

Desk Receptionist Development Plan & Evaluation

DR Name:	Quan Burchette
Community:	University Village
# of Semesters worked as DR (including current semester):	5
UIN:	01226537
Supervisor:	Kylen D Giddens.

Development Plan & Evaluation Purpose

Student staff members' job performance is reviewed to ensure that departmental expectations and supervisor expectations are met. This process also assesses the work performance of the student staff member throughout the designated term. The development plan accompanies the evaluation process to support a learning centered approach, to promote career development, and student staff member success.

Format & Timeline

This process documents the progress and assessment of the student staff member throughout entire academic year.

Fall Semester	
Timeline/Due Date	Task
First 2 Weeks of Semester	Student staff and Supervisors will meet to complete the "Evaluation" and "Development" section.
Due October 31	Student Staff must complete the self-evaluation section and return to supervisor.
Due November 14	Supervisors will take data from DR's self-eval, documented employee discipline, and overall work performance to complete the evaluation from.
November 17 – December 12	Supervisors and DRs meet to review and complete the form. This is an opportunity to continue discussions about job performance.
Spring Semester	
Timeline/Due Date	Task
Due April 3	Student Staff must complete the self-evaluation section and return to supervisor.
Due April 17	Supervisors will take data from DR's self-eval, documented employee discipline, and overall work performance to complete the evaluation from.
April 20 – May 8	Supervisors and DRs meet to review and complete the form. This is an opportunity to continue discussions about job performance including highlights.
Due May 11	Signed copies of completed document are to be submitted to your Assistant Director.

EVALUATION

Rate the five performance categories outlined in your work agreement on how confident you are and your ability to fulfill those responsibilities.

Scale:

4 - Very Confident

3 - Somewhat Confident

2 - Somewhat Unconfident

1 - Very Unconfident

Performance Category	Ranking
Student Interaction & Customer Service Responsibilities: Contributes to a healthy community environment, maintains an environment conducive to academic success, creates a welcoming environment for students, maintains a positive and professional desk with a customer service orientation, demonstrates care and support for all students	☐ 4 ☐ 3 ☐ 2 ☐ 1
Administrative Responsibilities: Works collaboratively with Resident Assistants, provides desk coverage during University closings and/or emergencies when required, attends expected work hours and one on ones with supervisor(s) when asked, assists with the completion of front desk projects when applicable	☐ 4 ☐ 3 ☐ 2 ☐ 1
Evaluation/Assessment Responsibilities: Completes all assessments provided	☐ 4 ☐ 3 ☐ 2 ☐ 1
Team Member & Departmental Responsibilities: Can work hours expected (15-20 hours per week) including weekends, obtains approval in writing for requests to switch desk shifts, is present during assigned desk hours, is available during times of special need as determined by supervisor	☐ 4 ☐ 3 ☐ 2 ☐ 1
University Representative Responsibilities: Acts as a positive and professional University and HRL representative at all times, establishes and maintains a positive living-learning environment, confronts inappropriate and negative behaviors constructively and appropriately, upholds policies and procedures of HRL, ODU, as well as local, federal, and state laws, displays exemplary behavior at all times	☐ 4 ☐ 3 ☐ 2 ☐ 1

DEVELOPMENT PLAN

With your supervisor, develop 1 community goal and 1 personal development goals that relate to your role for the academic year:

Community Goal	
Goal:	I want to be able to help residents maintain a safe and clean environment and be able to talk freely with their ra's and dr's so the community can come together in a positive way.
Create a plan to accomplish goal:	Make group me's between just residents and dr's to see if their anything we can improve on which this will allow a more comfortable space and hopefully gain more trust.
Timeline for accomplishing goal:	The timeline to accomplish this goal will be by the end of the fall semester.

