

## DIVERSITY, EQUITY AND INCLUSION RUBRIC FOR SUPPLEMENTAL WORKFORCE TRAINING MATERIALS

### EQUITY

THE CONDITION AND THE PROCESS TOGETHER THAT WOULD BE ACHIEVED IF THE IDENTITIES ASSIGNED TO HISTORICALLY OPPRESSED GROUPS NO LONGER ACT AS THE MOST POWERFUL PREDICTOR OF HOW ONE FARES

### ACHIEVING EQUITY

ELIMINATE THE ROOT CAUSES OF INEQUITIES THAT REINFORCE OR FAIL TO ELIMINATE DISPROPORTIONAL OUTCOMES

### RACIAL EQUITY

THE CONDITION ACHIEVED IF ONE'S RACIAL AND ETHNIC IDENTITY NO LONGER PREDICTS HOW ONE FARES. TO ACHIEVE RACIAL JUSTICE, WE NEED TO ELIMINATE POLICIES, PRACTICES, CULTURAL MESSAGES, AND HARMFUL NARRATIVES THAT PERPETUATE, UPHOLD, OR FAIL TO ELIMINATE RACISM

**NCWE CORE VALUES:** <https://www.ncwe.org/page/about>

- This rubric seeks to support the intentional development of equitable, diverse, and inclusive (DEI) workforce training materials.
- The tool is not exhaustive and rather is designed to help guide and focus content development around best practices in DEI.
- Many of the suggested guidelines adopt a [Universal Design for Learning \(UDL\)](#) framework and are effective teaching and learning practices.
- A “Comments” section is provided to promote implementation through reflection by individual practitioners or discussion between course designers and instructors.

<b>Learning Material Title</b>	<b>Trades Customer Service Level 2: Creating Impactful Impressions: Mastering Customer Service in Construction Trades</b>		
<b>Learning Material URL</b>			
<b>File Type and Size</b>	Word Doc, 7 Pages, 146 KB		
<b>Reviewer</b>	Fieth Consulting, LLC Team		
<b>Date Review Completed</b>	6/29/2023		
<b>Total Score (Content + Pedagogy Scores)</b>	30 / 39 Possible Points		
<b>Criteria</b>	<b>Exemplary</b>	<b>Fair</b>	<b>In Progress</b>
<b>Content</b>	3 Points per Bullet	2 Points per Bullet	1 Point per Bullet

<p><b>To what extent the content meets the needs of diverse populations, is considered equitable to user needs, and inclusive of race, religion, age, gender, sexual orientation and/or identity.</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Content consistently and effectively represents diverse perspectives and experiences.</li> <li><input type="checkbox"/> Content accurately reflects the experiences and perspectives of underrepresented groups.</li> <li><input type="checkbox"/> Content demonstrates a deep understanding of the complexities of diversity, equity, and inclusion.</li> <li><input checked="" type="checkbox"/> Learners are able to see themselves represented in the course content and/or discipline.</li> <li><input checked="" type="checkbox"/> Multiple viewpoints and perspectives on course topics are included and represented accurately.</li> <li><input checked="" type="checkbox"/> Evidence of equitable access to course materials and spaces for all learners clearly exists.</li> <li><input checked="" type="checkbox"/> Content is well-organized and easy-to-follow.</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Content somewhat represents diverse perspectives and experiences.</li> <li><input checked="" type="checkbox"/> Content somewhat accurately reflects the experiences and perspectives of underrepresented groups.</li> <li><input checked="" type="checkbox"/> Content demonstrates a basic understanding of the complexities of diversity, equity, and inclusion.</li> <li><input type="checkbox"/> Learners may be able to see themselves represented in the course content and/or discipline occasionally but not consistently.</li> <li><input type="checkbox"/> Multiple viewpoints and perspectives on course topics are sometimes included and may be represented accurately.</li> <li><input type="checkbox"/> Some evidence of equitable access to course materials and spaces for all learners exists.</li> <li><input type="checkbox"/> Content is somewhat organized but may not be easy-to-follow.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Content rarely or never represents diverse perspectives and experiences.</li> <li><input type="checkbox"/> Content inaccurately reflects the experiences and perspectives of underrepresented groups.</li> <li><input type="checkbox"/> Content demonstrates little understanding of the complexities of diversity, equity, and inclusion.</li> <li><input type="checkbox"/> Learners are not able to see themselves represented in the course content and/or discipline.</li> <li><input type="checkbox"/> Multiple viewpoints and perspectives on course topics are not included and/or represented accurately.</li> <li><input type="checkbox"/> No evidence of equitable access to course materials and spaces for all learners exists.</li> <li><input type="checkbox"/> Content is disorganized and difficult to follow.</li> </ul>
<p><b>Content Score</b></p>	<p><u>18</u> / 21 Possible Points</p>		

