S.M.A.R.T.

STUDENT MENTORS ATTAINING REAL TRANSFORMATION

Alternate Text Files are available upon request; please contact Erick Jones at erick.jones@ung.edu or call 706-867-3308.
The principle goal of education in the schools should be creating men and women who are capable of doing new things, not simply repeating what other generations have done.

-Jean Piaget
STUDENT

- Grades
- Schedules
- Support
- Specialization
- Diversity
MENTORS

PEER MENTOR/OUTREACH PROGRAMMING TEAM

• EXCELLENT WRITTEN AND VERBAL COMMUNICATION SKILLS
• ABILITY TO MAKE DECISIONS AND SOLVE PROBLEMS
• THRIVE IN A TEAM ENVIRONMENT
• TECHNICAL KNOWLEDGE RELATED TO THE JOB
• EMPATHIC LISTENER AND PERSUASIVE SPEAKER
• ABILITY TO PLAN, ORGANIZE, AND PRIORITIZE WORK
• PRESENTATION SKILLS
MENTORS
PEER MENTOR/OPERATIONS TEAM

- CUSTOMER SERVICE
- ABILITY TO OBTAIN AND PROCESS INFORMATION
- ABILITY TO PROCESS AND ANALYZE QUANTITATIVE DATA
- ABILITY TO MAKE DECISIONS AND SOLVE PROBLEMS
- THRIVE IN A TEAM ENVIRONMENT
- TECHNICAL KNOWLEDGE RELATED TO THE JOB
- ABILITY TO PLAN, ORGANIZE, AND PRIORITIZE WORK
The Skills and Qualities Employers Value Most in Their New Hires

CONTACT: Karen Clay, ext. 120, Andrea Ramos, ext. 121, 913-328-1521
E-mail: sklay@naceweb.org

DATE: April 24, 2014

SUBJECT: The Skills and Qualities Employers Value Most in Their New Hires

BETHESDA, MD—When it comes to a job seeker’s skills and qualities, employers recruiting from the college Class of 2014 are seeking for candidates who are decisive, can solve problems, are good communicators, and are analytical, according to results of a new survey by the National Association of Colleges and Employers (NACE).

“Employers want to see in candidates the skills that are necessary to excel in the workplace and fit the organizations,” says Marita M. McFadden, NACE’s executive director.

Employers responding to the association’s Job Market 2014 Hiring Outlook Survey noted “ability to make decisions and solve problems,” “ability to effectively communicate with persons inside and outside the organization,” and “ability to analyze and process information” as the most important candidate skills. (See Figure 1.)
**REAL**

**DIVISION OF STUDENT AFFAIRS**

**STUDENT EMPLOYEE SKILL EVALUATION**

The purpose of this evaluation is to measure the skill development of student employees in the Division of Student Affairs. Student employees will be evaluated based on how well they meet their supervisor's expectations on a five-point scale.

### EMPLOYEE INFORMATION

<table>
<thead>
<tr>
<th>Name</th>
<th>EmpID</th>
<th>Review Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>12/3/2014</td>
</tr>
</tbody>
</table>

### EVALUATION OF EMPLOYEE'S SKILLS

#### COMMUNICATION SKILLS

MEASURES: VERBAL COMMUNICATION, WRITTEN COMMUNICATION, TEAMWORK, AND INTERPERSONAL SKILLS

<table>
<thead>
<tr>
<th>1 = Significantly Below Expectations</th>
<th>2 = Slightly Below Expectations</th>
<th>3 = Meets Expectations</th>
<th>4 = Slightly Above Expectations</th>
<th>5 = Significantly Above Expectations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal communications with others, courteous and clear</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments: Since my new role as lead mentor, I have to communicate more with people in order to ensure everyone is on the same page.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uses appropriate language, tone, and grammar in written communication</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collaborates with others to accomplish goals and contribute to team objectives</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments: Collaborate with both operation mentors and programming mentors on various tasks/projects.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consistently demonstrates a positive attitude toward others</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Listens actively to requests, comments, and suggestions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
TRANSFORMATION

- GENERALIZATION WITH SPECIALIZATION
- PROFESSIONAL GROWTH
- ACCOUNTABILITY
- FAILURE IS NOT FINAL
# Reality Check

<table>
<thead>
<tr>
<th><strong>Director</strong></th>
<th><strong>Mentor</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Desire to serve students</td>
<td>Daily student interactions</td>
</tr>
<tr>
<td>Extension of professional team</td>
<td>Sense of being a colleague</td>
</tr>
<tr>
<td>“Fit”</td>
<td>Ability to select specialization</td>
</tr>
<tr>
<td>Team player</td>
<td>Working with a team of people daily</td>
</tr>
<tr>
<td>Goals and priorities</td>
<td>Self-direction</td>
</tr>
<tr>
<td>Customer service</td>
<td>Relatable</td>
</tr>
</tbody>
</table>
QUESTIONS
RESOURCES

• HTTPS://WWW.NACEWEB.ORG/ABOUT-US/PRESS/SKILLS-EMPLOYERS-VALUE-IN-NEW-HIRES.ASPX

• HTTP://WWW.SDO.UMN.EDU/STAFF-
  FACULTY/DOCUMENTS/SUPERVISINGSTUDENTEMPLOYEESWITHSDOS-SUA.PDF

• HTTP://WWW.MINDTOOLS.COM/PAGES/ARTICLE/SERVANT-LEADERSHIP.HTM

• HTTPS://STUDENTEMPLOYMENT.DEPAUL.EDU/MANAGERS/PERFORMANCE/

• HTTP://WWW.INC.COM/RHETT-POWER/3-COMMON-TRAITS-OF-INSPIRATIONAL-LEADERS.HTML