List out your accountability measures for this goal:	Give positive feedback Respond in a timely manner Be understanding
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Personal Goal 1	
Goal:	Pass my classes with A's and B's this semester
Create a plan to accomplish goal:	Study for each subject at least 2 hours a day and submit work on time
Timeline for accomplishing goal:	This whole semester
List out your accountability measures for this goal:	Be precise Be consistent

Professional Goal 1	
Goal:	I want to be able to do well in my internship and hopefully gain an government internship in spring or summer
Create a plan to accomplish goal:	I will apply while applications are open and make sure to learn and work on my internship everyday staying on top of my task.
Timeline for accomplishing goal:	End of semester/spring
List out your accountability measures for this goal:	BE sharp Stay on top of my responsibility's

Fall Semester Evaluation and Development Assessment

EVALUATION

Please evaluate DR performance related to the five performance categories outline in the DR work agreement.

Category	DR Self-Evaluation	Supervisor Evaluation
Student Interaction & Customer Service Responsibilities: Contributes to a healthy community environment, maintains an environment conducive to academic success, creates a welcoming environment for students, maintains a positive and professional desk with a customer service orientation, demonstrates care and support for all students	☐ Unsatisfactory ☐ Satisfactory ☒ Exemplary	☐ Unsatisfactory ☐ Satisfactory ☒ Exemplary
Administrative Responsibilities: Works collaboratively with Resident Assistants, provides desk coverage during University closings and/or emergencies when required, attends expected work hours and one on ones with supervisor(s) when asked, assists with the completion of front desk projects when applicable	☐ Unsatisfactory ☐ Satisfactory ☒ Exemplary	☐ Unsatisfactory ☐ Satisfactory ☒ Exemplary
Evaluation/Assessment Responsibilities: Completes all assessments provided	☐ Unsatisfactory ☐ Satisfactory ☒ Exemplary	☐ Unsatisfactory ☐ Satisfactory ☒ Exemplary
Team Member & Departmental Responsibilities: Can work hours expected (15-20 hours per week) including weekends, obtains approval in writing for requests to switch desk shifts, is present during assigned desk hours, is available during times of special need as determined by supervisor	☐ Unsatisfactory ☐ Satisfactory ☒ Exemplary	☐ Unsatisfactory ☒ Satisfactory ☐ Exemplary
University Representative Responsibilities: Acts as a positive and professional University and HRL representative at all times, establishes and maintains a positive living-learning environment, confronts inappropriate and negative behaviors constructively and appropriately, upholds policies and procedures of HRL, ODU, as well as local, federal, and state laws, displays exemplary behavior at all times	☐ Unsatisfactory ☐ Satisfactory ☒ Exemplary	☐ Unsatisfactory ☐ Satisfactory ☒ Exemplary

DEVELOPMENT PLAN ASSESSMENT

Evaluate progress and/or changes to community and personal development goals. If goal(s) are completed, please create new goals for the next semester.

Community Goal	
What progress have you made toward this goal?	I did good work at desk all semester
What changes, if any, need to be made to this goal? **If New Goal is needed, add goal here.	none
Create an updated plan to accomplish goal:	Have no update
Timeline for accomplishing goal:	Its done
List out your accountability measures for this goal:	

Personal Goal	
What progress have you made toward this goal?	I passed my classes
What changes, if any, need to be made to this goal? **If New Goal is needed, add goal here.	none
Create an updated plan to accomplish goal:	don't need to
Timeline for accomplishing goal:	Its done
List out your accountability measures for this goal:	

Desk Receptionist Overall Notes	
List 3 skills that you have learned so far:	1. patience
	2. community
	3. self persevered
Overall Comments:	

Supervisor Overall Notes				
Current Job Action Status:	X	Not Applicable	Concern	Warning

	Reprimand	Probation	Academic Probation
If Applicable, issues/concerns DR has been documented:			
Areas of Strength: <i>Include at least three.</i>	1. Reliability		
	2. Administrative Responsibilities		
	3. Communication		
Areas of Further Growth or Development: <i>Reflect on unsatisfactory areas from evaluation.</i>	Potentially pick up 2 or 4 more hours at the desk per week if schedule allows. Time management- Think about missed 1:1.		
Overall Comments:	Quan is a great employee. He does what he is expected to do while working at the desk. His experience as a DR specifically working in UV shows up in his work and it also helped me when I started in UV. Glad to have him on the staff.		

By signing below, you are indicating that you have had a formal opportunity to engage in dialogue regarding your performance over this term and understand the information outlined in this evaluation and development plan.

