

SITE SUPERVISOR - STUDENT EVALUATION RATING SHEET

Please evaluate the student in accordance with the expectations of a newly hired entry level worker. See the following rubric to aid in determining evaluations. Number of responses = 133; 100% returned.

Fall 2013-Spring 2014

	4 Outstanding	3 Good	2 Satisfactory	1 Unsatisfactory	Did Not Assess
Interpersonal Skills					
1. Establishes effective relationships with clients (Establishes appropriate boundaries, sensitive to gender, ethnicity, and age)	92 69%	37 78%	2 2%		2 2%
2. Student intern demonstrates tolerance and respect when interacting with clients .	104 78%	27 20%	2 2%		
3. Student intern demonstrates tolerance and respect when interacting with other staff members .	104 78%	24 18%	5 4%		
4. Works independently/shows initiative	92 69%	28 21%	12 9%	1 1%	
5. Networks with the agency and other service providers to the benefit of the client	56 42%	39 30%	10 7%		28 21%
6. Uses ethical skills when dealing with clients	90 68%	36 27%	4 3%		3 2%
7. Uses ethical skills when dealing with co-workers	94 70%	29 23%	7 5%		3 2%
Communication Skills					
8. Benefits from supervision	97 73%	31 23%	5 4%		
9. Orally	85 64%	37 28%	10 7%	1 1%	
10. In writing	62 47%	42 32%	9 6%		20 15%
11. Produces quality documentation, record keeping, and service planning	64 48%	38 29%	8 7%		23 16%
12. Demonstrate effective problem solving and reasoning skills	72 55%	51 38%	7 5%		3 2%
General Employment Characteristics					
13. Attendance	99 75%	24 18%	9 6%	1 1%	
14. Punctuality	97 73%	25 19%	9 6%	2 2%	
15. Appropriate dress	99 75%	28 20%	6 5%		
Therapeutic Skills					
16. Uses basic theories of individual and/or group counseling	47 35%	45 34%	6 5%		35 26%
17. Shows empathy	95 71%	25 19%	7 5%		6 5%
18. Can identify client strengths & weaknesses and untapped client opportunities	63 47%	52 39%	4 3%		14 11%
19. Demonstrates self-assessment skills	67 50%	44 33%	10 8%		12 9%
20. Uses interview/counseling skills	61	47	8		17

(restatement, summarizing, paraphrasing)	46%	35%	6%		13%
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Supportive Knowledge: Math, Science, Research, Computer					
	4	3	2	1	Did Not Access
21. Demonstrates math skills appropriate for this directed practice experience.	45 34%	27 20%	1 1%		60 45%
22. Demonstrates knowledge of scientific principles appropriate for this directed practice.	37 28%	37 28%	5 4%		54 40%
23. Demonstrates ability to use research methods to locate resources and/or answers appropriate for this directed practice.	53 40%	44 33%	3 2%		33 25%
24. Demonstrates the skills and ability to use a computer appropriate for this directed practice.	73 55%	41 31%	3 2%		16 12%
Summative Evaluation					
25. Overall quality of work	101 76%	28 21%	4 3%		

Would you recommend this student for Human Services employment?

Yes 129 - 97%

No 0

No response 4 – 3%

STUDENT EVALUATION RUBRIC

Interpersonal Skills							
		4 – Outstanding	3 – Good	2 – Satisfactory	1 – Unsatisfactory	Did Not Assess	Comments
1.	Establishes effective relationships with clients (establishes boundaries, sensitive to client)	Almost always listens to others, is sensitive to gender/cultural differences, and establishes appropriate boundaries.	Occasionally needs to be reminded to listen to others, be sensitive to gender/cultural differences, and to establish appropriate boundaries.	Needs to be reminded to listen to others, be sensitive to gender/cultural differences, and establish appropriate boundaries.	Continually needs to be reminded to listen to others, to be sensitive to gender/cultural differences, and established appropriate boundaries.		
2.	Student intern demonstrates tolerance and respect when interacting with <u>clients</u>.	Supports & encourages others to verbalize differences, demonstrates tolerance & respect for another person's opinions, ideas & beliefs, & acknowledges the opportunity to understand persons/groups served and the community from a broader perspective.	Verbalizes or behaves in a manner that demonstrates tolerance and respect for another person's opinions, ideas, or beliefs, & encourages continued interaction.	Verbalizes or behaves in a manner that demonstrates tolerance & respect for another person's opinions, ideas, or beliefs.	Demonstrates intolerance & disrespect, verbally, and/or behaviorally, when opinions, ideas or beliefs are expressed by others.		
3.	Student intern demonstrates tolerance and respect when interacting with <u>other staff members</u>.	Supports & encourages others to verbalize differences, demonstrates tolerance & respect for another person's opinions, ideas & beliefs, & acknowledges the opportunity to understand the agency & agency personnel from a broader perspective.	Verbalizes or behaves in a manner that demonstrates tolerance and respect for another person's opinions, ideas, or beliefs, & encourages continued interaction.	Verbalizes or behaves in a manner that demonstrates tolerance & respect for another person's opinions, ideas, or beliefs.	Demonstrates intolerance & disrespect, verbally, and/or behaviorally, when opinions, ideas or beliefs are expressed by others.		

