

Managing Student Employee Performance



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Student Employment Services Panel Discussion:

- Setting Expectations
- Training Student Employees
- Awkward Moments
- Performance Coaching
- Termination Procedures



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Setting Expectations



- Both supervisors and employees have expectations about their work.
- Making assumptions about a new student employee's work ethic and experience can lead to misunderstandings and disappointment.
- Avoid all of this by setting clear expectations and giving clear details immediately.



Setting Expectations

Establish the Basics:

- Supervisor(s) name and contact information
- Go-to person that student can ask questions
- Agree on vacation periods & other time off in advance.
- How should they punch in/out time clock, computer, phone app?
- Scheduling/Work-Hour Rule/Other Jobs



Setting Expectations

Explain the job from start to finish.

Failing to give the details of the job can make the student employee feel inadequate, isolated and defensive. Give them a copy of the job description. Show your student employee the importance of their place at CMU. When they see the role they play in the big picture, they will understand their job is real and vital.



Training Student Employees

- Be specific in your training don't assume
- Tell the student it is their responsibility to retain the training you are giving them.
- Have them ask questions, take notes or use whatever method works best for them to learn by.
- Consider developing a student employee handbook for your area.





Training Student Employees

Follow-Up is the most important element to a successful start.

- Be sure to observe and evaluate the student employee doing their job.
- Do they have questions? Do they need further training? Is the work done to your satisfaction?



Awkward Moments

Awkward moments can happen when the student:

- Doesn't perform tasks correctly
- Doesn't do assigned tasks
- Avoids eye contact or mumbles
- Frequently shows up late or calls in sick
- Doesn't work well with co-workers
- Appears inappropriately dressed
- Has frequent visitors and phone calls



Awkward Moments

Look at the awkward moment as an opportunity to teach.

- Correct the issue immediately.
- Take the time to explain how your student employee can improve and what behavior will not be tolerated.
- Be positive and encouraging.
- Note if the behavior is potentially in violation of any CMU policy (harassment, theft, drugs/alcohol) - call Student Employment right away for further instructions.



Performance Coaching

Coaching can be the key to the student employee's success.

- Communication!!!
- Set an example and model strong work habits.
- Provide additional training.
- Give regular feedback on their performance.
- Address those awkward moments right away and work with them to correct the issue.
- Agree on a course of action moving forward.
- Contact SES if you are unsure how to proceed.





Performance Coaching

Documentation

- Document any discussions with the student employee so you can refer to them if needed.
- Keep any emails, texts or voicemails on file.
- Written warnings or reprimands should also be kept on file.



Student Employee Terminations

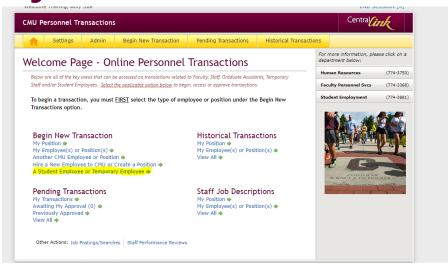
Sometimes it is necessary to terminate a student employee.

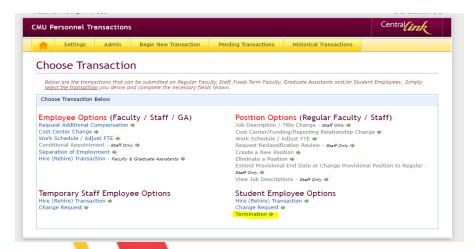
- Meet with the student to explain why their job is ending.
- Use documentation to substantiate your decision.
- Ask them if they have any questions.
- Students have contacted SES to express their concerns about termination and you may be contacted for further discussion.



Student Employee Terminations

Please notify SES of all student employee terminations by submitting a termination form in Personnel Transactions.







Student Employee Terminations

Employee Name		Campus ID		ition	Position ID
	1	**********	STU	DENT	11124100
(Initiator) 10/21/2022					
Student Details Division: ACADEMIC AFFAIRS *Student's Supervisor: Student Termination Details			*Home Department: LIBRARIES - DOCUMENTS ON DEMAND *Contact Name/Number:		
Cost Center #/WBS		00	Task #:		Add Additional Job
Separation Reason:		Mac wanted to focus on school more and work less.			
*Separation Type:		ignation	*Would you re-hire this student?		Yes
Brief Evaluation of student's work performance: Mac was an excellent employee. He was a hard worker and was able to keep up in our busy office. We all are sa to see him go.					in our busy office. We all are sad
*All CMU property has been returned [keys, uniforms, tools & comp			uter access]:	Yes	
*Effective End Date	10/	21/2022			



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Reach out to Student Employment Services with any questions or concerns regarding how to handle student employee performance or termination procedures.



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