



## Domain 5: STUDENT SUPPORT SPECIALISTS

### Component 2: Professional Practice and Delivery of Service

Element	Level of Performance			
	Unsatisfactory	Basic	Proficient	Accomplished
<b>2a</b> <i>Demonstrating caseload management</i>	Is unable to manage caseload and delivery of service to students.	Manages caseload with some proficiency and results. Has difficulty prioritizing caseload needs and delivery of service.	Effectively manages caseload with ability to prioritize needs. Completes delivery of services on time.	Completes caseload responsibilities and demonstrates initiative in extending and integrating services.
<b>2b</b> <i>Providing advocacy for students</i>	Provides no advocacy for students and eliminates opportunities to receive potential benefits.	Provides sporadic advocacy to maintain student's educational program.	Advocates for services to enhance student's learning.	Aggressively advocates for services that directly affect student's learning and confronts challenges that may negatively impact learning.
<b>2c</b> <i>Communicating effectively with students and others</i>	Speaks inaudibly and/or writes illegibly. May make many grammar and syntax errors. Uses vocabulary that may be inappropriate, vague, or inaccurate, leaving listeners confused.	Speaks clearly and correctly but may use limited vocabulary that is inappropriate to the listener's age, background or level of understanding.	Speaks and writes clearly and correctly. Uses vocabulary appropriate to listener's age, background and level of understanding.	Listens well to other, effectively facilitates appropriate interactions and successfully engages all participants in the discussion.
<b>2d</b> <i>Listening well to others</i>	Does not listen well to others, limiting appropriate interactions.	Makes attempts to listen well to others during a discussion, with limited success.	Listens well to others and adequately facilitates appropriate interaction among all participants.	Listens well to others, effectively facilitates appropriate interactions and successfully engages all participants in the discussion.
<b>2e</b> <i>Interacting with students.</i>	Interacts in a negative and non-supportive way disregarding the age and culture of the learners, thus minimizing opportunities for learning.	Usually interacts in a positive and supportive way, with minimal regard for the age and culture of the learners, thus limiting opportunities for learning.	Interacts in a positive and supportive way, with regard for the age and culture of the learners, thus fostering opportunities for learning.	Consistently interacts in a positive, supportive, and respectful way, with regard for background characteristics of the learners, thus promoting opportunities for learning.

<p><b>2f</b> <b><i>Reflecting on Practice</i></b></p>	<p>Does not know if practice was effective in achieving the goals. Offers no suggestions for improvement.</p>	<p>Has some knowledge of effectiveness of practice, the extent to which the goals were met, and makes suggestions for improvement.</p>	<p>Consistently assesses the effectiveness of practice, the extent to which the goals are met, and the reasons for meeting the goals. Identifies some specific areas for improvement.</p>	<p>Makes a thorough and accurate assessment of the effectiveness of practice by citing the strengths and weaknesses as they relate to each goal. Assesses the positive impact on the student and makes numerous specific suggestions for improvements.</p>
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