

## Response Delivery Scale

Student Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Introduction / Greeting

Behavior:	Score (circle one):	
1. <b>Smile:</b> 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. <b>Subject initiates handshake at greeting:</b> Extends hand towards interviewer at appropriate distance  <b>OR, of equal value:</b>  <b>Appropriately responds to handshake initiation by interviewer:</b> 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. <b>Handshake is appropriate length:</b> 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. <b>Eye contact or eye contact approximation during handshake:</b> 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):	
<b>5. Appropriate verbal initiation during handshake:</b> Subject makes introductory statement that is initiating ( <i>"Hello, it's nice to meet you," "Hi, my name is ...," "Good morning, how are you?" etc.</i> )  <b>Or of equal value:</b>  <b>Appropriate verbal response during handshake:</b> Responds to interviewer's verbal greeting ( <i>"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.</i> )	<b>1</b>	Never or almost never displayed behavior
	<b>4</b>	Almost always displayed behavior, exceeding defined criterion
	<b>N.O.</b>	N.O. = No opportunity to assess behavior
<b>6. Tone of voice:</b> 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.	<b>1</b>	Never or almost never displayed behavior
	<b>2</b>	Sometimes displayed behavior but not to defined criterion
	<b>3</b>	Often displayed behavior, meeting defined criterion
	<b>4</b>	Almost always displayed behavior, exceeding defined criterion
	<b>N.O.</b>	N.O. = No opportunity to assess behavior
<b>7. Subject sits down appropriately:</b> Sits down when offered / directed, and does not sit down before the interviewer sits down	<b>1</b>	Never or almost never displayed behavior
	<b>4</b>	Almost always displayed behavior, exceeding defined criterion
	<b>N.O.</b>	N.O. = No opportunity to assess behavior

## During the Interview – Q and A

Behavior:	Score (circle one):	
<b>8. Eye contact or approximation of eye contact during responses:</b> 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	<b>1</b>	Never or almost never displayed behavior
	<b>2</b>	Sometimes displayed behavior but not to defined criterion
	<b>3</b>	Often displayed behavior, meeting defined criterion
	<b>4</b>	Almost always displayed behavior, exceeding defined criterion
	<b>N.O.</b>	N.O. = No opportunity to assess behavior
<b>9. Eye contact or approximation of eye contact during interviewer's questions:</b> 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	<b>1</b>	Never or almost never displayed behavior
	<b>2</b>	Sometimes displayed behavior but not to defined criterion
	<b>3</b>	Often displayed behavior, meeting defined criterion
	<b>4</b>	Almost always displayed behavior, exceeding defined criterion
	<b>N.O.</b>	N.O. = No opportunity to assess behavior
<b>10. Pleasant facial expression during questions and responses:</b> Holds expression at a neutral or pleasant state, no frowning, grimacing, disgust across the majority of responses.	<b>1</b>	Never or almost never displayed behavior
	<b>2</b>	Sometimes displayed behavior but not to defined criterion
	<b>3</b>	Often displayed behavior, meeting defined criterion
	<b>4</b>	Almost always displayed behavior, exceeding defined criterion
	<b>N.O.</b>	N.O. = No opportunity to assess behavior
<b>11. Intermittent pause during responses to questions:</b> Subject intermittently pauses for several seconds after a few sentences, allowing interviewer to insert follow up questions / interruptions / comments, across the majority of responses	<b>1</b>	Never or almost never displayed behavior
	<b>2</b>	Sometimes displayed behavior but not to defined criterion
	<b>3</b>	Often displayed behavior, meeting defined criterion
	<b>4</b>	Almost always displayed behavior, exceeding defined criterion
	<b>N.O.</b>	N.O. = No opportunity to assess behavior

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

## The End of the Interview

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

Behavior:	Score (circle one):	
<b>19. Subject initiates handshake at departure:</b> Extends hand towards interviewer at appropriate distance  <b>OR, of equal value:</b>  <b>Appropriately responds to handshake initiation by interviewer:</b> 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)	<b>1</b>	Never or almost never displayed behavior
	<b>4</b>	Almost always displayed behavior, exceeding defined criterion
	<b>N.O.</b>	N.O. = No opportunity to assess behavior
<b>20. Handshake is appropriate length:</b> Approx. 2-3 long seconds, then release	<b>1</b>	Never or almost never displayed behavior
	<b>4</b>	Almost always displayed behavior, exceeding defined criterion
	<b>N.O.</b>	N.O. = No opportunity to assess behavior