

QUESTION: How Can We Support Student Professionalism on Client-based Projects?

ANSWER: Client Interaction Rubrics!

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PROBLEM

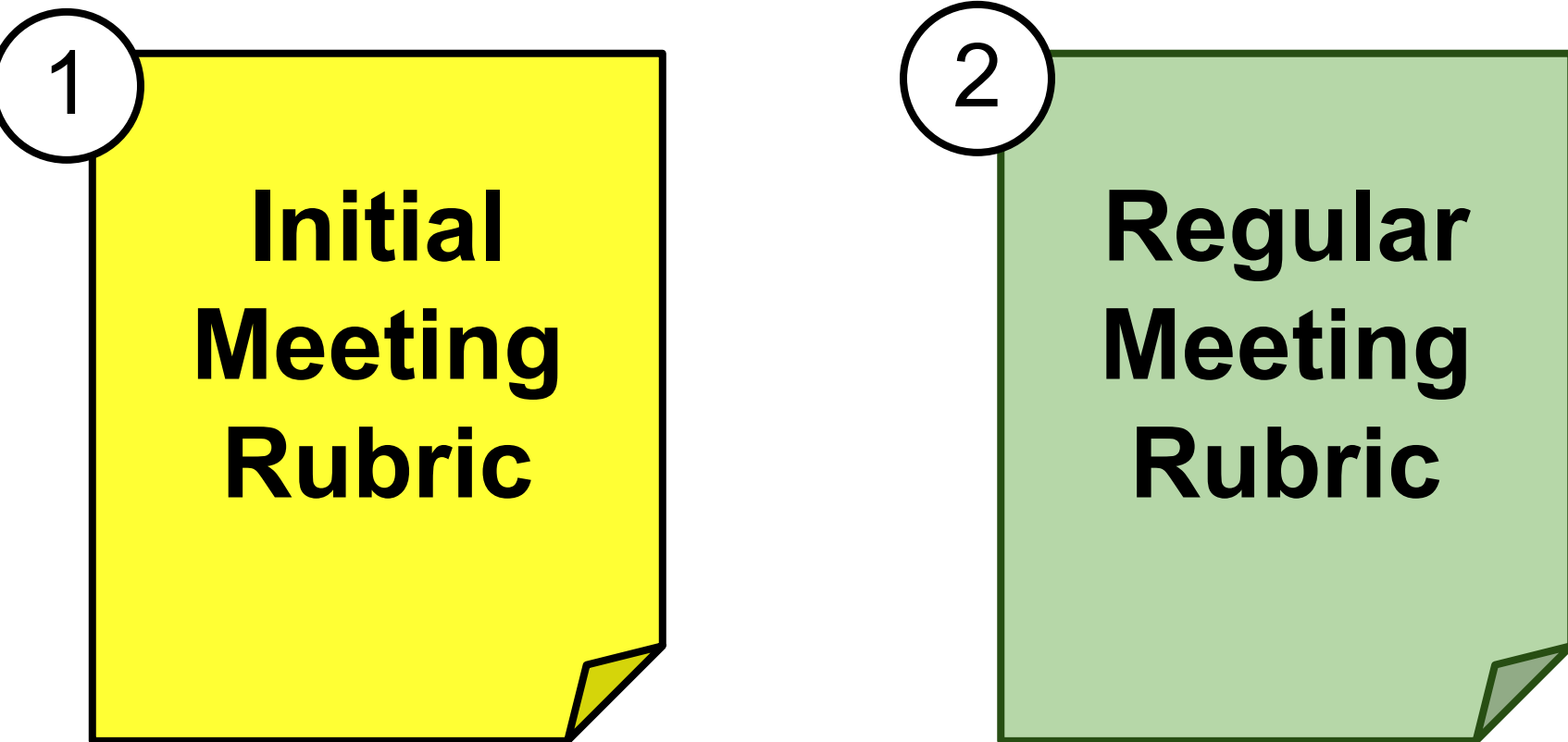
Communication between project teams and client sponsors is an essential skill for engineering students, especially in capstone design. However, students are not necessarily prepared through the curriculum for such interactions. We see that there is no standardized approach to this activity.



Responses to “How did you and your team decide how to prepare for the initial client meeting?”

SOLUTION

Our team from three universities developed two rubrics to help capstone students better connect with clients through the planning and execution of effective meetings.



The rubrics have been tested and refined with student and client input. Both rubrics are available online at cdhub2.org/teaching/, are easily editable, and can be adopted in whole or in part for use in capstone design courses. With such tools, students are better positioned to create value for their clients and related projects.

