

WATERLOO

CENTRE FOR CAREER ACTION

Student Career Leader Performance Review

Name: Meghan Riley

Date: Friday, April 8th, 2016

Semesters with the Program: Winter 2016

Please check each item at the appropriate point on the scale which best indicates your rating of the Student Career Assistant as compared to her/his peers. Include any additional comments where appropriate.

PERFORMANCE:

1 = Needs Improvement 2 = Satisfactory 3 = Good 4 = Very Good 5 = Excellent

	1	2	3	4	5	Comments
Communication					*	Communicates relevant information/ideas/data in a clear, accurate and concise manner; demonstrates an appreciation for others' time by "getting to the point" quickly without communicating unnecessary facts or ideas; Communicates according to the listener's perspective; uses appropriate language and University specific terminology or references; probes audience to ensure the message has been received as intended; listens carefully to questions to understand what is being asked; provides appropriate clarification and follow-up to ensure client understanding; keeps others informed (peers, manager, clients) on critical issues that may impact her work; uses upbeat and positive tone, good eye contact
Customer Service					*	Employs good listening skills in order to understand the specifics of each situation; demonstrates commitment and sincerity in solving client problems; exhibits flexibility; seeks to understand and clarify the client's real needs; does not work on assumptions; demonstrates true concern and a sense of urgency for client issues; provides supportive/positive comments to

					motivate client
Professionalism				*	Demonstrates open mindedness and sound judgment; dresses, speaks and acts appropriately; acts on input from others on areas requiring development; displays maturity and is well-mannered
Attitude				*	Displays confidence in own ability but admits when she doesn't know; displays a willingness to continually learn and expand knowledge base; asks questions to enhance understanding of subject matter; pleasant, upbeat, and helpful
Knowledge of topics				*	Good grasp of resume principles; knowledge of CCA resources and services growing appropriately; (Has conducted xx appointments this term; xx client surveys returned: xx Excellent,... etc
Reliability				*	Regularly shows up for shifts (minimal absenteeism); punctual; trustworthy; committed to responsibilities
Leadership				*	Motivates student client to improve resumes; willingly accepts responsibility and takes ownership for errors; makes positive contribution to the department; assists other volunteers and staff when needed; projects a trustworthy and professional image
Organizational				*	Manages time, does not waste time; effectively organizes essential materials; works well independently
Teamwork				*	Shows respect for others' view and opinions; provides support to colleagues; a strong team player who is willing to jump in to help if another SCL is unable to fulfill his/her obligations
Interpersonal				*	Builds good relationships with clients, other SCLs and CCA staff; works harmoniously and efficiently with others; respects other team members opinions

OVERALL PERFORMANCE:

1	2	3	4	5
Needs Improvement	Satisfactory	Good	Very Good	Excellent

SUMMARY OF ACCOMPLISHMENTS/PROJECTS COMPLETED:

[e.g.:

- Critiqued resumes for all levels of undergraduate students
- Completed training for mock interview appointments

GENERAL COMMENTS

Meghan – Thank you very much for all of your hard work this term. It didn't take long to notice that you are extremely professional, reliable and dedicated to providing the best support for our students. You have an very good understanding of the resume principles that CCA promotes and are able to present these to the students in a friendly and constructive manner. The students seem to respond very well to your suggestions and you have had very positive feedback. The CCA staff have also commented on what a good fit you have been for this role and how they have enjoyed having you as part of the SCL team. I know we didn't get to mock interviews this term, but I believe you will do well in both mock interviews and cover letter drop ins if you choose to pursue the new SCL program in the fall.

•SCL COMMENTS:

I have really enjoyed being an SCL; the experiential and professional development opportunities were extremely beneficial in practicing and honing my skills in resume critique and student mentorship. Moreover, I appreciated the collegiate and friendly attitudes of the entire team. I hope to return as an SCL in Fall 2016 and/or Winter 2017.

VERIFICATION:

I have discussed this review with my Supervisor; this document is an accurate summary of our discussion.

Student Career Leader's signature: Meghan K. Riley Date: April 8, 2016

Supervisor's signature: [Signature] Date: April 8, 16