You are now a member of the UTEP Student Employment Team. In this role, you will be a leader on campus, working together with a unified team of students, staff, faculty, and administrators to make sure that UTEP best supports the academic and professional goals of all students.

Because we value your talents and abilities as both a student and an employee, UTEP also fully commits to using your employment to prepare you for the future. In this handbook, you will see what is expected of you and what you can expect from UTEP and your student employment experience. We will require your best effort to make sure that UTEP is leading the way in creating a culture of student success. And you can count on our best effort to help prepare you for the future and provide you with a professional edge.

Go Miners!

CONGRATULATIONS!
Talented students
Enriching experiences
Lifelong success
CONGRATULATIONS!

You are now a member of the UTEP Student Employment Team.

In this role, you will be a leader on campus, working together with a unified team of students, staff, faculty, and administrators to make sure that UTEP best supports the academic and professional goals of all students.

Because we value your talents and abilities as both a student and an employee, UTEP also fully commits to using your employment to prepare you for the future.

In this handbook, you will see what is expected of you and what you can expect from UTEP and your student employment experience. We will require your best effort to make sure that UTEP is leading the way in creating a culture of student success. And you can count on our best effort to help prepare you for the future and provide you with a professional edge.

Go Miners!
STUDENT EMPLOYMENT

Work on campus to develop professional experience, earn money, and enhance your résumé

EDGE EXPERIENCE
TABLE OF CONTENTS

What Student Employees Should Expect of You..................4
What You Should Expect of Student Employees.................5
Commitment Statement..................................................6
Entrance & Exit Interviews..............................................7
Performance Evaluations...............................................8
Department-Specific Information.................................9-10
University Policies & Procedures.....................................11
Entrance Interview Form..............................................12
Exit Interview Form....................................................13
Student Employee Performance Evaluation....................14-19
WHAT STUDENT EMPLOYEES SHOULD EXPECT OF YOU

Professional Excellence
• Be accountable and take pride in your work
• Maintain professional appearance and demeanor
• Communicate clearly, honestly, and frequently with the student employee
• Model excellent customer service with both internal and external stakeholders
• Demonstrate strong work ethic
• Empower your student employee to take initiative
• Take responsibility for building student employee job expertise

Professional Development
• Provide and encourage participation in professional development opportunities
• Schedule time to build work-related skills through resources offered by the University Career Center, Human Resources, Academic Technologies, and others
• Conduct the annual performance evaluation
• Provide regular feedback throughout the year
• Identify a mentor for your student employee

Professional Readiness
• Consider how working on campus builds student employee talents and abilities to elevate academic, personal, and professional success
• Guide student employee in developing a professional profile, to include:
  - cover letter
  - résumé
  - list of references
  - interview skills
• Encourage student employee to meet with their mentor and University Career Center staff to review the elements of their professional profile
WHAT YOU SHOULD EXPECT OF YOUR STUDENT EMPLOYEES

Professional Excellence
• Be accountable and take pride in their work
• Maintain professional appearance and demeanor
• Communicate clearly, honestly, and frequently with supervisor and co-workers
• Practice excellent customer service with both internal and external stakeholders
• Demonstrate strong work ethic
• Take initiative
• Build job expertise

Professional Development
• Pursue professional development opportunities
• Use university resources to build work-related skills offered by: University Career Center, Human Resources, Academic Technologies, and others
• Engage in annual performance evaluation process
• Seek regular feedback throughout the year
• Engage with a mentor

Professional Readiness
• Consider how working on campus builds on their talents and abilities to elevate their academic, personal, and professional success
• Build a professional profile, to include:
  - cover letter
  - résumé
  - list of references
  - interview skills
• Encourage them to ask their mentor and University Career Center staff to review the elements of their professional profile
COMMITMENT STATEMENT

To you as a student employee, UTEP commits to:
• creating a work environment that fosters professional excellence and growth
• engaging in mentoring, feedback, and professional development
• connecting your talents, motivations, and skills to your academic, personal, and professional goals

As a UTEP student employee, I commit to:
• striving for professional excellence in the role for which I am hired
• pursuing mentoring, feedback, and professional development
• building on my student employment experience to further my academic, personal, and professional goals

Student Signature  Supervisor Signature

Date  Date

To print this form, please visit:
utep.edu/studentemployment
ENTRANCE & EXIT INTERVIEWS

The Entrance Interview and Exit Interview provided in this guide (page 12 & 13) are intended to:

• Encourage students to identify their talents
• Inventory students’ interests and experiences
• Push students to consider how their student employment experiences link to their academic and professional careers

The Entrance Interview is given at the start of the student’s term of employment, and the Exit Interview is given at the end of the student’s term of employment. Both should be completed by the student employee. You are encouraged to review each with the student in a one-on-one setting.

