

Professional Development

(Developed by Memorial Union staff)

Dimension	1 - Emerging	2 - Developing	3 - Meeting	4 - Exceeding
Accuracy	Demonstrates very limited knowledge and understanding of tasks. Accuracy of calculations/input /tasks are very limited and there is a high frequency of errors.	Begins to demonstrate the knowledge and understanding needed to perform tasks. Calculations/input /tasks are achieved with very few errors. Uses each error as a learning experience.	Almost always demonstrates the knowledge and understanding needed to perform tasks. Accurate calculations/input /tasks are achieved with minimal errors.	Consistently demonstrates exceptional knowledge and understanding of tasks. Accurate calculations/input /tasks are achieved with nearly zero errors.
Area Knowledge	Making no effort to learn Area tasks	Taking the initiative to learn Area tasks	Demonstrating partial knowledge of Area tasks	Demonstrating full knowledge of Area tasks
Commitment to position & tasks	Lacks willingness to do whatever it takes to successfully complete tasks with accuracy. Does less work than others. Does not understand how to balance workload. Failing to help co-workers by covering their shifts when needed, and volunteering to work on projects.	Demonstrates reasonable willingness to do whatever it takes to successfully complete tasks with accuracy. Does almost as much work as others. Works daily to balance workload. Occasionally helping co-workers by covering their shifts when needed, and volunteering to work on projects.	Demonstrates a strong willingness to do whatever it takes to successfully complete tasks with accuracy. Does an equal share of work. Works hard most of the time. Able to find balance between taking on too much and when to complete projects. Frequently helping co-workers by covering their shifts when needed, and volunteering to work on projects.	Demonstrates exceptional, self-motivated willingness to do whatever it takes to successfully complete tasks with accuracy. Does a full share of work or more. Volunteers to help others. When starting a project sees it through completion. Demonstrates a healthy workload balance. Habitually helping co-workers by covering their shifts when needed, and volunteering to work on projects.
Customer Service	Student does not address/approach customers with urgency / in an enthusiastic, appropriate and friendly manner. Student does not seek to understand customer's needs. Student does not take action to respond to customer's needs.	Student rarely addresses/approaches customers with urgency / in an enthusiastic, appropriate and friendly manner. Student rarely seeks to understand customer's needs. Student rarely takes action to respond to customer's needs.	Student typically addresses/approaches customers with urgency / in an enthusiastic, appropriate and friendly manner. Student typically seeks to understand customer's needs and engages in conversation. Student typically takes action to respond to customer's needs.	Student always addresses/approaches customers with urgency / in an enthusiastic, appropriate and friendly manner. Student always seeks to understand customer's needs and engages in conversation. Student always takes action to respond to customer's needs.
Dependability	Student is often not on time and misses assigned work shifts regularly. Student does not notify in advance if they will be absent. Peers have a difficult time finding student reliable. Student makes excuses.	Student is sometimes on time for work. Student sometimes notifies in advance if they will be absent. Student takes steps to increase dependability. Makes limited excuses - begins to take responsibility for actions.	Student is consistently on time for work. Student usually notifies in advance if they will be absent. Peers trust that this student will be dependable and follow through with task completion. Does not make excuses and often takes responsibility for actions.	Student is often early for work. Student consistently notifies in advance if they will be absent. This student is very dependable and others can count on this student to deliver. Often times this student is sought out by staff members to do extra projects. Accepts full responsibility for actions.
Task Completion	Consistently cannot complete assigned tasks within the scheduled time line. Student makes excuses.	Struggles to complete all assigned tasks within the scheduled time line. Makes limited excuses - begins to take responsibility for actions	Completes all assigned tasks by deadline; Work accomplished is thorough, comprehensive, and when work is complete, looks for other projects to work on.	Completes all assigned tasks by deadline; Work accomplished is thorough, comprehensive, and when work is complete, looks for other projects to work on. Proactively assists other team members, if needed, to complete their assigned tasks to a similar level of excellence.