

EXAMPLE CHECKLIST FOR SUPERVISORS

Supervisors will want to develop a checklist that is specific to your office and the student's job.

- Discuss your expectations
 - ✧ Consistent attendance
 - ✧ Student employees should adhere to quality standards
 - ✧ They should ask if there is any other work, if they finish an assignment
 - ✧ Customer service expectations: professional and pleasant attitude while at work. Students, faculty, prospective students, and staff must be treated with respect.

- Review the procedures with your employee. (You should have them written down or posted somewhere in the department.)
 - ✧ Emergency and safety procedures
 - ✧ FERPA Guidelines
 - ✧ Dress Code
 - ✧ Reporting time on their time sheet
 - ✧ Calling in if they are late or if they cannot make it in to work

- Training on the office equipment and professional etiquette.

- Introduce the student to your "back-up" for time entry and timesheet signatures and to who they should report if you are out of the office.

- Introduce them to other employees they will be working with.

- Create a schedule of the daily routines in the office and an explanation of each routine.

- Create a list of important phone numbers and names of people in your department.

- Create a list and a description of all forms used in your office.

- Make sure that the student employee has a workstation, phone and computer (all the tools they need to be a successful employee).

- Make certain the student has been set up with an email account and appropriate Banner Access. (They must complete Banner Basics, if they have not had a Banner Account previously.)

- Explain the phone system (refer to the instructions in the Phone Directory) and make sure that they know how to use all the office equipment needed for their job.

- Plan the student's work assignments. Provide clear guidelines and deadlines for assignments. It may be helpful to have work ready for them when they report for work each day.

- As a supervisor you must be able to delegate assignments to others and trust others to assist you. Give student employees work. Otherwise it will be a waste of time and money for both you and the student employee.