The Entrance Interview asks students to identify their talents and abilities, as well as experiences they hope to participate in. They are also asked to consider how their employment experience will help prepare them for their future academic and professional work. You are encouraged to identify projects, collaborations, and other experiences to develop your student employees. These tasks should help the student succeed in their role and accomplish goals set at the beginning of their employment. Reviewing the Entrance Interview responses with the student will ensure expectations are accurate and realistic.

In the Exit Interview, the student should be able to articulate new talents and abilities they acquired and strengthened, as well as how their experience connected to their academic and professional career. You will be able to gain valuable feedback about the roles student employees play in your office. Reviewing the Exit Interview can further clarify expectations, assess student growth, and provide feedback about the student employee experience.

By using these two assessment tools, student employees are encouraged to engage in meaningful reflection of their learning and growth during their experience. Supervisors can learn how to create meaningful experiences and opportunities for future student employees.
The goal of this tool is to identify students’ talents and skills that will contribute to their overall success as they begin their role as a student employee and developing professional. In order for supervisors and colleagues to provide a more effective mentoring experience, it is helpful to know what those attributes are. We are committed to investing in your student employees’ personal and professional development and growth, and this will help us achieve that goal.

During the first week of employment, please discuss the following questions with your student employee:

1. Which of your talents do you feel will help you and your team during this experience?
2. What talents would you like to develop further?
3. How can this experience help prepare you for your future academic work?
4. How can this experience help prepare you for your future career?
5. How can this experience help in your personal development (courage, leadership, communication, confidence, perseverance, collaboration, etc.)?
6. What activities or experiences do you hope to participate in to help you prepare for your future?

PERFORMANCE EVALUATIONS

Performance evaluation is key to our student employees’ work, improvement, and long-range success. Every six months, you should complete a performance evaluation with your student employee(s) that concentrates on:

- The articulation and development of their talents and skills
- How their talents and skills are being put to use in the workplace environment
- Skills that they could build to further their professional life
- Assignments and responsibilities that could improve their development
- How their on-campus work is preparing them for the future, both in this workplace and in their ultimate career

Please remember that this evaluation is a constructive process, meant to give student employees further opportunity to enhance and refine their professional profiles.

Performance Evaluation Form can be found on page 14.
You are part of a successful campus-wide student employment team, and each department at UTEP has specific procedures and protocols. Please inform your student employee about the following areas and related expectations in your department:

**Customer Service**
- Communication etiquette
  - Phone
  - Email
  - In-person
- De-escalation
- Confidentiality

**Attendance and Punctuality**
- Scheduling
- Advance notice
- Time sheets

**Safety Protocol**
- Emergency contacts
- Fire drill meeting point
- Phone tree
- Campus carry
- CPR and First Aid training

**Professional Appearance**
- Dress code
- Name tags
DEPARTMENT-SPECIFIC INFORMATION

Please inform your student employee about the following areas and related expectations in your department:

Office Policies, Etiquette, Equipment, & Workspace

- Homework
- Computer and internet usage
- Email
- Social media
- Guests and visitors
- Cell phone
- Office phone
- Copy machine/printer/scanner
- Shared spaces
- Student contact information
- Compliance training
UNIVERSITY POLICIES & PROCEDURES

Additional information regarding specific University policies and procedures can be found at: admin.utep.edu, as well as the links below. If you have any questions or concerns regarding a University and/or department policy or procedure, please discuss it with your supervisor immediately.

UNIVERSITY POLICIES

The following links will direct you to a website containing updated university policy.

Equal Opportunity/Affirmative Action Action/Non-Discrimination Policy
utep.edu/eoaapolicy

Accommodations For Individuals With Disabilities Policy
utep.edu/adapolicy

Sexual Harassment And Sexual Misconduct
utep.edu/shsmpolicy

Consensual Relationships Policy
utep.edu/crpolicy

ACCOMMODATIONS

If you need special accommodations, please inform your supervisor of the accommodations needed. We also encourage you to register with the Center for Accommodations and Support Services. Their site is: utep.edu/student-affairs/cass and phone number is 747-5148.
STUDENT EMPLOYEE ENTRANCE INTERVIEW

The goal of this tool is to identify students’ talents and skills that will contribute to their overall success as they begin their role as a student employee and developing professional. In order for supervisors and colleagues to provide a more effective mentoring experience, it is helpful to know what those attributes are. We are committed to investing in your student employees’ personal and professional development and growth, and this will help us achieve that goal.