Interpersonal Skills con't.		4 – Outstanding	3 – Good	2 – Satisfactory	1 – Unsatisfactory	Did Not Assess	Comments
4.	Works independently and shows initiative	Given a task and initial direction, the task is almost always completed correctly with little or no additional supervision needed. The results indicate that the person went above and beyond in completing the task.	Given a task and initial direction, the task is almost always completed, but additional direction and supervision is required.	Given a task and initial direction, directions must be repeated and additional supervision is required to have the task completed.	Given a task, and initial direction, the task could not be completed without constant supervision.		
5.	Under the direction of the supervisor, networks with the agency and other service providers to benefit the client	Works continually to reach out to other people and agencies to help solve client issues.	Often uses contacts, internal and external to the agency, to resolve client issues.	Must be reminded to use the agency and outside providers when trying to resolve client issues.	Operates alone when attempting to solve challenges on their own and/or does not access other resources.		
6.	Uses ethical skills when dealing with clients. (confidentiality, duty to inform, self-determination)	Always maintains the highest ethical standards when dealing with clients.	On occasion, needs to be reminded of ethical standards, but never violates the ethical standards.	Needs continual reminders of ethical standards, although never violates them.	Violates ethic standards.		
7.	Uses ethical skills when dealing with co-workers. (confidentiality, duty to inform, self-determination)	Always maintains the highest ethical standards when dealing with co-workers.	On occasion, needs to be reminded of ethical standards, but never violates the ethical standards.	Needs continual reminders of ethical standards, although never violates them.	Violates ethic standards.		

Communication Skills							
		4 – Outstanding	3 – Good	2 – Satisfactory	1 – Unsatisfactory	Did Not Assess	Comments
8.	Benefits from supervision	Listens, understands, initiates discussion of learning needs, and implements suggestions from supervisor and co-workers willingly.	Listens, understands and implements most suggestions from supervisor and co-workers.	Listens and implements most suggestions from supervisor and co-workers.	Does not listen or act upon supervisor's instruction.		
9.	Communicates orally with clients, co-workers, and other agencies. (interviewing, counseling phone and staff conversations)	Communicates orally in a professional manner with clients, co-workers, and other agencies. Oral communication is clear and accurate.	Communicates orally in and with clients, co-workers, and other agencies. Oral communication is clear and accurate.	Communicates orally with clients, co-workers, and other agencies, but requires some correction.	Has difficulty communicating orally with clients, co-workers, and other agencies in a clear and accurate manner.		
10.	Communicates in writing with clients, co-workers, and other agencies. (interviewing, counseling, phone and staff conversations)	Communicates in writing in a professional manner with clients, co-workers, and other agencies. Written communication is clear and accurate.	Communicates in writing with clients, co-workers, and other agencies. Written communication is clear and accurate.	Communicates in writing with clients, co-workers, and other agencies, but requires some correction.	Has difficulty communicating in writing with clients, co-workers, and other agencies in a clear and accurate manner.		
11.	Produces quality documentation/record keeping and service planning	Reports are accurate, complete, and descriptive.	Reports contain adequate information.	Reports need additional information.	Reports are incorrect and unusable.		
12.	Demonstrates effective problem solving and reasoning	Actively looks for and suggests solutions to problems.	Refines solutions suggestions that are by others.	Does not suggest or refine solutions, but is willing to try out solutions suggested by others.	Does not try to solve problems or help others solve problems.		

