



Student Performance Expectations: ULN Partners (Supervisors)

University Leadership Network (ULN) students at The University of Texas at Austin are expected to participate in a 10 hour per week experiential learning opportunity. Students are expected to meet performance standards established by ULN Partners and the ULN program.



ULN Supervisor Expectations

- Establish performance expectations in your first meeting with your ULN student. Discuss expectations around attendance, communication, performance reviews, work environment norms, and your supervisory style.
- Meet weekly with your ULN student. These meetings help to ensure your student feels supported in their experience. In addition, it provides a time that you can discuss upcoming projects and quickly check in about any performance concerns.

What is the ULN attendance policy?

ULN students are expected to participate in experiential learning for 10 hours per week. The student's schedule should be agreed upon between the supervisor and the student at the beginning of each semester. If a student needs to significantly change their hours, the student must submit a request to the supervisor in writing. It ultimately is up to the supervisor to approve of the changes.

If a student needs to request an absence for a shift, they must notify the supervisor at least 48 hours prior to the shift. As the supervisor, you may determine whether or not the student needs to make up any missed time. In the case of an unexpected illness or situation, students should notify supervisors as soon as possible.

Standard acceptable absences include:

- Personal illness
- Death or serious illness in the family
- Observance of religious holidays of student's faith
- Special circumstances to be submitted to and decided by the supervisor
- Exams scheduled during experiential learning hours
- For all other academic commitments like office hours, test reviews, etc., students should notify supervisors 48 hours in advance to request time off

What are performance concerns?

While performance expectations can vary widely depending on your experiential learning opportunity, here are common performance concerns:

- Repeated tardiness or absence, absence without proper notification to the supervisor or without satisfactory reasons
- Failure to perform job duties and responsibilities, wasting time during scheduled hours
- Failure to follow protocols and established procedures
- Failure to cooperate with supervisors or coworkers
- Disruptive or disorderly conduct
- Failure to meet deadlines and/or complete project assignments



Guidelines for ULN Student Performance Concerns

We recommend a three-step process if you begin to notice any performance concerns.

Verbal Warning

- Supervisor communicates with student the policy or performance concerns
- Supervisor and student agree upon a performance plan for corrective action

Written Warning

- If the performance plan is violated, supervisor will notify student via email about the violation and copy ulninternships@austin.utexas.edu
- Supervisor and student revisit the performance plan and agree upon appropriate corrective actions

Formal Warning

- If the performance plan continues to be violated, the supervisor, the student, and a member of the ULN Experiential Learning team will have a formal meeting
- This meeting will review the performance plan and the student's performance to determine whether the student will continue in the opportunity

Performance concern example: ULN student is late twice in one week.

The supervisor should meet with the student one-on-one to discuss why the student was late. "I noticed you have been late twice this week. Can you share with me what has been going on?" The supervisor listens to the student, provides feedback, and reminds the student of the established policy.

Inform the student that this is a verbal warning and discuss how you want to move forward. Share that if the student continues to arrive late, the next step is a written warning and notification of the ULN Experiential Learning team. If the student continues to arrive late after the written warning, the ULN Experiential Learning team will schedule a meeting with the student and the supervisor to discuss the performance concerns and whether the student should remain in the position.

Following these guidelines and having ongoing discussions with your ULN student can often alleviate any of these performance expectation concerns.

If your student shares specific concerns with you (e.g. financial, mental health, medical), please contact ULN to let us know so that we can best support the student. If you have any questions or concerns, please contact the Experiential Learning team at ulninternships@austin.utexas.edu.