

Student Worker Evaluation

Student Leader Learning Outcomes (SLLO) Project

Outcomes:

Student employees will:

- Present themselves in a professional manner while working
 - Dress appropriately
 - Arrive and leave work in a timely manner
 - Conduct self with poise
 - Maintain necessary competencies, certifications, and required trainings
 - Demonstrate job-related knowledge and skills
- Effectively work in groups
 - Demonstrate valuing other group members
 - Recognize how their behavior impacts group effectiveness
 - Productively supports team members
 - Demonstrates intercultural competency
 - Evaluates conflict in a way that minimizes interruption
- Execute communication techniques appropriate for a work environment
 - Explain information to patrons/client/customers clearly
 - Presents accurate information
 - Engages in active listening
 - Uses questions productively
 - Executes required paperwork/tasks accurately and completely
- Analyze situations to mitigate risk
 - Evaluates a situation based on potential – physical, reputations, emotional, financial and facilities – risk
 - Applies evaluation of risk to apply an appropriate response
 - Inferring alternative response plans based on training and experience
 - Articulates the value of proactive risk management

Other Useful Rubrics Related to This Topic:

Teams and Groups, Verbal Communication, Risk Management,

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Resources:

- Student Development Theory
 - <https://dcal.dartmouth.edu/resources/teaching-learning-foundations/student-development>
 - Evans, N. J., Forney, D. S., Guido, F. M., Renn, K. A., & Patton, L. D. (2010). *Student development in college: Theory, research, and practice* (2nd ed.). Jossey-Bass.
 - Hansen, S. L., & Hoag, B. A. (2018). *Promoting Learning, Career Readiness, and Leadership in Student Employment*. In *New Directions for Student Leadership* (Vol. 2018, Issue 157, pp. 85–99). Wiley. <https://doi.org/10.1002/yd.20281>
 - Johnson, Raina, "More Than An Income: Learning Through Student Employment" (2020). West Chester University Master's Theses. 115. https://digitalcommons.wcupa.edu/all_theses/115
- Teamwork
 - Leadership Using the Tuckman Model <http://www.teamtechnology.co.uk/tuckman.html>
- Verbal Communication
 - Communication Skills Overview <http://www.mindtools.com/CommSkill/CommunicationIntro.htm>
 - How to Become a Better Communicator <https://www.eruptingmind.com/how-to-really-become-a-better-communicator/>
 - Verbal Communication Skills <https://www.skillsyouneed.com/ips/verbal-communication.html>
<https://www.indeed.com/career-advice/career-development/how-to-improve-verbal-communication-skills>
- Risk Management
 - "Risk Management." (2008). Department of Student Activities, Texas A&M University. Retrieved August 4, 2008 from <http://studentactivities.tamu.edu/risk>.
 - Bickel, R.D., & Lake, P.F. (1999). *The rights and responsibilities of the modern university: Who assumes the risks of college life?* Durham, NC: Carolina Academic Press.
 - Miller, E. T., & Sorochty, W. R. (2015). *Risk Management in Student Affairs: Foundations for Safety and Success*. San Francisco, CA: Jossey-Bass.