



## RATING SCALE

**VOICE** is the way a speaker controls volume, clarity, and distinctness of voice to gain greater audibility. Voice should have a variety in the rate, volume, and pitch to engage interest, hold attention, and convey self-assurance.

**LANGUAGE USAGE** refers to the appropriate choice of words, proper use of grammar and correct enunciation. Language should promote clear understanding of thoughts and be appropriate for the occasion.

**INTERPERSONAL SKILLS** are measured by the candidate's ability to establish rapport with interviewers. The candidate's response should correspond to and interact with the interviewers' questions, and he/she should stimulate an involvement with the interviewers.

**NON-VERBAL LANGUAGE** refers to the manner in which the candidate uses gestures, facial expressions, and physical involvement for effective communication. Through the interview process, the individual reveals: problem-solving skills, organizational skills, analytical skills and promotional skills. When asking the candidate questions, keep these in mind. Help the candidate develop experience in answering questions that reveal these skills.

**MANNER** is measured through the candidate's ability to speak with enthusiasm and assurance while showing interest in the interviewers and confidence in their reactions. The candidate should be direct in his/her response.

**LISTENING SKILLS** refers to the ability to analyze and interpret "what is being asked." In order to answer skillfully and address the issue being considered, the candidate must listen carefully and attentively. The candidate's responses to the questions will give an indication of his/her level of attention and ability to identify, sort, and process the information being requested.

**ANSWERING SKILLS** refers to the ability to 1) address the issue being considered; 2) present information in a clear and concise manner; 3) organize information in a logical and sequential order; 4) adjust responses appropriately to a variety of audiences; and 5) pace conversation to convey necessary information and achieve purpose. Order, logic, imagination, intelligence, and other personal qualities are reflected in the way answers are given. All information presented should be relevant to the question being asked.

**RESPONSES** refer to the quality of the answers given. The candidate should reflect on the questions to provide thoughtful and insightful responses. A well thought-out answer engages the interviewers' attention and gives insight into the candidate's personal qualities, skills, goals, and experiences. Relevant examples and illustrations support the answers. The candidates should speak with certainty and conviction.

**OVERALL EFFECTIVENESS** is measured by the 1) nature of information provided; 2) manner in which it was communicated; and 3) overall impression it created. Some of the questions to consider are: Did the candidate provide the information requested in a skillful manner? Was the information relevant and meaningful? Was the candidate able to achieve a positive impression of his/her skills, experiences and personal qualities?

**APPEARANCE** refers to the appropriate attire of the candidate. In addition to attire, the student's demeanor is also a consideration. (THIS SHOULD RARELY BE LESS THAN 10)