



Old Dominion University/Career Management Center Coordinator Performance Evaluation

Name _____ Evaluation Date _____

Supervisor _____ Department _____

Please rate the student worker using the following scale (see instruction page for explanation):

**6 = Exceptional 5 = Exceeds Expectations 4 = Meets Expectations 3 = Fair But Needs Improvement
2 = Poor Needs Immediate Improvement 1 = Does Not Meet Minimum Expectations N/A = Not Applicable**

	6	5	4	3	2	1	N/A
Customer Service							
Displays concern about customers' needs							
Treats customers courteously							
Determines customer needs and suggests appropriate solutions							
Demonstrates appropriate knowledge of customer types							
o Undergraduate Students, Graduate Students, Alumni							
o Prospective Students, Parents							
o Faculty, Staff							
o Employers							
Professionalism							
Is thorough, neat, and accurate							
Is reliable, dependable, and punctual							
Demonstrates flexibility and resourcefulness							
Prioritizes appropriately and utilizes time management skills							
Is well groomed and appropriately dressed							
Attends staff meetings and trainings							
Utilizes appropriate judgment in tentative situations							
Communication Skills							
Responds positively to Supervisor feedback , evaluation							
Responds appropriately to feedback from senior staff							
Communicates effectively with clients							
o Phone							
o Email							
o Instant Career Messenger, Same time, etc.							
o In Person							

NAME:

	6	5	4	3	2	1	N/A
Core Body of Knowledge							
Demonstrates appropriate knowledge of academic programs							
Demonstrates appropriate knowledge of career related resources							
Utilizes knowledge of business community							
Utilizes knowledge of faculty and administrative staff functions							
Demonstrates adequate knowledge of CMC Programs and Services							
o CCC and other electronic services							
o Programs and presentations							
o Individual advising							
o Employer services							
Advising Skills							
o Adequate content knowledge							
o Client Problem identification							
o Makes adequate observations and draws correct assumptions							
o Establishes appropriate plans							
o Uses professional judgment to refer							
o Documents work adequately							
Presentation Skills							
o Covers content material thoroughly							
o Utilizes technology competently							
o Engages audience							
o Maintains stage presence							
o Responds to questions appropriately and accurately							
Cooperation and Attitude							
Cooperates with co-workers							
Shows initiative and willingness to assume responsibility							
Is enthusiastic and positive about the job							
Communicates an overall attitude of professionalism							
Demonstrates respect for senior and subordinate staff							
Additional Evaluation Elements							

Performance Rating Overall Score: _____

Current Overall Grade Point Average: _____

Participant Evaluations Reviewed: _____

Discussed current academic challenges: _____

NAME: _____

Comments:

Action Plan:

Next Evaluation Date:

Is graduate student recommended for continuance in the current position for next semester? Yes _____ No _____

If no, please provide explanation here:

Graduate Student's Signature

Date

Supervisor's Signature

Date

Assistant Dean, Career Management Center Signature

Date

EMPLOYEE PERFORMANCE EVALUATION PROCEDURES GRADUATE STUDENT

1. Conduct the first performance evaluation upon completion of the first 30 days of employment. Schedule regular performance evaluations twice each semester.
2. Request that the graduate student complete the Coordinator Self-Evaluation form prior to the evaluation session. Supervisor completes Rating Elements prior to the session.
3. Share the evaluation with the graduate student in a planned, formal setting. Allocate a minimum of 45 minutes for the session. Allow time for both you and the student to address issues that may be difficult to discuss in the normal work setting.
4. Review Graduate Student's Self-Evaluation report. Review the six areas of evaluation and discuss ratings thoroughly. Compare and contrast with Self-Evaluation.
5. Inform the graduate student worker that in order for him or her to continue employment at the Career Management Center a satisfactory Grade Point Average of 3.0 must be maintained. Discuss current academic challenges and make notation in comments section.
6. Use the COMMENTS section for addressing specific job related issues or skills that need improving. If the student receives a 2 or 1 on any of the criteria, use this comment section to note a definite follow-up evaluation date at an appropriate time.
7. Schedule and record the date for the next evaluation and any action plan items and plan to conduct the next evaluation as scheduled.
8. Indicate if graduate student is recommended for continuance in the current position for next semester. If the answer is no, adequate explanation is required on the document.
9. Have the graduate student read and sign the evaluation form. Sign as the Supervisor. Submit to Assistant Dean of Career Management for signature.
10. Use the following scale in evaluating students.
11. If employee receives a Performance Rating of "1" or "2" in any category, an Action Plan is required and employee will be re-evaluated in three months.
12. As per the Office of Graduate Studies *Policy for the Awarding of Graduate Assistantships in Non-Departmental Units* (8/4/2006), a copy of the evaluation form is sent to the Office of Graduate Studies as the final recommendation to continue the current graduate assistantship award. Keep a copy of the completed evaluations in personnel files.

13. If employee receives an OVERALL PERFORMANCE RATING of “1” or “2” and is not able to reach the Overall Performance Rating of “Fair but Needs Improvement” or higher within the three-month period of re-evaluation, the employee will be separated from the position.
- a. Exceptional - 6 – (performance consistently is exceptional)
 - b. Exceeds Expectations - 5 - (performance often exceeds expectations)
 - c. Meets Expectations - 4 - (performance fully meets expectations)
 - d. Fair But Needs Improvement - 3 - (performance needs improvement to fully meet expectation of position)
 - e. Poor Needs Immediate Improvement – 2 (Action Plan is required)
 - f. Does Not Meet Minimum Expectations - 1 - (Action Plan is required)
 - g. Not Applicable - N/A – (This item will not be calculated in the Overall Performance Rating)

****Always keep graduate student personnel files CONFIDENTIAL.
Never release a copy of this evaluation without a consent form
signed by the student.**