

Response Delivery Scale

Student Name: _____ Date: _____

Introduction / Greeting

Behavior:	Score (circle one):	
1. Smile: At least one smile within context of greeting/ handshake / introduction that is directed towards the interviewer	1	Never or almost never displayed behavior
	2	Sometimes displayed behavior but not to defined criterion
	3	Often displayed behavior, meeting defined criterion
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior
2. Subject initiates handshake at greeting: Extends hand towards interviewer at appropriate distance OR, of equal value: Appropriately responds to handshake initiation by interviewer: Extends hand to interviewer immediately following interviewer's initiation reach (we want the interviewer to initiate the handshake if the subject does not do it first)	1	Never or almost never displayed behavior
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior
3. Handshake is appropriate length: 2-3 long seconds, then release	1	Never or almost never displayed behavior
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior
4. Eye contact or eye contact approximation during handshake: Looking into the interviewer's eyes, or at a point on their face (mouth) to approximate eye contact during handshake and verbal exchange for at least 5 seconds.	1	Never or almost never displayed behavior
	2	Sometimes displayed behavior but not to defined criterion
	3	Often displayed behavior, meeting defined criterion
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior

Behavior:	Score (circle one):			
5. Appropriate verbal initiation during handshake: Subject makes introductory statement that is initiating ("Hello, it's nice to meet you," "Hi, my name is ...," "Good morning, how are you?" etc.) Or of equal value: Appropriate verbal response during handshake: Responds to interviewer's verbal greeting ("It's nice to meet you too," "Hello, it's nice to meet you," "Hi, my name is ...," "I'm good, how are you?" etc.)	1	Never or almost never displayed behavior		
		4	Almost always displayed behavior, exceeding defined criterion	
			N.O. N.O. = No opportunity to assess behavior	
6. Tone of voice: Upbeat tone of voice, inflection during verbal introduction / greeting to suggest interest as opposed to monotone voice that might suggest disengagement or lack of enthusiasm.	1	Never or almost never displayed behavior		
		2	Sometimes displayed behavior but not to defined criterion	
			3	
			4	
		N.O.	Often displayed behavior, meeting defined criterion	
			4	
			Almost always displayed behavior, exceeding defined criterion	
7. Subject sits down appropriately: Sits down when offered / directed, and does not sit down before the interviewer sits down	1	Never or almost never displayed behavior		
		4	Almost always displayed behavior, exceeding defined criterion	
	N.O.	N.O. = No opportunity to assess behavior		

During the Interview – Q and A

Behavior:	Score (circle one):	
8. Eye contact or approximation of eye contact during responses: Looking into the interviewer's eyes, or at a point on their face (mouth) to approximate eye contact. Holds eye contact for at least 5 second durations at re-occurring and intermittent points as they are responding to questions, across the majority of responses	1	Never or almost never displayed behavior
	2	Sometimes displayed behavior but not to defined criterion
	3	Often displayed behavior, meeting defined criterion
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior
9. Eye contact or approximation of eye contact during interviewer's questions: Looking into the interviewer's eyes, or at a point on their face (mouth) to approximate eye contact. Holds eye contact for at least 5 second durations at re-occurring and intermittent points as they are listening to questions, across the majority of questions	1	Never or almost never displayed behavior
	2	Sometimes displayed behavior but not to defined criterion
	3	Often displayed behavior, meeting defined criterion
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior
10. Pleasant facial expression during questions and responses: Holds expression at a neutral or pleasant state, no frowning, grimacing, disgust across the majority of responses.	1	Never or almost never displayed behavior
	2	Sometimes displayed behavior but not to defined criterion
	3	Often displayed behavior, meeting defined criterion
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior
11. Intermittent pause during responses to questions: Subject intermittently pauses for several seconds after a few sentences, allowing interviewer to insert follow up questions / interruptions /comments, across the majority of responses	1	Never or almost never displayed behavior
	2	Sometimes displayed behavior but not to defined criterion
	3	Often displayed behavior, meeting defined criterion
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior

Behavior:	Score (circle one):	
12. Tone of voice: Variations in inflection as opposed to monotone voice that might suggest disengagement or lack of enthusiasm across the majority of responses.	1	Never or almost never displayed behavior
	2	Sometimes displayed behavior but not to defined criterion
	3	Often displayed behavior, meeting defined criterion
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior
13. Maintaining appropriate posture in seat: Sitting upright, feet or legs crossed, or feet on floor, and directing head and body towards the interviewer across the majority of exchanges	1	Never or almost never displayed behavior
	2	Sometimes displayed behavior but not to defined criterion
	3	Often displayed behavior, meeting defined criterion
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior
14. Limited motor activity during interview: Sitting still with only minor physical adjustments, no distracting fidgeting (pen tapping, tapping fingers, swaying, bouncing in seat), across the majority of exchanges	1	Never or almost never displayed behavior
	2	Sometimes displayed behavior but not to defined criterion
	3	Often displayed behavior, meeting defined criterion
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior

The End of the Interview

Behavior:	Score (circle one):	
15. Eye contact or eye contact approximation during departure / goodbye: Looking into the interviewer's eyes, or at a point on their face (mouth) to approximate eye contact during goodbye.	1	Never or almost never displayed behavior
	2	Sometimes displayed behavior but not to defined criterion
	3	Often displayed behavior, meeting defined criterion
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior
16. Verbal expression of appreciation at end of interview, before exit: "Thank you," "Thanks," "I appreciate the opportunity," etc.	1	Never or almost never displayed behavior
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior
17. Smile: At least one smile within context of goodbye that is directed towards the interviewer	1	Never or almost never displayed behavior
	2	Sometimes displayed behavior but not to defined criterion
	3	Often displayed behavior, meeting defined criterion
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior
18. Tone of voice: Upbeat tone of voice, inflection during verbal expression of appreciation to suggest interest as opposed to monotone voice that might suggest disengagement or lack of enthusiasm.	1	Never or almost never displayed behavior
	2	Sometimes displayed behavior but not to defined criterion
	3	Often displayed behavior, meeting defined criterion
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior

Behavior:	Score (circle one):	
19. Subject initiates handshake at departure: Extends hand towards interviewer at appropriate distance OR, of equal value: Appropriately responds to handshake initiation by interviewer: Extends hand to interviewer immediately following interviewer's initiation reach (we will want the interviewer to do this if subject does not do it first)	1	Never or almost never displayed behavior
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior
20. Handshake is appropriate length: Approx. 2-3 long seconds, then release	1	Never or almost never displayed behavior
	4	Almost always displayed behavior, exceeding defined criterion
	N.O.	N.O. = No opportunity to assess behavior