

# Help Desk Performance Rating Sheet

Expectation Item	Not Demonstrated	Below Expectations	Meets Expectations	Exceeds Expectations	Points Earned
Demonstrates understanding of the case study and defines problem(s) to be solved	No description or case study synopsis provided no problems defined	Describes and provides case study synopsis OR defines the problem(s)	Describes and provides case study synopsis AND defines the problem(s)	Demonstrates expertise of case study synopsis AND definition of the problem(s)	
	0	1-3	4-7	8-10	
Communicates position on problem of case study	No position communicated	Communicates position not related to problem	Communicates position on problem of the case study	Communicates in a professional manner position on problem of case study	
	0	1-3	4-7	8-10	
Identifies logical solution and aspects of implementation	No solution identified	Solution provided, but implementation plan not developed	Logical solution and implementation plan provided and developed	Feasible solution and implementation plan developed and necessary resources identified	
	0	1-3	4-7	8-10	
Displays empathy/ diplomacy when responding to case study problem	No empathy or diplomacy displayed	Empathy or diplomacy displayed in response to case study problem	Empathy and diplomacy displayed in response to case study problem	Display of empathy and diplomacy skills add to resolution of case study problem	
	0	1-3	4-7	8-10	
Shows knowledge of terminology and components related to the case study	No understanding of the case study demonstrated	Terminology is presented but not expanded on	Clear understanding of terminology and implementation into presentation	Terminology is communicated clear enough for client to proceed on own	
	0	1-3	4-7	8-10	
Demonstrates conflict resolution and closure to the case study	No closure was provided	Situation was closed OR conflict was resolved	Conflict was resolved, the situation has closure	Conflict was resolved, the situation has closure, and client is satisfied	
	0	1-7	8-14	15-20	

## Delivery Skills

Statements are well- organized and clearly stated	Presenter did not appear prepared	Presenter was prepared, but flow was not logical	Presentation flowed in logical sequence	Presentation flowed in a logical sequence, statements were well organized	
	0	1-3	4-7	8-10	
Demonstrates self- confidence, poise, assertiveness, and good voice projection	Presenter did not demonstrate self- confidence	Presenter demonstrated self- confidence and poise	Presenter demonstrated self- confidence, poise, and good voice projection	Presenter demonstrated self- confidence, poise, good voice projection, and assertiveness	
	0	1-3	4-7	8-10	
Demonstrates ability to effectively ask and answer questions	Unable to ask or answer questions	All questions were answered and at least one question was asked	All questions were clearly answered and two questions were asked	All questions were clearly answered and more than three questions were asked	
	0	1-3	4-7	8-10	
<b>Performance Subtotal (100 max)</b>					

## Penalty Points (Mark all that apply)

Dress Code not followed	-5	Event Guidelines not followed	-5	<b>Total Penalty</b>	-
					<b>Performance Total (80%)</b>
					<b>Objective Test Score (20%)</b>
					<b>Grand Total</b>

Name(s) \_\_\_\_\_

School \_\_\_\_\_

Judge's Signature \_\_\_\_\_

Date \_\_\_\_\_

Judge's Comments \_\_\_\_\_