

CTE Professionalism Rubric

Professionalism entails a set of skills that are critical for workplace success in competitive technical industries. Professional behavior creates an environment that promotes safe and high quality training environments that promote constructive learning. Students are expected to show professional behavior with or in front of clients, members of the community, and others in the professional environment (college, clinic, lab, garage) including members of the faculty and administration, other students, and staff. TSJC students are expected to conduct themselves in a professional manner including, but not limited to, arriving on time with a professional attitude and appearance, engaging in ethical behavior, resolving conflicts in an appropriate manner at all times, holding client information confidential, and using discretion in communications.

5-Level Analytic-Type Professionalism Rubric

DIMENSIONS	Mastery		Emerging / Progressing		Developing	
	5	4	3	2	1	0
1. Demonstrates Self-Control	Student maintains professional demeanor even when stressed; not verbally hostile, abusive, dismissive or inappropriately angry. Never expresses anger physically. Student works productively individually, or in teams, with minimal distraction to task.		Student usually maintains professional demeanor, although may be inconsistent. Student can verbally explain expected professional behavior, but may have difficulty acting accordingly. May have difficulty expressing anger or emotions appropriately. Student may need reminders to stay on task in order to avoid disruption to the class.		Student exhibits disruptive behaviors. May distract other students, or instructor. May talk to others instead of working. May argue in front of classmates or clients. Expresses anger in verbal outbursts, or physically. May engage in physical actions that threaten others, such as throwing or knocking down objects.	
2. Professional Appearance	Student's appearance and dress adhere to professional norms for industry. Student consistently maintains a clean neat appearance and appropriate personal hygiene.		Student often requires reminders about professional and personal hygiene, but accepts and incorporates feedback into appropriate dress code or hygiene.		Student does not adhere to professional norms for industry, or does not maintain personal hygiene.	
3. Positive Attitude	Student consistently demonstrates a positive attitude, and accepts responsibilities and constructive criticism willingly (is not resistant or defensive). Is not arrogant or insolent.		Student may generally demonstrate a positive attitude, but may be inconsistent. Typically accepts responsibilities and constructive criticism without resistance or defensiveness. May display arrogance or insolence at times.		Student exhibits arrogance or insolence. May be publicly critical of other students, instructors, or college staff. Student tends to reject or not follow constructive criticism.	
4. Attendance and Punctuality	Student is consistently early - or on time - to class, lab, training, and other professional or student functions. Is early, or on time, for meetings and appointments. Rarely to never misses class or training. Student always submits projects or assignments on or before due date.		Student is generally on time to class, lab, training, meetings, and appointments, but may be inconsistent. Student has several absences, but may be able to complete training or assignments on time. Student often submits projects or assignments on or before due date.		Student is consistently late to class, lab, training, meetings or appointments. Student consistently fails to submit projects or assignments by due date. Student has excessive absences that interfere with ability to complete training or assignments on time.	
5. Communication	Student consistently communicates respectfully with students, staff, and public by using professional communication and appropriate language. Always refrains from using foul language in work areas, and in public. Student encourages and initiates positive interactions, and demonstrates leadership in collaboration with both individuals and groups.		Student often requires reminders about using foul language in work areas or public, but is attempting to accept and incorporate feedback. Participates positively in team interaction but may not initiate.		May avoid collaborating with individuals or groups. Displays disrespectful behavior by using foul language in work areas, and in public. Student may use insults, verbal comments, or criticism intended to belittle or berate others. Student may make racially or sexually inappropriate remarks. Does not participate positively in team interactions.	
6. Honesty and Integrity	Student is always truthful in all verbal and written communications, and avoids engaging in other unethical behavior. Student always takes appropriate steps to maintain confidentiality of client information, whether in verbal, written, or electronic format.		Student typically displays appropriate ethical behaviors, but may require reminders or re-education related to plagiarism or misrepresentation of information. Student usually takes appropriate steps to maintain confidentiality of client information, but may need reminders, or is inconsistent.		Student misrepresents or falsifies information and/or actions (i.e. cheating). Student may display inappropriate communication of protected, private, or confidential information, whether in verbal, written, or electronic format.	
7. Substance Use	Student refrains from substance abuse, or drugs that interfere with workplace safety. Strictly conforms to TSJC policies governing use of drugs and alcohol, and any other existing policies for the industry.		Student can explain how using mind-altering substances may interfere with workplace safety. May not strictly conform to TSJC policies governing use of drugs and alcohol, but does not exhibit characteristics of drug use during class or training.		Student does not conform to TSJC policies governing use of drugs and alcohol, or other existing policies for the industry. Student's use of illicit or prescription substances jeopardizes workplace safety during class, lab, or training.	

