



Eagle Advantage - Financial Aid Office Student Employee

Student Name: _____ Semester: _____

Skill Set	Criteria	Comments	Improvement
Communication	Articulates complex financial aid information to students and parents in a clear and effective manner both in person and through phone and email contacts. Write a professional email with attention to detail and accuracy.		
Collaboration & Leadership	Work collaborately to manage and meet the needs of our clientele. Demonstrate a positive and supportive team environment. Organize and taking the lead on special projects.		
Critical Thinking & Problem Solving	By using effective listening skills, students analyze what the issue is for a particular situation. They are then able to identify options for a solution. If necessary they determine who else the student/parent may need to meet with.		
Digital Literacy & Technology	Students develop knowledge of and utilize software (i.e. Image Now, Peoplesoft & Campus Logic) to determine answers to complex financial aid issues.		

***Reference Only, EA update needed**

Self-Management	Students are able to self direct their workload with minimal supervision. Students work with clientele of various ethnic as well as socio-economic backgrounds. Students demonstrate respectfulness towards all clientele.		
Adaptability	Recognize challenges as opportunities to improve. Students welcome constructive feedback and use it to strengthen their knowledge and skills. Accepts new or different responsibilities with a positive attitude and figure out a way to manage them differently to adapt to the change. Embrace a growth mindset approach that allows for action, reflection, failure and resilience for lifelong learning and development.		
Engaging Diversity	Students are aware of differences when assisting other students who are of a different race, ethnic group, gender, economic background. Ability to accept and understand someone else's perspective.		
Integrity & Accountability	Students establish personal responsibility for their own workload. They notify us promptly if they cannot work their scheduled time. They take ownership of their actions and learn from mistakes.		
Other thoughts and recommendations:			

*Reference Only, EA update needed