



BYU Hawaii Student Employee Performance Feedback

Name:	Student ID:
Title:	Date:

Considering your work experience, render an account of how you have satisfied the following performance criteria:

Choose the one statement per criterion that best describes observed performance	Student	Supervisor	N/A
Accuracy—error free work <ul style="list-style-type: none"> • Work product is free of errors • Sometimes work product has errors that require rework or that negatively affect the operations of the University 			
Dependability—attention to work schedule and work engagement <ul style="list-style-type: none"> • Reliable in attendance, punctuality, and attention to assigned duties. Unfailingly communicates with supervisor when unforeseen events occur. • Occasionally tardy without prior notice to supervisor; sometimes leaves post without letting supervisor know; from time to time will waste time on non-work related matters. 			
Productivity—work performance within time and resource constraints <ul style="list-style-type: none"> • Completes all assigned tasks within the time allotted and with the resources provided. • Sometimes lets unfinished work pile up or become a bottleneck for others in the business process chain. Consumes more time, materials, or energy than allotted in the budget. 			
Risk mitigation—safety and risk avoidance <ul style="list-style-type: none"> • Consistently follows all procedural guidelines and exercises reasonable caution in the operation of equipment and machinery; has track record of accident-free service; routinely observes policies that reduce litigation risk. • Occasionally disregards safety guidelines; experiences or contributes to avoidable accidents; acts in ways that invite litigation. 			
Customer service—solving customer issues <ul style="list-style-type: none"> • Unfailingly practices good active-listening techniques to understand others' concerns or problems; asks questions, shows empathy, builds rapport, and strives to fulfill customer needs. Persists in creative search for solutions to provide customer satisfaction. Consistently endeavors to be accessible, friendly, responsive, and welcoming to constituents and co-workers • Is the source of sporadic complaints for failing to meet customer expectations, taking the time to understand customer issues; interacting rudely, declining to take responsibility for customer satisfaction, or being rigid in the application of procedural rules or is uninformed about policies, products, or services that customers need. 			
Management defined criterion _____			

Other comments or observations about observed performance or plans to improve future capability

Student Comment	Supervisor Comment
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Student signature:

Supervisor signature: