

STUDENT _____
 FIELD SITE _____

MAJOR _____
 POSITION _____

**FORM 11 – BUSINESS TECHNOLOGY MATRIX OF COMPETENCIES (based on SCANS and PCC)
 COOPERATIVE EDUCATION BUSN 193v - FALL 2007 AND / OR SPRING 2008 AND / OR SUMMER 2008**

Directions: Using the scale below, check the appropriate rating which indicates the degree of competence you have demonstrated and achieved through your Cooperative Education field placement and MCC coursework. The numerical ratings of 3, 2, 1, and 0 are **not** intended to represent the traditional grading system of A, B, C, and D. The description associated with each of the ratings focuses on **your objective assessment of your mastery of skills and competencies** required in the high performance workplace. A review of the completed matrix will tell the reader the level at which you meet basic employment standards and expectations.

Rating Scale:

- 3 = I have demonstrated performance and mastery at a more than satisfactory level.**
- 2 = I have demonstrated satisfactory performance.**
- 1 = I will seek additional training and assistance to improve my performance.**
- 0 = No exposure to skill or competency OR not applicable to student.**

3	2	1	0	EMPLOYABILITY	COMMENTS
				Maintains excellent attendance	
				Demonstrates ability to follow instructions	
				Manages times and resources	
				Adheres to schedules and meets deadlines	
				Maintains appropriate appearance	
				Complies with employee policies & procedures	
3	2	1	0	COMMUNICATIONS	COMMENTS
				States ideas effectively in writing and speaking	
				Uses correct grammar in writing and speaking	
				Demonstrates effective listening skills	
				Demonstrates effective telephone skills and etiquette	
				Follows verbal & written instructions correctly	
				Demonstrates positive non-verbal communication skills	
3	2	1	0	INTERPERSONAL	COMMENTS
				Demonstrates responsibility	
				Is honest and loyal	
				Participates as a team member	
				Adapts to change	
				Interacts with others tactfully	
				Resolves conflicts appropriately	
3	2	1	0	TECHNOLOGY	COMMENTS
				Understands & uses relevant technology appropriately	
				Demonstrates proper care of equipment	
				Adapts to unfamiliar equipment & technology	
				Utilizes manuals, tutorials & other available help	
				Troubleshoots problems appropriately	

3	2	1	0	SYSTEMS	COMMENTS
				Knows names, titles, basic duties of immediate work team	
				Understands organizational structure of the work site	
				Recognizes links between tasks performed by different team members	
				Analyzes & adapts to various supervisory styles	

				BUSINESS TECHNOLOGY MATRIX	
3	2	1	0	RESOURCE UTILIZATION	COMMENTS
				Locates & utilizes appropriate resources to complete an assigned task	
				Completes tasks according to employer standard	
				Demonstrates knowledge of workplace services and/or products	
				Organizes work space efficiently	
				Sets priorities & establishes work flow	
				Exhibits safe use of equipment & tools	
3	2	1	0	CRITICAL THINKING	COMMENTS
				Recognizes or identifies problems when they occur	
				Seeks creative solutions to problems	
				Demonstrates ability to solve problems	
				Demonstrates ability to make appropriate decisions	
				Organizes ideas logically	
3	2	1	0	JOB SPECIFIC COMPETENCIES	COMMENTS
				Uses terminology of the industry or field correctly	
				Describes basic mission and services of the organization	
				Composes, edits, revises documents such as letters, reports	
				Collects, sorts, inputs, files, and/or retrieves pertinent data/information	
				Demonstrates effective customer/client service skills	
				Demonstrates appropriate level of product/service knowledge	
				Keys _____ wpm	
				Uses 10-key electronic calculator by touch	
				Utilizes relevant equipment/tools:	
				telephone	
				facsimile	
				photocopier	
				computer (PC, MAC, other)	
				scanner	
				other (specify)	
				other (specify)	
				Utilizes computer applications:	
				word processing (specify)	
				database (specify)	
				spreadsheet (specify)	
				presentation software (specify)	
				desktop publishing (specify)	
				webpage design	
				electronic mail	
				Internet	
				other (specify)	
				other (specify)	
				Additional information:	

COMPLETED BY _____
 (Signature of Student)