Key to Professionalism Rubric

Professionalism Defined

Professional is defined by Merriam-Webster's dictionary as "characterized by or conforming to the technical or ethical standards of one's profession."

LEVELS

Developing

- 0 – Student consistently demonstrates inappropriate or unprofessional behavior or is extremely weak in selected components. Has no knowledge of expected professional behaviors. No professional behaviors exhibited.
- 1 – Student lacks required components; is developing competence and knowledge in selected components, but continues to exhibit unprofessional behaviors that are representative of poor or inappropriate workplace etiquette.

Emerging / Progressing

- 2 – Student includes some of required components. Is beginning to exhibit professionalism, but is inconsistent. Student can verbally explain expected professional behavior, but has difficulty translating knowledge into expected behavior.
- 3 – Student typically satisfies expectations, includes most of required components. Student can verbally explain expected professional behavior, but may have difficulty acting accordingly. Generally exhibits professionalism, but may be inconsistent.

Mastery – GOAL FOR TSJC GRADUATES

- 4 – Student consistently explains, and demonstrates, all required components of desired professional behaviors. Representative of professional behavior. Emerging role model and leader.
- 5 – Student clearly explains, and exhibits, outstanding professional behaviors; includes extra components, goes beyond expectations; representative of exemplary professional behavior in which the student is a role model for professionalism and leadership.

DIMENSIONS

Dimension 1: Demonstrates Self-Control

Assesses whether student is able to consistently exhibit a professional demeanor. Does student demonstrates self-control by maintaining composure and keeping emotions in check even in very difficult situations? Does student deals calmly and effectively with stressful situations?

Dimension 2: Professional appearance

Assesses whether student's appearance and dress follow generally accepted professional norms or industry standards. Does student dress appropriately for occupation and its requirements, and maintain appropriate personal hygiene?

Dimension 3: Positive Attitude

Assesses whether student can successfully project a professional image of oneself and the organization. Does student demonstrate a positive attitude towards work, other students, instructors, and clients? Does student accept responsibilities and constructive criticism willingly?

Dimension 4: Attendance and Punctuality

Assesses whether student arrives on time, and consistently participates, during class, meetings, and trainings. Does frequent tardiness and/or absences interfere with the student's learning, or the functioning of teams or customer service during labs/meetings/trainings?

Dimension 5: Communication

Assesses whether student consistently communicates respectfully with students, staff, and public by using professional and appropriate language. Does student use foul or discriminatory language? Does student encourage and initiate positive interactions, or collaborate well with individuals and groups?

Dimension 6: Honesty and Integrity

Assesses whether student communicates and behaves with honesty and integrity. Does student avoid engaging in unethical behavior? Does student takes appropriate steps to maintain confidentiality of client information?

Dimension 7: Substance Use

Assesses whether student can contribute to a safe workplace environment by abstaining from substance use, or abuse. Does student conform to TSJC policies governing use of drugs and alcohol, and any other existing policies for the industry in which they are being trained? (*NOTE: if student is suspected of being under the influence of mind-altering substances while on the TSJC campus, student will be referred immediately to the Vice President of Student Affairs, which may result in disciplinary action; see TSJC Student Handbook*).