

Sample Intern Evaluation

Student Name: _____

Department: _____

Supervisor Name: _____

Job Title: _____

Date: _____

Supervisor Guidelines for Completion. The intern should complete the **self-evaluation** portion of this form prior to the supervisor's assessment. There are **four sections** to complete.

Rating Scale Guidance

These scales measure the behaviors and abilities that interns are expected to progressively attain and refine as they advance through their work.

Developing Performance (1-2) (1- Unsatisfactory, 2- Marginal)	Meeting Performance (3) (3- Satisfactory)	Exemplary Performance (4-5) (4- Very Good, 5- Outstanding)
Interns performing within this range require further development and support to meet the performance expectations with respect to output, quality standards, delivery of goals, and/or assignments.	Interns performing within this range are meeting and, in some instances, exceeding the performance expectations in respect to output, quality standards, and delivery of goals and/or assignments.	Interns performing within this range consistently exceed the performance expectations and are demonstrating the ability to take on broader responsibilities.

I. Evaluation Elements and Scale

Customer Service. Ability to meet customer needs efficiently and effectively. Appropriately uses resources and provides accurate information. Exhibits pride as a representative of the organization. Exhibits care to internal and external customers.

Intern	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed
	<u>Developing Performance</u> Needs consistent guidance on organization information. Does not interact effectively with others. Exhibits low responsiveness and needs to be prompted to assist.	<u>Meeting Performance</u> Provides accurate information while being respectful and attentive. Interactions with others are appropriate and efficient. Demonstrates satisfactory responsiveness when resolving inquiries.	<u>Exemplary Performance</u> Proactively seeks opportunities to serve others. Consistently reflects a personal interest in representing the organization. Consistently models service excellence to co-workers and others. Strives to improve operations and interactions.
Supervisor	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed

Communication. Ability to productively share information and express ideas verbally and nonverbally, including body language, attitude, and tone. Promotes a welcoming office environment. Provides input and suggestions for improvements in services offered.

Intern	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed
	<u>Developing Performance</u> Needs consistent guidance when speaking to individuals and/or replying in writing. Does not share information as needed. Exhibits low responsiveness and displays unsatisfactory body language, tone, and attitude.	<u>Meeting Performance</u> Provides accurate information orally and in writing. Shares appropriate and helpful ideas. Minimizes conflict and misunderstandings. Is responsive and communicates with others effectively.	<u>Exemplary Performance</u> Demonstrates superior verbal and non-verbal communication skills. Exhibits confidence, credibility, and persuasiveness when communicating.
	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed
Supervisor	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed

Professionalism. The degree to which the intern fulfills and carries one self professionally in the workplace. The intern responds to direction and constructive feedback in order to provide the best service possible. Follows attendance/punctuality and dress/attire standards set by the organization.

Intern	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed
	<u>Developing Performance</u> Needs guidance in taking ownership of duties assigned. Needs to understand how to conduct oneself in a working environment. Needs to develop the ability to take both direction and constructive feedback. Does not follow attendance guidelines and attire standards.	<u>Meeting Performance</u> Is able to take ownership of tasks assigned and feels proud of accomplishments. Conducts oneself appropriately in a work environment. Reacts well to direction and constructive feedback and corrects behavior accordingly. Follows attendance guidelines and attire standards.	<u>Exemplary Performance</u> Proactively seeks opportunities to serve others. Consistently reflects a personal interest in representing the organization. Consistently models service excellence to co-workers and others. Strives to improve operations and interactions.
	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed
Supervisor	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed

Teamwork. The degree to which the intern works well with others, independent of their role within the team. Awareness and sensitivity to the needs of the team.

Intern	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed
	<u>Developing Performance</u> Has difficulty leading or following in a team setting. Needs direction to become aware of team needs. Needs to develop sensitivity to other team members.	<u>Meeting Performance</u> Understands and values teamwork and working in a team setting. Is able to lead or take direction from team leader. Takes into consideration other opinions in problem-solving.	<u>Exemplary Performance</u> Has mastered both leadership and support roles within different teams. Helps others understand their own strengths. Is sensitive to other team members and leverages this ability to the advantage of the group.
Supervisor	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed

Quality and Efficiency of Work. The degree to which the intern demonstrates ability to learn new tasks. Work is of high quality, accurate and complete. Meets deadlines.

