As the supervisor of a Creighton student employee, part of your role is to mentor the student in becoming an employee who achieves the performance expectations for the position they are performing. Establishing performance goals and your informal coaching are two keys to the student’s success. Creighton University wants to provide our students a learning opportunity to further develop themselves and introduce them to the best practices of coaching and the typical corrective action process most companies utilize.

1. **Establish performance objective and coaching**: As the student begins employment, set the stage for on-going feedback by meeting with them to review duties, office procedures and performance goals. Clearly develop two or three performance objectives surrounding the work the student is to complete. Discuss your process for providing on-going feedback. Managers who make time to share positive feedback are able to more easily share the coaching feedback that needs to take place.
2. **Verbal warning:** Sit down with the student in a private setting and go over the student’s job duties and work schedule. Indicate instances where the student did not satisfactorily perform the work expectations. Be specific. Have dates and times. Share the performance expectations with the student and the improvement you expect to observe. Ask the student if there is anything you need to clarify for him/her. Ask what you can do to assist the student in making improvements.
3. **Written warning:** If the student does not make the necessary improvements after the verbal warning, meet with the student to review the current performance event(s) that do not meet expectations. Refer to the prior verbal warning and review the expectations for improvement. Discuss your plan to provide the student feedback. Provide the student with a memo reviewing the performance deficiency, the performance expectations and your plan to follow up with the student. Let the student know that the next step will be termination if consistent improvements are not observed.
4. **Written notice of termination:** If the level of performance you expect has not been achieved after the verbal and written warnings, the final step is a written notice of termination. Meet with the student to notify them of your decision to terminate, review the performance event(s) that is the basis for your decision. Provide a letter to include reference of the dates of the verbal and written warnings and the event that is the basis for the termination decision. The letter should also include the date the termination is effective. If the student is a Federal Work Study student, you can refer him/her to the Student Employment Office for evaluation for another job assignment.

In cases of absenteeism, when there is no opportunity to give an oral warning, skip step#1 and go to written warning. Set a specific date that the student is to check in with you, and indicate if the student does not check in they will be terminated. If student misses check in deadline, send termination letter.

This guideline applies to routine performance issues. There are limited occasions when the nature of the performance issue is more serious and needs to be addressed immediately, with immediate consequences. Please consult the Student Employment Office for guidance with these matters.