

<b>Name:</b>		<b>School:</b>			
<b>Customer Relations: Time: 5 min prep/10 min actual w/8 min warning</b>					
<b>Competency Builder (Criteria)</b>	<b>Mastery or Above Proficient 5-4</b>	<b>Proficient 3-2</b>	<b>Below Proficient 1-0</b>	<b>Weight</b>	<b>Total Score</b>
<b>Oral Communication Skills Voice</b>	The student appropriately monitored and fluctuated his/her voice level and tone throughout the entire presentation.	The student maintained his/her voice level and tone at a satisfactory level during throughout most of the presentation.	The student did not maintain his/her voice at a satisfactory level throughout the presentation.	<b>X 2</b>	
<b>Professionalism Poise (Attitude)</b>	The student maintained proper poise throughout the entire presentation. The student remained comfortable in stance, was not too stiff, and did not slouch.	The student maintained proper poise throughout most of the presentation.	The student was either too relaxed or too stiff in poise throughout the presentation, or just the opposite and moved to much and was distracting...	<b>X 2</b>	
<b>Information:</b>					
<b>Analysis and Comprehension of Data (Provided to Customer)</b>	The student analyzed and interpreted all gathered data in order to articulate logical and accurate conclusions from the data-gathering process.	The student analyzed all the gathered data in order to synthesize his/her thoughts from the data-gathering process.	The student did not analyze or form any logical conclusions from the data-gathering process.	<b>X 2</b>	
<b>Diagnosed Problem (Correct ID of Problem)</b>	The student acquired the knowledge to correctly identify the problem. Also, he/ she was able to accurately distinguish among three or more problem-solving and/or decision-making models, which better assisted the student in solving the problem.	The student was capable of correctly identifying the problem. Also, he or she was able to accurately distinguish between one or two problem-solving and/or decision-making models, which better assisted the student in solving the problem.	The student possessed no logical understanding or knowledge about how to solve the given problem.	<b>X 1</b>	

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<b>Gathering Data (Requested from Customer)</b>	The student demonstrated ability to gather numerous sources of pertinent and relevant data. For those sources that were not used, the student was capable of explaining why they were not applicable.	The student demonstrated his or her ability to gather sources of pertinent and relevant data pertaining to the subject matter.	The student provided little evidence justifying the relevance and pertinence of the data, and/or the student did not obtain any data.	<b>X 2</b>	
<b>Correct Solution</b>	The student provided the customer with two or more (or as appropriate for the product) correct solutions that would effectively and efficiently meet the customer's needs. Also, the student provided the customer with additional information pertinent to the subject matter.	The student provided the customer with one correct solution that met the customer's needs.	The student gave the customer an incorrect solution or did not have the background knowledge or basic understanding to come to a logical and correct solution, or did but neglected to provide the customer with additional information pertinent to the subject matter.	<b>X 1</b>	
<b>Follow-Up (Review, Closure)</b>	The student has continuously monitored the problem to prevent future recurrence. Also, the student inspected for additional problems that may have arisen and adjusted his or her action plan as needed.	The student assessed the problem once a month to prevent future recurrence, and adjusted his or her action plan as needed.	After solving the problem, the student did not maintain any further assessment practices.	<b>X 1</b>	
<b>Total Possible Score 55 Points</b>					<b>Score for this Practicum=</b>

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<b>Judge's Comments:</b>					