****Addendum B

Azusa Pacific University

**Master of Arts in Transformational**

**Urban Leadership Program**

**Service Performance Evaluation Form**

**Intern: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Supervisor Name/Position/Contact Information: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Dates(s):** Mid-term:  Final: \_\_\_\_\_\_

*Please make one photocopy of this form for your Site Supervisor.*

The Service Performance Evaluation is designed to provide interns specific feedback for improving their contribution to their hosting organization. It is considered an integral part of the total learning experience afforded by the internship and provides a partial basis for determining the intern’s grade in the course *Educational Centre Internship*. The evaluation is to be completed at *two* points in the term: one during the middle of the service term and the other during the final week of service. Conducting an evaluation at the mid-term point enables interns to work through problem areas while encouraging their strengths. It can also provide the basis for renegotiating their service goals for the second half of the term. At both points (mid-term and end-of-term), the evaluation form should be completed independently by the intern’s supervisor/mentor, followed by a one-on-one meeting to discuss ratings and recommend improvements.

Every volunteer brings to the internship different life experiences, as well as different levels of character formation, skill development, and issue-specific knowledge. Consequently, we are more interested in *relative growth*—relative to where the student-volunteer began—than an absolute measure. Your careful, considered completion of this form is greatly appreciated.

The intern should both contribute and learn, so they are a blessing to you and you are a blessing to them. This is best worked out in the goals below. The internship should cover around 40 hour of work.

*Directions:* Please fill in the date of the mid-term or final evaluation. Then check the appropriate boxes below. Write in summary comments in the spaces provided at the end of the checklist.

|  |  |
| --- | --- |
| **MID-TERM**: Date: | Date: **FINAL** |

**Outstanding**

**Very Good**

**Average**

**Poor**

**Not Applicable**

**Greatly Improved**

**Made Progress**

**Stayed the Same**

**Became Worse**

**Not Applicable**

### *Performance*

***Indicators***

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | | Work Habits / Presentation of Self |  | | | | |
|  |  |  |  |  | Is punctual |  |  |  |  |  |
|  |  |  |  |  | Abides by agency rules and regulations |  |  |  |  |  |
|  |  |  |  |  | Takes initiative |  |  |  |  |  |
|  |  |  |  |  | Is self-reliant |  |  |  |  |  |
|  |  |  |  |  | Dresses appropriately |  |  |  |  |  |
|  |  |  |  |  | Has pleasant demeanor |  |  |  |  |  |
|  |  |  |  |  | Cooperates with staff and clients |  |  |  |  |  |
|  |  |  |  |  | Aware of how perceived by staff and clients |  |  |  |  |  |
|  | | | | | Service Skills |  | | | | |
|  |  |  |  |  | Identifies personal interests and skills |  |  |  |  |  |
|  |  |  |  |  | Sets and fulfills goals |  |  |  |  |  |
|  |  |  |  |  | Interacts with socio-cultural appropriateness |  |  |  |  |  |
|  |  |  |  |  | Secures the necessary resources for projects |  |  |  |  |  |
|  |  |  |  |  | Completes assigned tasks |  |  |  |  |  |
|  |  |  |  |  | Attends to detail |  |  |  |  |  |
|  |  |  |  |  | Manages time and energy well |  |  |  |  |  |
|  |  |  |  |  | Meets deadlines |  |  |  |  |  |
|  |  |  |  |  | Follows instructions |  |  |  |  |  |
|  |  |  |  |  | Balances seeking help with self-direction |  |  |  |  |  |
|  |  |  |  |  | Critically reflects on what has been learned |  |  |  |  |  |
|  | | | | | Personal Qualities |  | | | | |
|  |  |  |  |  | Demonstrates inquisitiveness: curious and experimental; willing to attempt challenges |  |  |  |  |  |
|  |  |  |  |  | Demonstrates respect for diverse others: open with biases; honors cultural alternatives |  |  |  |  |  |
|  |  |  |  |  | Demonstrates personal warmth: listens attentively, responds sensitively |  |  |  |  |  |
|  |  |  |  |  | Demonstrates flexibility: patient with dull tasks and unanticipated sources of frustration |  |  |  |  |  |
|  |  |  |  |  | Demonstrates dependability: reliable, honest, and accountable for one’s own behavior |  |  |  |  |  |
|  |  |  |  |  | Demonstrates humility: recognizes one’s own limitations; open to self-evaluation, criticism |  |  |  |  |  |
|  |  |  |  |  | Demonstrates compassion: sensitive to and emotionally involved with those served |  |  |  |  |  |
|  |  |  |  |  | Demonstrates justice: considers issues through the eyes of each involved in/affected by them |  |  |  |  |  |
|  |  |  |  |  | Demonstrates creativity: approaches new tasks with a sense of possibility and challenge |  |  |  |  |  |
|  |  |  |  |  | Demonstrates amiability: develops friendships and trust relationships |  |  |  |  |  |
|  |  |  |  |  | Demonstrates tact: polite and respectful when asserting views or performing tasks |  |  |  |  |  |
|  | | | | | Understandings |  | | | | |
|  |  |  |  |  | Able to explain the history and present goals and tactics of agency |  |  |  |  |  |
|  |  |  |  |  | Able to explain various organizational roles |  |  |  |  |  |
|  |  |  |  |  | Able to explain the factors that shape the life of host community and those served |  |  |  |  |  |
|  |  |  |  |  | Able to explain the main causes and potential solutions of issue(s) addressed by the agency |  |  |  |  |  |
|  |  |  |  |  | Able to use service experiences to challenge previous assumptions regarding particular issues (e.g., poverty, immigration) |  |  |  |  |  |

**Summary (Final) Assessment**

1. What have been the intern’s major strengths in the placement?
2. In what areas could the intern improve in order to serve the organization more effectively?
3. (A) What specific goals, agreed upon at the start of the internship, did the intern appear to achieve?

(B) Which goals did the intern *not* sufficiently work on?

4. Are there any other areas, not covered above, that will assist us in evaluating the intern’s performance during this period?

*Again, thank you so much for the time and effort you invested in this intern. Please attach and email this form directly to*

*the student’s Online Course Instructor,* [*vivgrigg@apu.edu*](mailto:vivgrigg@apu.edu) *before the end of the semester April 20th.*