

	Excellent	Satisfactory, Requires Improvement	Unacceptable
Organization, attention to detail	Thorough attention to all details, can multitask, can prioritize competing responsibilities	Needs to be reminded to complete assigned tasks, occasionally lacks follow-through	Forgets important parts of projects, difficulties when asked to multitask or prioritize
Ability to meet deadlines, timeliness/reliability	Deadlines are met consistently and predictably	Occasionally a deadline is not met or work is incomplete	Commonly deadlines are missed or work is incomplete
Verbal communication	Always tactful, effective, clear, articulate, communicates fluently in English	Sometimes conversations are unclear or inarticulate, occasional English fluency hurdles	Commonly makes inappropriate comments or jokes, uses slang which hinders communication, inarticulate, lack of English fluency
Ability to accept criticism	Consistently receptive to constructive criticism, consistently corrects errors based on feedback	Defensive or displays mild unprofessionalism when criticized, can change techniques/behaviors based on feedback	Occasionally (or more frequently) displays unprofessional behavior when criticized, does not follow suggestions for improvement
Empathy	Consistently demonstrates concern for the feelings of others, diplomatic	Sometimes behavior demeans or degrades the feelings of others	Limited sensitivity and diplomacy
Demeanor, overall professional behavior in the workplace	Self-starter, confident, reliable, embraces change	Attends to assigned duties, responsive to others, addresses concerns to the correct individual	Antagonistic with others, excessively shy or unresponsive, self-focused, complains often
Personal grooming	Clean, dress is professional and appropriate for the workplace	Meets major employer minimum standards for facial hair, piercings, and body art	Unkempt, unprofessional, unacceptable piercings, body art, or facial hair
Collaboration	Willingly shares ideas and materials with coworkers, offers assistance, offers criticism in a constructive manner	Shares ideas and materials, assists coworkers when asked, accepts the expertise of others	Prefers to work alone, reluctance to work with others, cannot consistently respect the views of others, does not consistently respect the expertise of others
Initiative	Displays enthusiasm, regularly seeks out additional opportunities, takes action without being asked	Displays positive attitude about assignments, completes them independently, seeks help when needed	Effort meets minimum requirements, no effort provided to work through difficulties
Self-improvement	Readily seeks out educational opportunities to improve technical skills, welcomes self-improvement opportunities	Participates in educational activities or self-improvement activities as directed	Has limited interest in self-improvement or educational opportunities which improve technical breadth or depth
Adaptability	Highly flexible and adaptable when environment or responsibilities change	Adjusts to change when required to do so	Resists changes, difficultly in adjusting when environment or responsibilities change

Table 1. Rubric for Professionalism Assessment