<p><b>Content Comments</b></p>	<p>Evaluating this document scores it in the Fair/Exemplary level. The content is very well organized and easy-to-follow. The author might consider adding images to better represent diverse groups of learners. This learning material does not require students to connect the content to their own lives. The purpose of the document is to help students with their understanding of strategies for enhancing customer satisfaction, personalizing interactions, exceeding expectations, fostering customer loyalty, and understanding the value of their role in the customer service process. Please consider adding images from the Image Collection Drop Box, see link below.</p>		
<p><b>Design Resources</b></p>	<p><b>Image Collection Drop Box:</b> <a href="https://www.dropbox.com/home/NGJAC%20Images">https://www.dropbox.com/home/NGJAC%20Images</a>  <b>Student Engagement AMEy link</b>  <a href="https://harper-academy.net/on_demand/aemy/index.html#userbookmark_AEMy-main">https://harper-academy.net/on_demand/aemy/index.html#userbookmark_AEMy-main</a>  <b>Check for Understanding link:</b>  <a href="https://www.edutopia.org/sites/default/files/pdfs/blogs/edutopia-finley-53ways-check-for-understanding.pdf">https://www.edutopia.org/sites/default/files/pdfs/blogs/edutopia-finley-53ways-check-for-understanding.pdf</a></p>		
<p><b>Pedagogy</b></p> <p><b>To what extent the content meets the needs of diverse populations, is considered equitable to user needs, and inclusive of race, religion, age, gender, sexual orientation and/or identity.</b></p>	<p><b>3 Points per Bullet</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The design and delivery are inclusive and accessible to all learners, taking into account diverse learning styles and needs.</li> <li><input type="checkbox"/> The material creates a welcoming and inclusive environment for all learners regardless of identity.</li> <li><input type="checkbox"/> Content effectively uses a variety of media and formats to enhance learning and increase learner engagement.</li> <li><input type="checkbox"/> Images, representations, readings and sources strongly reflect diversity.</li> <li><input type="checkbox"/> Activities require learners to connect course content to their own lives and/or reflect on course content in relation</li> </ul>	<p><b>2 Points per Bullet</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The design and delivery are generally inclusive, but some areas may warrant improvement to better accommodate diverse learners.</li> <li><input checked="" type="checkbox"/> The material creates a positive learning environment for most learners but could do more to be inclusive to all.</li> <li><input checked="" type="checkbox"/> Some content uses media and formats to enhance learning.</li> <li><input checked="" type="checkbox"/> Some images, representations, readings and sources reflect diversity.</li> <li><input checked="" type="checkbox"/> Some activities require learners to connect course content to their own lives and/or reflect on course content in relation to a variety of perspectives.</li> </ul>	<p><b>1 Point per Bullet</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The design and delivery are not inclusive or accessible to all learners, and do not create a positive learning environment for all.</li> <li><input type="checkbox"/> The material does not create a positive learning environment for most learners.</li> <li><input type="checkbox"/> Content uses minimal or no media and formats to enhance learning.</li> <li><input type="checkbox"/> Images, representations, readings and sources do not reflect diversity.</li> <li><input type="checkbox"/> Activities do not require learners to connect course content to their own lives</li> </ul>

	<p>to a variety of perspectives.</p> <p><input type="checkbox"/> Activities require learners to connect course content to their own communities and/or social and cultural groups of reference, and the socio-cultural backgrounds of others.</p>	<p><input checked="" type="checkbox"/> Some activities require learners to connect course content to their own communities and/or social and cultural groups of reference, and the socio-cultural backgrounds of others.</p>	<p>and/or reflect on course content in relation to a variety of perspectives</p> <p><input type="checkbox"/> Activities do not require learners to connect course content to their own communities and/or social and cultural groups of reference, and the socio-cultural backgrounds of others.</p>
<b>Pedagogy Score</b>	_____ <b>12</b> _____ / 18 Possible Points		
<b>Pedagogy Comments</b>	Overall, this document is well done and scored in the Fair level for pedagogy. This learning material includes a student engagement activity that uses role-playing scenarios for real-life construction trades and a check for understanding section consisting of 10 questions. The author might consider adding some additional images to represent diverse groups of learners. See the url links below for additional ideas.		
<b>Design and Pedagogy Resources</b>	<p><b>Image Collection Drop Box:</b> <a href="https://www.dropbox.com/home/NGJAC%20Images">https://www.dropbox.com/home/NGJAC%20Images</a></p> <p><b>Student Engagement AMEy link</b>  <a href="https://harper-academy.net/on_demand/aemy/index.html#userbookmark_AEMy-main">https://harper-academy.net/on_demand/aemy/index.html#userbookmark_AEMy-main</a></p> <p><b>Check for Understanding link:</b>  <a href="https://www.edutopia.org/sites/default/files/pdfs/blogs/edutopia-finley-53ways-check-for-understanding.pdf">https://www.edutopia.org/sites/default/files/pdfs/blogs/edutopia-finley-53ways-check-for-understanding.pdf</a></p>		

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