During the first week of employment, please discuss the following questions with your student employee:

1. Which of your talents do you feel will help you and your team during this experience?

2. What talents would you like to develop further?

3. How can this experience help prepare you for your future academic work?

4. How can this experience help prepare you for your future career?

5. How can this experience help in your personal development (courage, leadership, communication, confidence, perseverance, collaboration, etc.)?

6. What activities or experiences do you hope to participate in to help you prepare for your future?

To print this form, please visit: utep.edu/studentemployment
STUDENT EMPLOYEE EXIT INTERVIEW

The goal of this assessment is to measure the growth of students’ talents and skills that played an integral part in their experience as a student employee and developing professional. In order for supervisors and colleagues to provide a consistent, high-quality experience, we need their honesty. We are committed to investing in their personal and professional development and growth, and this will help us achieve that goal.

During the last two weeks of the student’s employment, please discuss the following questions:

1. Which of your talents helped you or your team during this experience?

2. Which talents did you discover in yourself in the course of completing this experience?

3. In the course of completing this experience, did you identify skills that you would like to develop further?

4. How did this experience help prepare you for your future academic work?

5. How did this experience help prepare you for your future career?

6. How did this experience help in your personal development (courage, leadership, communication, confidence, perseverance, collaboration, etc)?

7. What activities or experiences will you do next to help you prepare for your future?

To print this form, please visit: utep.edu/studentemployment
STUDENT EMPLOYEE PERFORMANCE EVALUATION

Supervisor’s Guidelines for Completion
The student employee should be offered the opportunity to complete the self-evaluation portion of this form prior to the supervisor completing her or his assessment.

Mid-Year Review (Informal)
Please conduct a mid-year review with your student employees to assist in their progress during the work term. Using this form as a guideline, the mid-year discussion is an opportunity for the supervisor and student to discuss topics such as:

• Progress towards overall expectations and goals
• Student’s work performance so far
• Training or mentoring resources required for remainder of the work term

End-of-Year Evaluation (Required)
The end-of-term performance evaluation allows the supervisor and student employee to fulfill the evaluation process. Please fill out this form near the end of the student employee’s work term and have an in-person conversation with the student employee.

Guidance on the Rating Scale
This scale measures the behaviors and abilities that all student employees are expected to progressively attain and refine as they advance through their term of employment at UTEP.
PERFORMANCE EVALUATION, ELEMENTS AND SCALE

Scale Descriptions:

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
</table>
| **Developing Performance:**
  Student employees 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. | **Meeting Expectations:**
  Student employees performing within this range are meeting and, in some instances, exceeding the performance expectation in respect to output, quality standards, and delivery of goals and/or assignments. | **Exemplary Performance:**
  Student employees performing within this range are consistently exceeding the performance expectations and are demonstrating the ability to take on broader responsibilities that would normally be reserved for a staff member working in a permanent role. |

1. Customer Service

Ability to efficiently meet customer needs. Appropriately employs resources and provides accurate information. Exhibits pride as a representative of the university. Exhibits care to internal and external customers.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
</table>

2. Communication

Ability to productively share information and express ideas verbally (written and spoken) and non-verbally, including body language, attitude, and tone. Promotes a welcoming office environment.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
</table>

To print this form, please visit: utep.edu/studentemployment
PERFORMANCE EVALUATION, ELEMENTS AND SCALE

3. Professionalism
The degree to which the student employee carries her/himself professionally in the workplace. The student employee responds to direction and constructive criticism in order to provide the best service possible.

1 2 3 4 5

4. Ability to Work in a Team Setting
The degree to which the student employee works well with others. Aware of and sensitive to the needs of the team.

1 2 3 4 5

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

1 2 3 4 5

6. Critical Thinking
Demonstrates the ability to analyze problems PROCEDURES, take risks, and evaluate alternatives in decision making. Develops and proposes innovative solutions and displays flexibility.

1 2 3 4 5
PERFORMANCE EVALUATION, ELEMENTS AND SCALE

7. Ethical Behavior & Accountability
The extent to which the student employee’s behavior demonstrates integrity and ethics in work and relationships. The extent to which student employee accepts responsibility for performance.

