

## Student Employee Performance Appraisal Q & A

The following information will help supervisors and student employees prepare for the annual performance review process.

### Appraisal Process

1. Why does the university have a student employment performance appraisal process?
  - A. Performance management, when done well, contributes to open and constructive communication between supervisors and student employees. Clear communication about the job, goals and expectations contribute to success in carrying out job assignments, personal growth and job satisfaction, and the overall efficiency of university operations. The university's student employment appraisal form is one tool supervisors and student employees have to frame performance discussions informing pay and merit decisions.

Performance management is an ongoing process, and the university has defined the annual performance appraisal as a focal point for documenting performance expectations, feedback and plans. Supervisors and student employees have a shared responsibility in completing the appraisal. The tool is structured to first gain the student employee's self-appraisal and then feedback by the supervisor. The process culminates in an appraisal meeting and discussion.

The objectives of our performance appraisal process include:

- Setting goals, clarifying performance expectations and monitoring progress
- Motivating student employees through recognition and support
- Identifying and preparing individuals for increased responsibility
- Providing formal, written performance feedback
- Developing student employees
- Retention of student employees in both capacities
- Decrease training time from turnover
- Promoting an open dialogue between student employees and managers

The performance appraisal process is required annually, although supervisors are encouraged to employ the performance management planning, appraising and developing student employees in support of university goals and objectives throughout the year.

2. Who participates in the performance appraisal process?
  - A. The student employee and their manager provide each other feedback during this process.
3. What training and/or resources are available for supervisors and employees?
  - A. The appraisal document for student employees, the guides (overview and instructions) for the document and the FAQ's are available on the Career Center website at <http://careercenter.depaul.edu> under the Policies section for students and supervisors. You may also contact the Career Center and schedule a meeting/training to discuss the student employee appraisal process or any other topic involving On Campus Student Employment.
4. What if the form has sections that do not apply to my student employee?
  - A. The form indicates what sections are optional. Please be consistent in the use of this form with all of your student staff performing similar duties.
5. If I'm a faculty/staff member supervising a student employee must I complete a performance appraisal for him/her?
  - A. Yes. Please follow the instructions, complete the form and submit it to the Career Center.

6. Where can I find the instructions for the performance appraisal process?
  - A. The appraisal document for student employees, the guides (overview and instructions) for the document and the FAQ's are available on the Career Center website under the Policies section for students and supervisors.
7. What do the five rating levels mean?
  - A. 1 = Does Not Meet Most Expectations, 2 = Does Not Meet Some Expectations, 3 = Meets All Expectations, 4 = Exceeds Some Expectations, 5 = Exceeds Most Expectations and if the question does not apply then indicate N/A = Not Applicable. When selecting a rating consider the behavior and the consistent demonstration of the behavior in performing job tasks.
8. As a student employee, how can I prepare myself to conduct an appraisal?
  - A. Review your job description and any task assignments you have had through the appraisal period. Look at the performance appraisal questions and provide examples of how you have or have not accomplished these duties/projects and how you plan to address them in the future. Your ratings should be supported by examples.
9. Where do I get a current job description?
  - Students
    - A. You may obtain a job description from your supervisor or office manager. Also, if you applied through the Online Student Employment System, you may retrieve it there.
  - Supervisors
    - A. You should have one saved in your department. You may obtain a job description from the Online Student Employment System or contact the Career Center for more assistance.
10. How much time should I allocate to the appraisal meeting and discussion?
  - A. Allow a minimum of one half hour to give ample time for discussion and review of previous and future work. However, the discussion can take up to a full hour and a half.
11. What does the signature on the performance appraisal form indicate?
  - A. The signatures on the performance appraisal signify that the performance discussion has taken place.
12. Do the supervisor and employee keep a copy of the completed appraisal?
  - A. Yes, please keep a copy for future reference and to know current projects/areas to improve.
13. Where do I send the completed performance appraisal?
  - A. Send the completed Student Employee Performance Appraisal Form to the Career Center (SAC 192 or DPC 9500). It will be submitted to be included in the student employee's personnel folder.

### **Performance Improvement Plans**

1. What if I have a Student Employee whose overall performance is rated 'does not meet some expectations' or 'does not meet most expectations'?
  - A. Assuming an ongoing performance discussion and feedback occurs in the workplace, an employee's annual performance appraisal tends not to be the first discussion of poor performance. Supervisors who need assistance in addressing performance management issues should contact the Assistant or Associate Director for Student Employment (773-325-7431).

### **Salary Planning**

1. Who approves salary increases?

- A. The department decides the increase; please make sure you are being consistent within your department and consult with the Career Center on pay in other on campus departments. The Career Center provides salary guidelines based on the job requirements.
2. When do salary increases become effective?
    - A. The Effective Date on the Student Employment Action Form (SEAF), which the employer must submit, determines the date the salary change is effective. Typically the date of the Review.

**Future**

1. Will there be changes to the performance appraisal process in the future?
  - A. That is always a possibility. Please look for messages from the Career Center on any changes to the Student Employment appraisal process.

**Who do I contact with questions that have not been addressed or have suggestions for improving the appraisal tool?**

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