General Employment							
		4 – Outstanding	3 – Good	2 – Satisfactory	1 – Unsatisfactory	Did Not Assess	Comments
13.	Attendance	Has a 95% plus attendance record.	Has a 90 - 95% attendance record and calls if cannot attend.	Has an 85 – 95% attendance record and calls if cannot attend.	Has an attendance record below 85%		
14.	Punctuality	Can be counted on to show up on time and ready to work.	Arrives at work on time 90 – 90% of the time and calls when running late.	Arrives at work on time 85 – 90% of the time and calls when running late.	Arrives at work late and does not call.		
15.	Appropriate dress	Dresses appropriately for the workplace.	Dresses appropriately most of the time.	Dresses appropriately when reminded.	Often wears inappropriate attire.		
Therapeutic Skills							
16.	Uses basic theories of individual and/or group counseling.	Consistently uses the knowledge from basic theories to benefit clients.	Occasionally can use the knowledge from basic theories to benefit clients.	Needs assist in identifying the basic theories that would benefit the client.	Has difficulty in understanding and using basic theories that would benefit the client.		
17.	Shows empathy	Is able to understand the client’s perspective and yet remain objective.	Needs help in understanding the client’s perspective.	Confuses empathy and sympathy, but with direction can assess the client’s perspective.	Cannot see the client’s perspectives and imposes own values and thoughts.		
18.	Can identify client strength and weakness and untapped resources	Continually works with the client to determine strengths, weakness, and untapped resources.	Has some ability to assist client in identifying strengths, weaknesses, and untapped resources.	Needs to be reminded to assist client in identifying strengths, weaknesses, and untapped resources.	Does not assist client in identifying strengths, weaknesses, and untapped resources.		

Therapeutic Skills con't.		4 – Outstanding	3 – Good	2 – Satisfactory	1 – Unsatisfactory	Did Not Assess	Comments
19.	Demonstrates the insight to self-assessment their own strengths and weaknesses.	Continually reviewing their own performance and assess their client and staff interaction and create a plan for self-improvement.	On occasion, will review their own performance and assess their client and staff interaction and create a plan for self-improvement.	Will when prompted, review their own performance and assess their client and staff interaction and create a plan for self-improvement.	Does not review their own performance or self-assess their client and staff interactions or create a plan for self-improvement.		
20.	Uses interview/counseling skills (active listening, restatement, paraphrasing, open-ended questions, summarizing, appropriate non-verbal body language, appropriate use of self-disclosure, follow-through, etc.)	Continually and effectively uses a variety of interviewing and counseling skills.	improvement. Uses some interviewing and counseling skills, but needs to increase the variety of skills employed.	Uses interviewing and counseling skills, but needs additional practice in their effective use.	Has difficulty in using interviewing and counseling skills or uses them ineffectively.		
Supportive Knowledge							
21.	Can use math skills	Student is able to work independently using mathematics calculations to accurately determine needed information.	Given support and direction, the student can use mathematics calculations to accurately determine needed information.	After training and given support and direction, the student can use mathematics calculations to determine needed information.	Student cannot complete the necessary mathematical operations needed in this directed practice setting.		
22.	Can use scientific information	Student is able to work independently using scientific principles to accurately determine needed information.	Given support and direction, the student can use scientific principles to accurately determine needed information.	After training and given support and direction, the student can use scientific principles to determine needed information.	Student cannot complete the necessary scientific principles needed in this directed practice setting.		

Sup. Knowledge con't.		4 – Outstanding	3 – Good	2 – Satisfactory	1 – Unsatisfactory	Did Not Assess	Comments
23.	Can use research skills	Student is able to work independently using research techniques to accurately determine needed information.	Given support and direction, the student can use research techniques to accurately determine needed information.	After training and given support and direction, the student can use research techniques to determine needed information.	Student cannot complete the necessary research techniques needed in this directed practice setting.		
24.	Can use computer skills	Student is able to work independently using computer applications to accurately determine needed information.	Given support and direction, the student can use computer applications to accurately determine needed information.	After training and given support and direction, the student can use computer applications to determine needed information.	Student cannot complete the necessary computer applications needed in this directed practice setting.		
Summary Evaluation							
25.	Overall quality of work	Provides the highest quality of work. The total numerical score and related components indicate the student's have superior knowledge and skills as a human services provider.	Provides work that occasionally needs to be redone by other members to ensure quality. The total numerical score & related components indicate the student has good knowledge and skills.	Provides work that usually needs to be redone by others to ensure quality. The total numerical score and related components indicate a satisfaction knowledge and skills.	Provides work that constantly needs to be redone to ensure quality. The total numerical score and related components indicate the student needs additional knowledge and skills.		

