	Spring 2022	
Skyline College	**EFFECTIVE COMMUNICATION ISLO AND RUBRIC** **Office of Planning, Research, and Institutional Effectiveness**	

STUDENTS WILL BE ABLE TO COMMUNICATE AND COMPREHEND EFFECTIVELY.

Effective communication includes the ability to:

- **COMPREHENDING AND ANALYZING**: comprehend and analyze verbal and nonverbal media.
- **DELIVERING MESSAGE**: effectively construct and deliver messages to express ideas and establish shared meaning.
- **DEVELOPING A CIVIL DISCOURSE COMMUNICATION FRAMEWORK**: develop a non-hierarchical communication framework that establishes shared meaning through a sensitivity and receptivity to intersectional, cultural diversity.

SKYLINE COLLEGE EFFECTIVE COMMUNICATION ISLO RUBRIC				
Indicator	**Exceeding**	**Meeting**	**Progressing**	**Emerging**
COMPREHENDING AND ANALYZING	Student uses appropriate evidence in combination with personal and general background information, such as historical context, to support complex, nuanced interpretations about the verbal or non-verbal media.	Most of the time, student uses appropriate evidence to support an interpretation beyond the explicit message of the verbal or non-verbal media.	Student uses some appropriate evidence to support an interpretation beyond the explicit message of the verbal or non-verbal media, and some evidence may be extraneous or insufficient.	Student makes inconsistent or inappropriate use of evidence that may undermine an interpretation beyond the explicit message of the verbal or non-verbal media.
DELIVERING MESSAGE	Student adeptly communicates the intended message while establishing shared meaning through effective organization, content, and/or language that suits the purpose, audience, and context.	Student communicates the intended message while establishing shared meaning, though with infrequent lapses in organization, content and/or language that suits the purpose, audience, and context.	Student communicates their intended meaning unevenly. Some effort is made to clarify ideas and establish shared meaning, but overall impact may be limited/ impeded with some lapses in organization, content and/or language that don't suit the purpose, audience, and context.	Student struggles to communicate intended message with little/no adaptation to the purpose, audience, or context. Ideas lack clarity and as a result neglect to establish shared meaning.

DEVELOPING A CIVIL DISCOURSE COMMUNICATION FRAMEWORK	Communication framework is sensitive and receptive to different cultures and communication styles while keeping civil discourse at the forefront of shared meaning and demonstrating active listening.	Communication framework establishes a baseline of shared understanding through a sensitivity to intersectional cultural experience and civil discourse, establishing some shared meaning while demonstrating active listening.	Communication framework attempts to establish shared understanding but does so while neglecting to engage in multiple perspectives.	Communication framework is absent, and/or student demonstrates a limited understanding of positional difference in verbal and nonverbal communication.

Last updated on March 14, 2023