DATE _____

STUDENT _____
 FIELD SITE _____

MAJOR _____
 SUPERVISOR _____

**FORM 12 – BUSINESS TECHNOLOGY MATRIX OF COMPETENCIES (based on SCANS and PCC)
 COOPERATIVE EDUCATION BUSN 193v - FALL 2007 AND / OR SPRING 2008 AND / OR SUMMER 2008**

Directions: Using the scale below, check the appropriate rating which indicates the degree of competence demonstrated and achieved by the Cooperative Education intern at the field placement site. The numerical ratings of 3, 2, 1, and 0 are not intended to represent the traditional grading system of A, B, C, and D. The description associated with each of the ratings focuses on the level of the student’s performance based on the employer’s standards and expectations for that type of position. A review of the completed matrix will tell the reader if the student meets basic employment standards and expectations.

Rating Scale:

- 3 = Student has demonstrated performance and mastery at a more than satisfactory level.**
- 2 = Student demonstrated satisfactory performance.**
- 1 = Additional training and assistance will improve the student’s performance.**
- 0 = No exposure to skill or competency OR not applicable to student.**

3	2	1	0	EMPLOYABILITY	COMMENTS
				Maintains excellent attendance	
				Demonstrates ability to follow instructions	
				Manages times and resources	
				Adheres to schedules and meets deadlines	
				Maintains appropriate appearance	
				Complies with employee policies & procedures	
3	2	1	0	COMMUNICATIONS	COMMENTS
				States ideas effectively in writing and speaking	
				Uses correct grammar in writing and speaking	
				Demonstrates effective listening skills	
				Demonstrates effective telephone skills and etiquette	
				Follows verbal & written instructions correctly	
				Demonstrates positive non-verbal communication skills	
3	2	1	0	INTERPERSONAL	COMMENTS
				Demonstrates responsibility	
				Is honest and loyal	
				Participates as a team member	
				Adapts to change	
				Interacts with others tactfully	
				Resolves conflicts appropriately	
3	2	1	0	TECHNOLOGY	COMMENTS
				Understands & uses relevant technology appropriately	
				Demonstrates proper care of equipment	
				Adapts to unfamiliar equipment & technology	
				Utilizes manuals, tutorials & other available help	
				Troubleshoots problems appropriately	

3	2	1	0	SYSTEMS	COMMENTS
				Knows names, titles, basic duties of immediate work team	
				Understands organizational structure of the work site	
				Recognizes links between tasks performed by different team members	
				Analyzes & adapts to various supervisory styles	

				BUSINESS TECHNOLOGY MATRIX	
3	2	1	0	RESOURCE UTILIZATION	COMMENTS
				Locates & utilizes appropriate resources to complete an assigned task	
				Completes tasks according to employer standard	
				Demonstrates knowledge of workplace services and/or products	
				Organizes work space efficiently	
				Sets priorities & establishes work flow	
				Exhibits safe use of equipment & tools	
3	2	1	0	CRITICAL THINKING	COMMENTS
				Recognizes or identifies problems when they occur	
				Seeks creative solutions to problems	
				Demonstrates ability to solve problems	
				Demonstrates ability to make appropriate decisions	
				Organizes ideas logically	
3	2	1	0	JOB SPECIFIC COMPETENCIES	COMMENTS
				Uses terminology of the industry or field correctly	
				Describes basic mission and services of the organization	
				Composes, edits, revises documents such as letters, reports	
				Collects, sorts, inputs, files, and/or retrieves pertinent data/information	
				Demonstrates effective customer/client service skills	
				Demonstrates appropriate level of product/service knowledge	
				Keys _____ wpm	
				Uses 10-key electronic calculator by touch	
				Utilizes relevant equipment/tools:	
				telephone	
				facsimile	
				photocopier	
				computer (PC, MAC, other)	
				scanner	
				other (specify)	
				other (specify)	
				other (specify)	
				other (specify)	
				Utilizes computer applications:	
				word processing (specify)	
				database (specify)	
				spreadsheet (specify)	
				presentation software (specify)	
				desktop publishing (specify)	
				webpage design	
				electronic mail	
				Internet	
				other (specify)	
				other (specify)	
				Additional information:	

COMPLETED BY _____ DATE _____
 (Signature / Title of Field Supervisor)