank you; Good morning; Welcome. • Dresses professionally (no shorts, tank tops, short skirts, torn clothing, etc); maintains tidy appearance. • Avoids having loud personal conversations in the reception area. • Does not use cell phone while working (for phone calls, texting, etc.). • Arrives at work on time. • Has no more than 3 unplanned absences during one semester. • In the event of illness or other unexpected circumstances, contacts supervisor by phone in advance of shift. • Responds professionally to constructive feedback. • Handles confidential information in a discreet manner. • Assumes responsibility for meeting job expectations (meets time frames and deadlines; delivers what is expected; follows through on commitments; seeks support when appropriate).
Attention to Detail	<ul style="list-style-type: none"> • When taking phone messages, includes thorough information such as name, phone number, date, time, message details, and initials. • Follows departmental rules for filing correspondence, records, etc. • Can retrieve computer files and other files when requested. • Follows office procedures and processes as outlined.
Critical & Analytical Thinking	<ul style="list-style-type: none"> • Seeks information. • Classifies information (distinguishes between important vs. unimportant information, supporting vs. contrary information). • Identifies issues. • Presents alternate points of view. • Evaluates options. • Makes evidence-based decisions.

Comments:

II. Objectives

These objectives will help guide your performance as a successful student worker. You will receive feedback on how you fulfill these objectives.

Objective	Demonstrated Skills
Department-Specific:	<ul style="list-style-type: none"> • Completes department-specific assignments, on time, as requested. • Supports the department on _____ assignments (write a department specific project, task here). • Helps to identify improvements in work processes/procedures where applicable.
Developmental:	<ul style="list-style-type: none"> • Works independently on xxxxxx-related assignments. • Meets agreed upon deadlines. • Uses resources appropriately to complete assignments. • Keeps supervisor informed of progress on all assigned projects.

Comments:

III. Career Development

1. Where do you want to be in two years? Five years? How can this position better prepare you for your career choice after college? Why?
2. Your strengths include:
3. What areas do you need to develop to meet your career goals?
4. Have you met with a Career Advisor in the Career Center?
(If no, please add this as a Development Goal to your Action Plan for the next appraisal period ~ See section IV.)

IV. Action Plan for Next Appraisal Period (If Applicable)

The reviewer, in conjunction with the student worker, should develop an action plan. The Development Goals are areas that the student has self identified for development purposes, or are areas the supervisor believes will enable the student worker to do his/her job better, or believes will help the student worker obtain future goals. If the student has not met with a Career Advisor, please add this as a Development Goal for the next appraisal period.

A. Development Goals <i>(Areas where knowledge, skills, abilities, and/or behaviors are to be developed or improved). Include activities to help achieve the identified goals.</i>	Target Date