

Rubric for Phone Courtesy Role Play

Task Description: Students will: <ul style="list-style-type: none"> • participate in phone courtesy scenarios • use strategies learned 					
Criteria	weight	Exceptional	Admirable	Acceptable	Attempted
Understanding of Topic	40%	<input type="checkbox"/> Factual information is accurate <input type="checkbox"/> Indicates a clear understanding of topic	<input type="checkbox"/> Factual information is mostly accurate <input type="checkbox"/> Good understanding of topic	<input type="checkbox"/> Factual information is somewhat accurate <input type="checkbox"/> Fair understanding of topic	<input type="checkbox"/> Information is inaccurate <input type="checkbox"/> Presentation is off topic
Cooperation	30%	<input type="checkbox"/> Accepts ideas of others; able to compromise <input type="checkbox"/> All members contribute	<input type="checkbox"/> Accepts most ideas without negative comments; able to compromise <input type="checkbox"/> Some members contribute	<input type="checkbox"/> Unwilling to compromise <input type="checkbox"/> Few members contribute	<input type="checkbox"/> Group does not work together <input type="checkbox"/> One person does all the work
Presentation	30%	<input type="checkbox"/> Shows confidence <input type="checkbox"/> Informative <input type="checkbox"/> Entertaining; engages audience <input type="checkbox"/> Speaks loudly and clearly <input type="checkbox"/> Appropriate use of body language	<input type="checkbox"/> Shows some confidence <input type="checkbox"/> Presents some information <input type="checkbox"/> Engages audience <input type="checkbox"/> Can be heard <input type="checkbox"/> Some use of body language	<input type="checkbox"/> Unsure of responsibility <input type="checkbox"/> Somewhat informative <input type="checkbox"/> Engages audience intermittently <input type="checkbox"/> Hard to hear <input type="checkbox"/> Some movement	<input type="checkbox"/> Portrayal stalls <input type="checkbox"/> Lacks information <input type="checkbox"/> Audience bored <input type="checkbox"/> Mumbles <input type="checkbox"/> Body language is lacking; inappropriate

Assignment Score _____ + Beyond/Bonus _____ = Final Score _____