

# Student Employment Performance Assessment

## Skills Descriptions - For use in assessing student performance

Adapted from ACT's WorkKeys Assessments

<http://www.act.org/content/act/en/products-and-services/workkeys-for-employers.html>

The Work Study program at MCC helps students gain work experience and develop skills that are valued by employers. To accomplish this, the Work Study program incorporates processes that students can expect to encounter in the workplace after college. Performance assessments are one of the processes that students will encounter later in life. The assessments are designed to measure progress toward workplace readiness through the assessments of the skills described below.

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### **Workplace Observation Skill**

Workplace observation involves the ability to observe and remember a demonstration and/or a set of instructions. It also involves gathering the information necessary to complete an assigned task by following procedural steps, safety procedures, and quality control standards. Student employees should also be able recognize situational similarities or differences from what they initially observed or learned and recognize when the outcome will be different.

### **Listening for Understanding Skill**

Listening for understanding involves receiving work-related information provided verbally and then using and/or responding to that information. Information may be provided in the form of an announcement, a voicemail, a greeting, conversations, meetings, presentations, or other verbal ways of sharing information.

### **Observation Skill**

The ability to pay attention to and remembering work related instructions and demonstrations. There may be distractions or other information competing for attention that is not important to the work.

### **Reading for Information Skill**

Reading for information involves reading and using written text to do a job. Written texts may include memos, letters, directions, notices, policies, or regulations. These items may not be written with the appropriate audience in mind. This skill does not include reading information presented in a graphic manner such as in charts or blueprints.

### **Teamwork Skill**

Teamwork involves displaying behaviors and actions that lead toward the accomplishment of tasks and support the relationships between team members. A team is any workplace group with a common goal and shared responsibility in achieving that goal.

### **Business Writing Skill**

Business writing involves writing an original response to a work-related situation using proper sentence structure, mechanics, grammar, tone, word choice, organization, focus, and development of ideas.

### **Locating Information Skill**

Locating information involves the use of graphics, charts, table, flowcharts, blueprints, diagrams, or other information presented graphically. This skill is used to locate or insert information into a graphic as well as to summarize and analyze information found in graphics.

### **Applied Mathematics Skill**

Applied Mathematics involves using mathematical reasoning and problem solving techniques to solve work-related problems. Tools such as calculators or spreadsheets may be used, but underlying math skills are used to think through the problem.