

Counseling Rubric

Criteria	Exceeds expectations (EE)	Meets expectations (ME)	Needs improvement (NI)	Inadequate
Communication skills	Effective, addresses all issues and nuances of care	Effective, addresses all issues	Barely effective does not address all issues	Ineffective, poor word choices, does not address all issues
Attitude	Overtly altruistic	Caring, empathetic, engaging	Neutral with no signs of engagement	Rude, confrontational, counterproductive
Medical information	Correct information given with obvious in depth knowledge	Correct information given at basic level	Imprecise or vague information given	Wrong information given
Patient care	Understands complexity of special needs and addresses, aligned with patient level of understanding	Sensitive, addresses special needs of patient, aligned with patient level of understanding	Sensitive to patient needs but not aligned with patient level of understanding	Insensitive to patient needs, not aligned with patient level of understanding

Overall grade:

Exceeds Expectations-2 or more EE, no more than 2 ME, no NI, no inadequate

Meets Expectations-3 ME, 1 NI, no inadequate

Needs Improvement-2 NI, no inadequate

Failed-2 or more NI, any inadequate