1  2  3  4  5

8. Department Specific Attribute - ________________________________
A department might opt to focus on a standard expressed by a measurable attribute. The attribute should be specific and have a unified focus that fits into the overall vision of the department to provide direction and a sense of purpose.

1  2  3  4  5

Goal Setting
In this section identify goals for the upcoming term. The student employee and supervisor should develop these goals together. Goals should be reasonable, developmentally focused, and measurable.
# PERFORMANCE EVALUATION, ELEMENTS AND SCALE

<table>
<thead>
<tr>
<th>Overall Performance Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outstanding Performance (5)</strong></td>
</tr>
<tr>
<td>• The student employee has significantly exceeded all behavioral and developmental performance expectations in respect to output, quality standards, delivery of goals and assignments.</td>
</tr>
<tr>
<td>• This rating is reserved for only those few student employees who have distinguished themselves by their unique contribution or exceptional performance.</td>
</tr>
<tr>
<td><strong>Very Good Performance (4)</strong></td>
</tr>
<tr>
<td>• The student employee has met all and exceeded some performance expectations in respect to output, quality standards, delivery of goals and assignments.</td>
</tr>
<tr>
<td><strong>Satisfactory Performance (3)</strong></td>
</tr>
<tr>
<td>• The student employee has fully met the performance expectations in respect to output, quality standards, delivery of goals and assignments.</td>
</tr>
<tr>
<td><strong>Marginal Performance (2)</strong></td>
</tr>
<tr>
<td>• Overall performance requires improvement and/or certain key aspects of performance require improvement while other aspects may be satisfactory.</td>
</tr>
<tr>
<td><strong>Unsatisfactory Performance (1)</strong></td>
</tr>
<tr>
<td>• The student employee did not meet performance requirements.</td>
</tr>
</tbody>
</table>

## Supervisor Comments

Please comment on the student employee’s overall job performance.
PERFORMANCE EVALUATION, ELEMENTS AND SCALE

Student Employee Comments
Please reflect on your overall performance including your contributions to your department and how you can apply your experience to your professional career.

Student Recommendations
Please provide your recommendations for the student employee’s personal and/or professional development (optional).

Did you review the completed evaluation form with the student employee? (Ensure the student employee has a copy)

Yes          No

Student Signature: ________________________  Date: __________
Supervisor Signature: ________________________  Date: __________
Director Signature: ________________________  Date: __________
You are now a member of the UTEP Student Employment Team. In this role, you will be a leader on campus, working together with a unified team of students, staff, faculty, and administrators to make sure that UTEP best supports the academic and professional goals of all students.

Because we value your talents and abilities as both a student and an employee, UTEP also fully commits to using your employment to prepare you for the future. In this handbook, you will see what is expected of you and what you can expect from UTEP and your student employment experience. We will require your best effort to make sure that UTEP is leading the way in creating a culture of student success. And you can count on our best effort to help prepare you for the future and provide you with a professional edge.

Go Miners!

CONGRATULATIONS!
Talented students
Enriching experiences
Lifelong success
utep.edu/edge
You are now a member of the UTEP Student Employment Team.

In this role, you will be a leader on campus, working together with a unified team of students, staff, faculty, and administrators to make sure that UTEP best supports the academic and professional goals of all students.

Because we value your talents and abilities as both a student and an employee, UTEP also fully commits to using your employment to prepare you for the future.

In this handbook, you will see what is expected of you and what you can expect from UTEP and your student employment experience. We will require your best effort to make sure that UTEP is leading the way in creating a culture of student success. And you can count on our best effort to help prepare you for the future and provide you with a professional edge.

Go Miners!

CONGRATULATIONS!

Talented students
Enriching experiences
Lifelong success

utep.edu/studentemployment

iwork@utep.edu  |  915.747.6403

A UTEP EDGE EXPERIENCE
SUPERVISOR HANDBOOK
STUDENT EMPLOYMENT
ON-CAMPUS

utep.edu/edge
You are now a member of the UTEP Student Employment Team. In this role, you will be a leader on campus, working together with a unified team of students, staff, faculty, and administrators to make sure that UTEP best supports the academic and professional goals of all students.

Because we value your talents and abilities as both a student and an employee, UTEP also fully commits to using your employment to prepare you for the future. In this handbook, you will see what is expected of you and what you can expect from UTEP and your student employment experience. We will require your best effort to make sure that UTEP is leading the way in creating a culture of student success. And you can count on our best effort to help prepare you for the future and provide you with a professional edge.

Go Miners!

CONGRATULATIONS!