

## Pharmacy Technician Program Interview Scoring Rubric

	<b>Excellent (4 pts.)</b>	<b>Proficient (3 pts.)</b>	<b>Developing Proficiency (2 pts.)</b>	<b>Unacceptable (1 pt.)</b>
<b>Listening</b> Did the student answer the question that was presented?	Answer reflected an explicit understanding of the question;	Answer reflected a general understanding of the question;	Answer reflected a partial understanding of the question;	Answer did not reflect an understanding of the question <u>or</u> answered an unasked question;
<b>Speaking</b> Did the student speak in an articulate manner?	Spoke clearly and articulately; Was confident in knowledge; No “um’s, uh’s, er’s, etc.”	Spoke articulately most of the time; Used general words at times instead of details; Some “um’s, uh’s, er’s.”	Spoke in a somewhat nervous manner; Lacked confidence; Many “um’s, uh’s, er’s, etc.”	Nervous; Incomplete thoughts; Not articulate; Responses riddled with “um’s, uh’s, er’s, etc.”
<b>Body Language</b> Did the student’s body language convey interest and facilitate the responses?	Body language conveyed eagerness to respond; Sat in upright and alert manner; Seemed natural and at ease;	Body language conveyed interest in responding; Sat in an upright manner; Seemed fairly natural most of the time;	Body language was difficult to interpret (too nervous and/or too casual); Sat upright at times, but slouched at others; extraneous movements detracted from responses;	Body language conveyed disinterest and/or extreme nervousness; Slouched or moved nervously throughout the interview;
<b>Eye Contact</b> Did the student’s eye contact seem natural and facilitate the responses?	Sustained, appropriate and natural eye contact; Conveyed interest in the topic <u>and</u> the listener; Showed confidence in interacting with the listener;	Appropriate, fairly consistent and natural eye contact; Generally conveyed interest in the topic and the listener; Showed generally good levels of confidence in interacting with listener;	Intermittent or inconsistent eye contact; Conveyed non-interest in the topic and/or the listener; Did not seem confident of interactions with listener;	Limited or no eye contact; Seemed disengaged with the topic and/or listener;
<b>Professional Dress</b> Did the student dress in a professional manner?	Dressed in a highly professional manner (suit, sport coat, tie, dress); Neat and well-groomed;	Dressed in a professional manner (skirt/blouse, dress, pants/blouse, shirt and tie); Generally neat and well-groomed;	Dressed in a casual, but not necessarily professional manner (revealing blouse, open collar, no tie); Fairly neat;	Dress was inappropriate and/or unkept;
<b>Work Keys</b> Did the student complete the Work Keys Assessment prior to the interview?	Work Keys completed			Work Keys not completed
<b>Resume</b> Did the student bring a copy of their resume to the interview?	Brought resume			Did not bring resume
<b>Application</b> Did the student complete the online application prior to the interview?	Application completed			Application not completed

**Total:** \_\_\_\_\_

Excellent (28-32 pts.)   Proficient (21-27 pts.)   Developing Proficiency (15-20 pts.)   Unacceptable (0-14 pts.)