

## **7. Supervisor's report on student performance**

(To be completed by Supervisor as part of exit interview - if possible)

Students are eager to receive feedback on their performance in the workplace so that they can reflect on their personal and professional strengths and identify areas that require further development. As the academic staff are required to give the student a final mark for their work in INN634 Professional Practice (please note this is a pass/fail unit), we appreciate the sincere and honest views of the industry supervisors to provide feedback on the overall knowledge and skills, motivation, attitude and interest in the practicum context.

The more verbal feedback you provide, preferably orally in an exit view with the student, supported by the written evaluation, the better it is for the student personally and for academic staff who need to translate the supervisor's report into marks and grades. Your comments will also support the student's responses to selection criteria when they seek employment. The significant contribution you are making to the success of the student as a future information professional should not be underestimated!

We hope you can find the few extra minutes to complete the performance appraisal for the fieldwork student. We seek your feedback on the impressions you gained about the student's performance in the following areas:

- Professional knowledge and skills
- Information & Communication & Technology (ICT) skills
- Generic capabilities (personal and interpersonal attributes)
- Overall attitude and conduct.

Naturally, each student's experiences will vary with the different host organisations that provide the placement. Please add any comments that you feel are relevant to the immediate circumstances of your own organisation.

**Student name:** Madelin O'Sullivan **Supervisor:** Nicole Clark

**Organisation:** QUT Gardens Point Library

Knowledge, skills, attributes	Clearly evident	Generally apparent	Sporadic	Very limited
<b>A. Professional knowledge &amp; skills</b>				
<b>1. Information sources and products:</b> student understands the processes of creation, acquisition, description, organisation, storage retrieval and dissemination of information	Yes			
<i>Comments</i> Madelin demonstrated a good understanding of all these areas				
<b>2. User needs:</b> student understands the importance of user needs; the design and delivery of information services to meet these user needs	Yes			
<i>Comments</i> <i>Evidenced by Madelin's work at Virtual Reference Service where she suggested changes to better help clients.</i>				
<b>3. Information quality:</b> student understands the importance of quality information; is able to review and evaluate information (print & electronic) to determine relevance to user needs	Yes			
<i>Comments</i> <i>Madelin demonstrated a good understanding of this area. She conducted a collection evaluation as part of her placement.</i>				
<b>4. Information literacy:</b> student understands the process of information seeking and appreciates the value of information literacy within the given community or context; is able to provide guidance and instruction to clients	Yes			
<i>Comments</i> <i>Very evident in the work she conducted both during her placement and since.</i>				
<b>5. Promotion and marketing:</b> student understands the need to promote and market the information services and products to clients	Yes			
<i>Comments</i> Madelin proactively promotes services to clients in her current role with the Library. This was also evident during her placement.				
<b>6. Management:</b> student is interested in management processes, strategic planning, budgeting, staff management, policy development		Yes		
<i>Comments</i> <i>While this is not an area that has arisen directly in the course of Madelin's placement or subsequent duties I am confident from my discussions with her that she has a good understanding of this area.</i>				

7. Context-specific knowledge and skills: please highlight any relevant activities performed by the student	Yes			
<b>Comments</b> <i>Madelin undertook specific projects in the following areas:</i> <ul style="list-style-type: none"> <li>• <i>Creation of subject guides</i></li> <li>• <i>Assisting Liaison Librarians with resource selection</i></li> <li>• <i>Conducting collection maintenance activities for the Science and Engineering Faculty team, including conducting a visual weed of part of the monograph collection.</i></li> </ul>				
<b>Knowledge, skills, attributes</b>	<b>Clearly evident</b>	<b>Generally apparent</b>	<b>Sporadic</b>	<b>Very limited</b>
<b>B. ICT skills</b>				
1. Computer literacy: student demonstrates a high level of computer literacy and skills in an electronic environment (keyboard skills, familiarity with software packages, troubleshooting hardware problems etc)	Yes			
<b>Comments</b> <i>Her skills in this area are excellent.</i>				
2. Online searching: student has a high level of skills and competency in online searching (databases and Internet)	Yes			
<b>Comments</b> <i>Her skills in this area are excellent.</i>				
3. Web management: student has high level of skill in webpage development and web content management		Yes		
<b>Comments</b> <i>While this is not an area that has arisen directly in the course of Madelin's placement or subsequent duties I am confident from my discussions with her that she has a good understanding of this area.</i>				
<b>C. Generic capabilities</b>				
1. Communication skills: student is able to communicate appropriately with clients, colleagues and management (listening skills, oral and written communication)	Yes			
<b>Comments</b> <i>Madelin has excellent communication skills. Her work on the Learning and Research Desk during her placement and her subsequent work for QUT have shown that she is an excellent listener and is able to communicate well with clients. The written work that she has produced (including emails, spreadsheets, literature reviews) is also of a high standard.</i>				
2. Teamwork: student is cooperative and willing to participate in and contribute to team activities	Yes			
<b>Comments</b> <i>Madelin fitted into the team very well. She has good inter-personal skills. She assists colleagues with tasks, asks for help when she needs it and is always willing to take on extra work. This was evident both during her placement and subsequently.</i>				
3. Independence: student is happy to work independently and ensures assistance or clarification is sought at appropriate times	Yes			
<b>Comments</b> <i>Madelin undertook a number of tasks during her placement (and subsequently) that required her to work</i>				