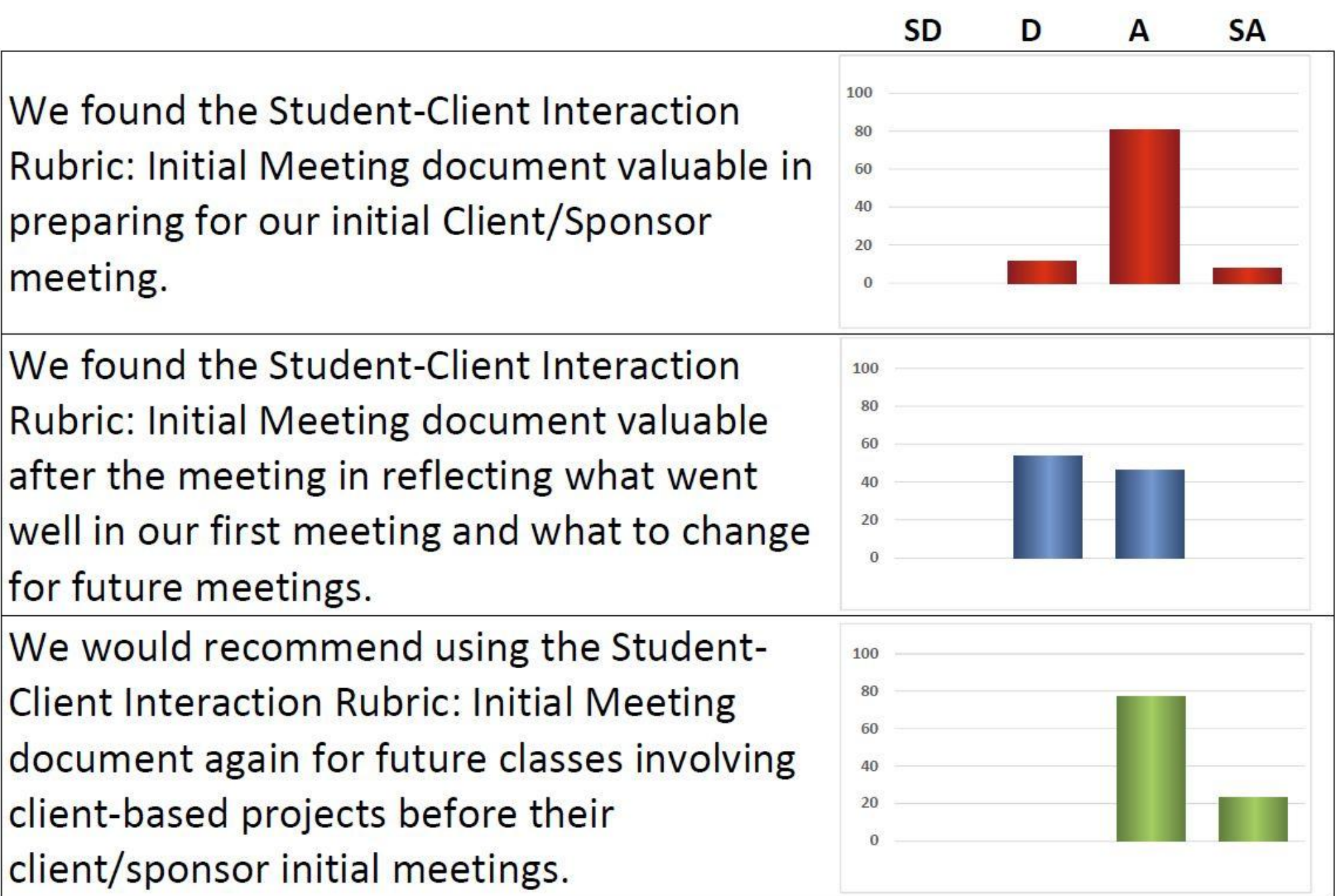


SAMPLE RUBRIC

RATING scale		Team/Project:	Date:
		Rating for Student Team	Comments
		Check one per row, or scribble/through text if not relevant	Provide comments for each objective section, especially for performance marked above or below expectations
Performance Objectives	Preparation	Meets Expectations	
	Project		
	Team		
	Logistics		
	Interaction		
	Conduct		
	Follow-up		
	Overall		
	Conduct		
	Overall		
		Space for COMMENTS	
		BEFORE: Preparation	
		DURING: Project, Team, Logistics, Interaction, Conclusion	
		AFTER: Follow-Up	
		OVERALL: Conduct	

RESULTS

Follow-Up Survey Responses for Initial Meeting Rubric



SD=Strongly Disagree, D=Disagree, A=Agree, SA=Strongly Agree

STUDENT QUOTES

[It] helped us identify what we may have missed.

Helpful in terms of expectations for meetings and getting started talking to liaisons

The rubric is really helpful to prepare a team who has no idea what they are getting into.

We like that it covers different areas to cover during the meeting.

The instructions for each party were very helpful.

CONCLUSIONS and NEXT STEPS

The rubrics have been shown to serve multiple purposes:

- Help teams prepare efficiently and thoroughly for meetings
- Serve as a guideline for communication during client meetings
- Assist student teams in the reflection process after meetings

Some relationships to be explored:

- Use of rubric and student level of comfort with meetings
- Internal versus external client status and level of comfort
- Use of rubric and # of topics missed, forgotten, or unclarified
- Students’ prior level of professional work and level of comfort

Contact us if you’d like to participate in future work!