



# STUDENT EMPLOYEE PERFORMANCE CHECK-IN

## BACKGROUND INFORMATION

### Synopsis:

The following is a step-by-step process managers can use to have performance check-ins with student workers. The process described below is not a formal evaluation, but rather a conversation about how the student and manager think things are going. This document contains four sections: 1) staff survey regarding student employee performance, 2) communication to students about check-in meetings, 3) agenda for check-in meetings, and 4) template for written feedback.

### Intention:

When supervising students, it can be good to articulate and mitigate performance issues early. Making sure everybody is on the same page can help ensure a positive and productive employment experience for all involved. The process can be done at any time, but would likely be most effective 4-8 weeks into a student's tenure.

### Usage:

The performance check-in process described below was developed by the Career & Internship Center and modified after the first usage. The process seemed to work well in a unit of 15 staff and 8 student employees that work directly in the office. Units might find modifications necessary based on unit size, number of student workers, etc.

## STAFF SURVEY OF STUDENT EMPLOYEES

Consider asking staff who directly and frequently interact with student employees to fill out an anonymous survey a week or two before facilitating performance check-in sessions with student employees. Below is some sample text you could use or adapt for the survey.

*Hello! I plan to have a check-in meeting with each student employee in early December. I'd like to give each employee some positive and constructive feedback. To that end, I'd like to hear your thoughts about how each of our student employees are doing. Please note that your name will not be attached to the feedback I give to students so please be candid. Thanks in advance.*

1. *What are (STUDENT EMPLOYEE'S) greatest strengths?*
2. *What are some areas in which (STUDENT EMPLOYEE) needs additional coaching? When possible, please give concrete examples to illustrate your points. [Repeat Q1 and Q2 for each student employee]*
3. *If you have overall feedback about our student employment program, please type it here.*

## STUDENT COMMUNICATION

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Communicate with student employees in advance of the check-in session. Some sample text is below:

*Hello! I have scheduled 30-minute individual meetings with each student employee over the next couple of weeks. The meetings are really just an opportunity for me to check in with you and see how things have been going so far.*

*Your meeting will be on XXXXX at XXXXX in XXXXX.*

*Some things to think about prior to your meeting:*

- *Reflect back on your work here the last few weeks – What did you do really well? What are some areas you think you could work on? What skills are you developing?*
- *Questions, concerns, and/or feedback that you have for us. It could be anything at all - How you feel about your role, things you are concerned about, areas you would like support in, things you don't understand, training/learning topics you are interested in, etc.*

*I am looking forward to meeting with you all and hearing your feedback!*

## PERFORMANCE CHECK-IN QUESTIONS

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1. How do you feel it's going in your role here? (if that doesn't lead to much)...
  - a. What are some things you think you're doing well?
  - b. What are some things you think you could do a little better?
2. Here are some pieces of feedback I received from the staff. (present student with anonymous synthesized feedback in writing and walk them through it; see sample below)
  - a. Do you have questions about the feedback?
3. Let's reflect on your learning:
  - a. What skills are you developing in your role here?
  - b. What skills do you want to develop while you're here?
4. Do you have questions or feedback for me...about your role here, our student employment program, or the center at large?
5. How can I support you in your role as student and your role as employee?

## SAMPLE FEEDBACK SHEET

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*Below is some feedback from our team regarding your work during XXXX:*

*Greatest Strengths:*

- *Friendly and helpful at the front desk.*
- *Very professional and approachable at the front desk. I've seen her greet students/visitors and she is friendly and helpful.*
- *She works hard to find the right information for visitors and people on the phone with questions.*
- *So friendly! She's really customer-oriented and I always feel like she's giving her customer/client her full attention.*
- *Very charismatic with people at the front and does a great job handling the variety of questions and situations that emerge. Has been learning and growing in confidence every day!*
- *Good energy, engages with students*

*Areas for Improvement:*

- *Spend some additional time to increase familiarity with UW resources and services.*
- *Earlier in the quarter, when she got confused, she had a tendency to take a more passive role instead of trying to handle the situation head-on. This has gotten better as the quarter has progressed.*
- *Very personable, which is wonderful, but there might be times when she needs to socialize less so that she and others can focus more on their work and customers*