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| **Management Evaluation** | | |
| **Attendance:** | Attends class; arrives/leaves on time; notifies instructor in advance of planned absences. |  |
| **Character:** | Displays loyalty, honesty, trustworthiness, dependability, reliability, initiative, self-discipline, and self-responsibility. |  |
| **Teamwork:** | Respects the rights of others; respects confidentiality; is a team worker; is cooperative; is assertive; displays a customer service attitude; seeks opportunities for continuous learning; demonstrates mannerly behavior. |  |
| **Self-Esteem:** | Demonstrates a positive attitude; appears self-confident; has realistic expectations of self. |  |
| **Productivity:** | Follows safety practices; conserves materials; keeps work area neat and clean; follows directions and procedures; makes up assignments punctually; participates. |  |
| **Organization:** | Manifests skill in prioritizing and management of time and stress; demonstrates flexibility in handling change. |  |
| **Communication:** | Displays appropriate nonverbal (eye contact, body language) and oral (listening, telephone etiquette, grammar) skills. |  |
| **Leadership:** | Displays leadership skills; appropriately handles criticism, conflicts, and complaints; demonstrates problem-solving capability; maintains appropriate relationships with supervisors and peers; follows chain of command. |  |
| **Respect:** | Deals appropriately with cultural/racial diversity; does not engage in harassment of any kind in written and oral communication. |  |
| **Cooperation:** | Maintains appropriate relationship with instructors and peers; appropriately handles criticism, conflicts, and complaints. |  |
| **Critical Thinking** | Demonstrates problem-solving skills, ability to reason, able to troubleshoot; uses technical support systems appropriately |  |

**0-did not demonstrate**

**1- rarely demonstrated**

**2- sometimes demonstrated**

**3 – frequently demonstrated**

**4 – always demonstrated**