Student Staff Printed Name	Student Staff Signature	Date
Tyquan Burchette	Tyquan Burchette	12-08-2025
Supervisor Printed Name	Supervisor Signature	Date
Kylen D. Giddens	K.D.Giddens	12.15.25

Spring Semester Evaluation and Development Assessment

EVALUATION

Please evaluate DR performance related to the five performance categories outline in the DR work agreement.

Category	DR Self-Evaluation	Supervisor Evaluation
Student Interaction & Customer Service Responsibilities: Contributes to a healthy community environment, maintains an environment conducive to academic success, creates a welcoming environment for students, maintains a positive and professional desk with a customer service orientation, demonstrates care and support for all students	☐ Unsatisfactory ☐ Satisfactory ☒ Exemplary	☐ Unsatisfactory ☐ Satisfactory ☐ Exemplary
Administrative Responsibilities: Works collaboratively with Resident Assistants, provides desk coverage during University closings and/or emergencies when required, attends expected work hours and one on ones with supervisor(s) when asked, assists with the completion of front desk projects when applicable	☐ Unsatisfactory ☐ Satisfactory ☒ Exemplary	☐ Unsatisfactory ☐ Satisfactory ☐ Exemplary
Evaluation/Assessment Responsibilities: Completes all assessments provided	☐ Unsatisfactory ☐ Satisfactory ☒ Exemplary	☐ Unsatisfactory ☐ Satisfactory ☐ Exemplary
Team Member & Departmental Responsibilities: Can work hours expected (15-20 hours per week) including weekends, obtains approval in writing for requests to switch desk shifts, is present during assigned desk hours, is available during times of special need as determined by supervisor	☐ Unsatisfactory ☒ Satisfactory ☐ Exemplary	☐ Unsatisfactory ☐ Satisfactory ☐ Exemplary
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DEVELOPMENT PLAN ASSESSMENT

Evaluate progress and/or changes to community and personal development goals.

Community Goal	
Was the goal accomplished?	Yes the goal was accomplished
How was the goal successful/unsuccessful?	I did all my desk task and made sure to follow protocol
What would you have done differently to accomplish this goal?	Nothing because the goal was accomplished

What did learn through working towards this goal?	How to be discipline and patent
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Personal Goal	
Was the goal accomplished?	Yes I ended up passing all my classes
How was the goal successful/unsuccessful?	I study and did my work on time
What would you have done differently to accomplish this goal?	nothing
What did learn through working towards this goal?	Showing up everyday matters

Desk Receptionist Overall Notes	
List 3 skills that you have learned so far:	1. discipline
	2. patience
	3. caring
Overall Comments:	

Supervisor Overall Notes						
Current Job Action Status:		Not Applicable		Concern		Warning
		Reprimand		Probation		Academic Probation
If Applicable, issues/concerns DR has been documented:						
Areas of Strength: <i>Include at least three.</i>	1.					
	2.					
	3.					
Areas of Further Growth or Development: <i>Reflect on unsatisfactory areas from evaluation.</i>						
Overall Comments:						

Re-Hire Process				
Supervisor Recommendation		Recommend for Re-Hire	Conditionally Recommend for Re-Hire	Do Not Recommend for Re-Hire
Condition Impacting Re-Hire		Graduating before next employment year	DR is not interested in pursuing Re-hire	Academic Probation
		Other – Explanation required:		

The recommendation above is only reflective of the job performance of the student staff member. The above recommendation is subject to change if the performance of the DR changes or does not make stated improvements.

Academic eligibility requirements and other eligibility requirements outlined in the student staff work agreement are not a factor in the recommendation above. However, those requirements will ultimately impact the student staff members' eligibility to re-hire for the position, in addition to the recommendation above.

By signing below, you are indicating that you have had a formal opportunity to engage in dialogue regarding your performance over this term and understand the information outlined in this evaluation and development plan.

Student Staff Printed Name	Student Staff Signature	Date
Tyquan Burchette	Tyquan Burchette	4-7-26
Supervisor Printed Name	Supervisor Signature	Date