

Ad Hoc Assessment Group Meeting Minutes

DATE: 3/24/05

TIME: 9:30 a.m.

Members Present: Donna Luse (Chair), Elizabeth Guerriero, Ruth Miller, Miguel Perez, John Rettenmayer, Stan Williamson

The Minutes from the last three meetings were approved with minor revisions.

The Assessment Group reviewed and made a few minor revisions to the business presentation rubric prepared at the last meeting (see rubric on presentations).

The Group reviewed the following written communication goal:

- Write an organized, effective business document.

The Group discussed whether or not the word “document” should be replaced by the word “analysis” and decided to keep the original wording. The Group then determined that the primary traits that should be assessed for the writing objective should be as follows:

- ◆ Organization
- ◆ Content
- ◆ Style

As illustrated in the rubric on written documents, the Group determined the characteristics and the levels of category measurement of the above traits.

The Group then discussed the following two communication objectives:

- Interact and cooperate productively in a team.
- Listen actively in a business situation.

After a lengthy discussion, the Assessment Group determined that the above two objectives should be incorporated into the following one objective:

- Interact effectively with others.

The traits that should be assessed for this objective are as follows:

- ◆ Active listening
- ◆ Cooperation
- ◆ Nonverbal communication.

As illustrated in the rubric on this objective, the Group determined the characteristics and the levels of category measurement of the above traits.

In discussing the trait “cooperation,” the Group also discussed the inclusion of the trait “cooperation” or “participation” under the goal “Capable Leaders” using the following:

Goal – Capable Leaders

Objective/Outcome: Interact and cooperate productively with others.

Trait: Cooperation or Participation

Below Expectations:	Lack of respect and appreciation for others’ input and viewpoints.
Meets Expectations:	Respects others’ input and viewpoints.
Exceeds Expectations:	Encourages others’ input and viewpoints.

The Group then voted to submit the attached information on the goal “Successful Communicators” and the communication rubrics to the faculty for consideration.

Next week, Donna Luse, Ruth Miller, Michelle McEacharn, Henry Cole, and Miguel Perez will try and meet to begin working on the goal “Functionally Competent Individuals.”

The meeting was adjourned.

Adjourned: 12:00 p.m.

SUCCESSFUL COMMUNICATORS

Goal, Objectives, Traits, and Rubrics

Goal – Successful Communicators

Performance objectives/Learning outcomes and Traits–

- Write an organized, effective business document.
 - Organization
 - Content
 - Style

- Deliver a business presentation in an organized, effective manner.
 - Organization
 - Content
 - Style
 - Responsiveness

- Interact effectively with others.
 - Active listening
 - Cooperation
 - Nonverbal communication

Rubrics – See next three pages

SUCCESSFUL COMMUNICATORS

Write an Organized, Effective Business Document

Analytic Rubric for Assessing Written Business Documents				
	Below Expectations 1	Meets Expectations 2	Exceeds Expectations 3	Score
Organization	No apparent organization; illogical sequence; hard to follow.	Generally well organized; reasonably logical sequence; relatively easy to follow.	Well organized; logical sequence; easy to follow.	
Content	Assignment addressed inadequately; generally inaccurate, irrelevant, incomplete; lacks support.	Assignment addressed adequately; generally accurate, relevant, complete; adequate evidence and support.	Assignment addressed clearly and analytically; accurate, relevant, complete; detailed evidence and support.	
Style	Insufficient audience awareness; frequent errors in spelling, grammar, sentence structure, format, or other writing conventions that distract the reader.	Adequate audience awareness; minor errors in spelling, grammar, sentence structure, format, or other writing conventions that do not distract the reader.	Excellent audience awareness; essentially error free; exemplary.	
Total Score				

SUCCESSFUL COMMUNICATORS

Deliver a Business Presentation in an Organized, Effective Manner

Analytic Rubric for Assessing Business Oral Presentations				
	Below Expectations 1	Meets Expectations 2	Exceeds Expectations 3	Score
Organization	No apparent organization; illogical sequence; hard to follow.	Generally well organized; reasonably logical sequence; relatively easy to follow.	Well organized; logical sequence; easy to follow.	
Content	Generally inaccurate, irrelevant, incomplete; lacks support	Generally accurate, relevant, complete; adequate evidence and support.	Accurate, relevant, complete; detailed evidence and support.	
Style	Overall inappropriate or distracting use of language skills, notes, body language, voice, eye contact.	Overall appropriate use of language skills, notes, body language, voice, eye contact.	Exemplary use of language skills, notes, body language, voice, eye contact.	
Responsiveness	Does not answer or has great difficulty answering questions.	Answers questions adequately.	Answers questions with appropriate elaboration.	
Total Score				

SUCCESSFUL COMMUNICATORS

Interact Effectively With Others

Analytic Rubric for Assessing Effective Interaction				
	Below Expectations 1	Meets Expectations 2	Exceeds Expectations 3	Score
Active Listening	Disengaged and inattentive.	Engaged and attentive.	Meaningfully responds.	
Cooperation	Interrupts frequently; always talking; rarely allows others to speak.	Rarely interrupts inappropriately; participates adequately; allows others to speak.	Interrupts appropriately; contributes productively; welcomes others' participation.	
Nonverbal Communication	Uses inappropriate or distracting posture, gestures, facial expressions, vocalizations, or other mannerisms.	Uses acceptable posture, gestures, facial expressions, vocalizations, or other mannerisms.	Frequently uses effective posture, gestures, facial expressions, vocalizations, or other mannerisms.	
Total Score				