

## Student Employee Rubric

Name of Student: \_\_\_\_\_

Evaluator: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

*Please indicate which description best matches your performance in each row. The column "Trans." is to indicate some performance falling between the adjoining descriptions.*

Professionalism	Novice	Trans.	Intermediate	Trans.	Advanced	Comment(s):
<b>Conscientious personal grooming and attire.</b>	Seldom maintains a professional appearance in grooming and clothing. Requires correction/prompting		Generally maintains a professional appearance in grooming and clothing. Seldom requires prompting		Consistently maintains a professional appearance in grooming and clothing	
<b>Timeliness and readiness to work</b>	Seldom on-time for work. Performs personal business during work		Generally on-time. Shows initiative to take care of personal business away from work		Consistently timely and ready for work. Arrives early to shifts to prepare	
<b>Conducts self with poise</b>	Fails to conduct self with poise		Generally conducts self with poise		Consistently conducts self with poise	
<b>Maintains certifications and required online trainings</b>	Fails to maintain professional certification and required trainings after prompting		Maintains professional certification and required trainings with occasional prompting		Consistently maintains professional certification and required trainings without prompting	
<b>Exhibits adequate job related knowledge and skills</b>	Often does not know basic information related to job and must ask supervisor for help in answering customer questions		Answers basic customer questions without referring to resources or asking for help. Occasionally seeks out additional information to supplement job skill development		Can attend to customer needs independently. Frequently seeks ways to expand knowledge base about work and develop tools and skills to help with that effort	
Working in Groups	Novice	Trans.	Intermediate	Trans.	Advanced	Comment(s):
<b>Recognizes the value of other group members</b>	Works in a silo. Does not find value in other group members' work. Prefers to work in a vacuum		Recognizes value in other group members, but may still continue to sometimes not rely on the team to accomplish goals		Embraces the value of the team and frequently seeks to collaborate with others or seek their input and opinions in accomplishing goals of the group	
<b>Recognizes how their own behavior contributes to the group effectiveness</b>	Fails to see how their own work ethic and performance contribute to the performance of the team		Sometimes recognizes how their own work ethic and performance contribute to the performance of the team		Is always aware of how their own work ethic and performance contribute to the performance of the team	
<b>Supports other team members</b>	Never picks up additional vacant shifts. Does not serve as a peer educator and/or passes on incorrect policy or information		Sometimes supports other team members through teaching, training, and passing on policies or information. Sometimes picks up vacant shifts		Supports team members by frequently picking up additional shifts, passing on vital knowledge and information and through serving as a peer educator	
<b>Demonstrates intercultural competency</b>	Does not demonstrate sensitivity in regards to team members and customers who are from cultures different from their own or who do not share English as a primary language		Is aware of the value of different cultures and languages and most of the time is sensitive to differences of others on their teams or who are customers		Serves as a leader on staff regarding cultural sensitivity. Seeks ways to make people of a variety of backgrounds feel welcome in the community	
<b>Effectively handles conflict within the team</b>	Ignores conflict with others or engages with them in a destructive and negative way as a result of conflict		Seeks ways to work through and find resolution to conflict after it has begun. Tries to serve as a peacemaker within the staff		Detects conflict that may be brewing within their team and proactively seeks ways to discuss and work through potential conflict before it starts	

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Effective Communication	Novice	Trans.	Intermediate	Trans.	Advanced	Comment(s):
<b>Conveys information clearly and confidently to patrons and co-workers</b>	Ineffective in utilizing resources to convey clear information. Inconsistent use of appropriate tone and language. Intimidated by patrons & co-workers when approaching them with concerns		Generally provides clear information. Somewhat proficient in using resources. Requires occasional reminders about posture, tone and/or language. Is reluctant to approach patrons and co-workers unless in the most egregious cases		Independently provides clear information; utilizing resources effectively, professional posture and attitude, appropriate tone and language. Feels no hesitation when faced with approaching a patron or co-worker with concerns	
<b>Conveys correct information clearly and confidently to supervisors and professionals</b>	Chooses wrong tone or method to communicate to supervisors. Emails are poorly worded or formatted. Formal structure used for reporting is ignored or unused		Sometimes chooses wrong tone or method to communicate to supervisors. Emails are adequate. Formal structure used for reporting is used most of the time		Always chooses correct tone or method to communicate to supervisors. Emails are worded and formatted in a professional manner. Formal structure is always used for reporting	
<b>Listens openly</b>	Seldom demonstrates patience with patrons. Reluctant to use professional posture. Predominantly assumes negative intent in messages being conveyed		Generally demonstrates patience with patrons. Usually uses professional posture. Generally assumes positive intent in messages being conveyed		Consistently demonstrates patience and allows patrons to fully convey their questions and/or feelings. Consistently utilizes professional posture and attitude	
<b>Asks constructive questions</b>	Seldom asks constructive questions. Reluctant to offer thoughts/ideas to promote positive dialogue. Attitude is indifferent or negative		Generally asks constructive questions and/or offers thoughts to promote positive dialogue. Often maintains a positive attitude		Promotes clarity and dialogue by using constructive questions. Consistently maintains a positive attitude	
<b>Completes paperwork accurately and thoroughly</b>	Prepares incomplete paperwork and/or needs regular prompting to complete paperwork		Generally completes paperwork with some correction and prompting		Independently completes paperwork accurately and thoroughly	
Risk Management	Novice	Trans.	Intermediate	Trans.	Advanced	Comment(s):
<b>Comprehensively assesses all physical, reputational, emotional, financial, and facilities risks associated with the facility, and/or program</b>	Addresses only surface-level or obvious risks; Addresses only some of the categories of risks		Identifies some basic risks in each category		Provides a comprehensive list of all risks; Clearly understands the various kinds of associated risks	
<b>Selects the most appropriate mitigating actions for each risk</b>	Selects some inappropriate mitigating actions; May select actions solely based on cost or ease of implementation		Selects mostly appropriate mitigating actions; Somewhat considers the prior risk identification and assessment		Selects appropriate mitigating actions for each risk, clearly based on the prior risk identification and assessment	
<b>Demonstrates knowledge of contingency and crisis response plans or emergency action protocols (Either during live drill scenarios, through testing or during actual live events)</b>	Has knowledge of the existence of plans and protocols, but must refer to them for guidance		Has knowledge of plans and protocols and how to address the most common of them without using written protocols or plans during scenarios. May hesitate or ask for guidance when enacting protocols		Engages throughout events without hesitation or need for guidance. Is confident and accurate while enacting risk management plans and protocols	
<b>Internalizes and effectively articulates the value of proactive risk management</b>	Does not or minimally acknowledges the value of risk management planning and training		Accepts value of risk management planning and training		Clearly appreciates value of risk management planning; Articulates its value well to others	

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**Additional Notes on *Professionalism, Working in Groups, Effective Communication, Risk Management*:**

**|Notes on *General Performance or Goals*:**