Intern	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed
	<u>Developing Performance</u> Work does not meet expectations, contains errors, does not meet set deadlines and is slow to learn new tasks.	<u>Meeting Performance</u> Meets deadlines. Work quality meets expectations and is accurate. Learns new tasks quickly.	<u>Exemplary Performance</u> Work exceeds expectations. Student is a quick learner and can handle more complex assignments. Completes work on time and seeks additional tasks. Work is excellent with few, if any, errors.
Supervisor	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed

Critical Thinking. Demonstrates the ability to analyze problems/procedures, takes risks, and evaluates alternatives in decision making. Develops and proposes innovative solutions and displays flexibility.

Intern	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed
	<u>Developing Performance</u> Does not demonstrate ability to make basic decisions. Does not change behavior or approach based on errors in previous performance. Has difficulty adjusting to change.	<u>Meeting Performance</u> Makes good decisions requiring little guidance. Is occasionally told to adjust behavior/approach based on errors in previous performance. Adjusts to change with minimal guidance.	<u>Exemplary Performance</u> Makes solid decisions without guidance. Initiates change in behavior/approach independently. Effectively adjusts to change with no guidance.
Supervisor	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed

Ethical Behavior & Accountability. The extent to which the intern's behavior demonstrates integrity and ethics in work and relationships. The extent to which the intern accepts responsibility for one's performance.

Intern	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed
	<u>Developing Performance</u> Needs guidance in making appropriate choices to avoid questionable conduct and/or a conflict of personal and professional interests. Shows little or no responsibility for actions.	<u>Meeting Performance</u> Is able to make the appropriate choices to avoid questionable conduct and/or a conflict of personal and professional interests. Accepts responsibility for actions. Does not make excuses and corrects behavior accordingly.	<u>Exemplary Performance</u> Proactively identifies potential conflicts of interest or questionable conduct and acts to avoid or mitigate these issues. Does not repeat past mistakes. Shares lessons learned with co-workers for the benefit of the organization.
Supervisor	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed

Adaptability & Flexibility. The intern is open to change, learning from new experiences and is able to modify their approach under changing circumstances without compromising on quality and productivity. The Intern is responsive and adaptable to changing work demands and unexpected situations.

Intern	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed
	<u>Developing Performance</u> Needs guidance in making appropriate choices given changing work demands. Is not responsive and resists adapting to changing circumstances.	<u>Meeting Performance</u> Is able to make the correct choices given dynamic work demands. Is open and responsive to changing work circumstances. Adapts well to changes and completes the work.	<u>Exemplary Performance</u> Proactive behavior to undertake work given changing circumstances. Fast learner in new work environments and delivers high-quality results. Serves as a leader to co-workers.
Supervisor	1 ☐ 2 ☐	3 ☐	4 ☐ 5 ☐ ☐ Not Observed

II. Overall Performance Rating

Outstanding Performance (5) The intern has consistently and significantly exceeded all behavioral and developmental performance expectations in respect to output, quality standards, delivery of goals and assignments. This rating is reserved for those interns who have distinguished themselves by their unique contribution or exceptional performance.	☐
Very Good Performance (4) The intern has met all and exceeded some performance expectations in respect to output, quality standards, delivery of goals and assignments.	☐
Satisfactory Performance (3) The intern has met the performance expectations in respect to output, quality standards, delivery of goals, and assignments.	☐
Marginal Performance (2) Intern overall performance requires improvement and/or certain key aspects of performance that need improvement while other aspects may be satisfactory.	☐
Unsatisfactory Performance (1) The intern did not meet performance requirements.	☐

III. Comment Section

Intern's Comments

- Comment on your overall performance including your ability to achieve goals, training or professional development needed, and interest in continued employment with this department.
- What strengths do you bring to the workplace?
- Based on the projects/tasks you were given during the program, what would you change or add to the internship listing?

Supervisor's Comments

- Comment on the intern's overall job performance. Be attentive to providing specific recommendations for personal and/or professional development.
- What strengths does the intern bring to the workplace?
- How did the intern contribute to the team and to the organization's overall goals?

III. Goal Setting

Review Goals from last employment period, if applicable	Accomplished Yes / No	Explanation of why not.
Goals for Upcoming Term. The intern and supervisor should develop these goals together. Goals should be specific, measurable, achievable, relevant, and time-bound (SMART Goals).		
• b • b • b • b		Completion Date

Supervisor: Did you review the completed evaluation form with the intern? Yes/No. Did you provide a completed and signed copy of this performance evaluation to the intern? Yes/No

Student Signature: _____

Date: _____

Supervisor's Name: _____

Date: _____