*independently (e.g. creation of subject guides) and she undertook these tasks very well.*

**4. Critical thinking and problem solving: the student is able to consider challenges, think laterally and offer creative or original solutions to problems**

Yes

*Comments*

*Madelin is able to analyse problems and suggest solutions. This is evident in her work at the Learning and Research Desk both during her placement and subsequently.*

**5. Customer service: the student demonstrates a good understanding of the philosophy and culture of customer service**

Yes

*Comments*

*The level of client service that Madelin gave during her placement (and subsequently) was very good. She interacted with clients both face-to-face at the Learning and Research Desk and through the Virtual Reference service.*

Knowledge, skills, attributes	Clearly evident	Generally apparent	Sporadic	Very limited
<b>D. Professional conduct and attitude</b>				
1. <b>Organisational culture:</b> student understands the culture, policies, procedures and ethos of the organisation	Yes			
<i>Comments</i> <i>Madelin has a good understanding of the way QUT library works. She is aware of policies, procedures and organisational values.</i>				
2. <b>Self-management:</b> the student demonstrates adaptability, flexibility and time-management skills	Yes			
<i>Comments</i> <i>Madelin is self-directed and displays all of the qualities described above.</i>				
3. <b>Professionalism:</b> student has a professional and ethical attitude towards their work and the organisation	Yes			
<i>Comments</i> <i>Madelin always conducts herself in a professional and ethical manner.</i>				
4. <b>Overall commitment to the fieldwork experience:</b> student is punctual, reliable and motivated to perform well and to learn	Yes			
<i>Comments</i> <i>Madelin exhibited all of the qualities described above.</i>				
5. <b>Feedback:</b> the student responds well to suggestions or constructive feedback	Yes			
<i>Comments</i> <i>Yes, Madelin is open to feedback.</i>				

What would you regard as the student's key strengths, and where do you see room for further development?

Some of Madelin's key strengths are:

- excellent interpersonal skills
- self-direction and initiative
- client service commitment
- broad knowledge of a range of library processes

Madelin is consolidating a more in-depth knowledge of library operational processes.

Supervisor's signature: .....

Date: 10/5/13

**8. Supervisor's evaluation of work practice program**  
(Your comments on any of the following, should you feel it necessary, would be appreciated).

a. Were you provided with sufficient information by the student concerning background and ability? **Yes**  
Comments:

b. Were you given sufficient notice so you could plan a usefully varied program for the student? **Yes**  
Comments:

c. Did you detect any areas of weakness in the student's knowledge that seemed to indicate a lack of preparation? **Yes**  
Comments:

d. Did you find the evaluation sheet concerning the student's performance satisfactory? **Yes**  
Comments:

e. Additional comments or suggestions?

f. Would you be interested in having further students? **Yes**

Depending on timing.

Signed: .....

Organisation: 10/5/13 .....

Date: 10/5/13.....

**Thank you for your contribution to the QUT fieldwork program**

MY APOLOGIES FOR NOT COMPLETING  
THIS REPORT IN A MORE TIMELY  
MANNER.

