

## 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.