

Cultural Knowledge & Effectiveness Rubric

Developed by the Oregon State University Student Affairs Assessment Council, 9-2010

Context Statement

Our commitment to students and learning, as well as the values held by our Assessment Council, the Division of Student Affairs, and the University have informed our work on this project and its implementation. Our Council strives to be purposeful, disciplined, open, caring, just and celebrative in our work and in our relationships with others.

We acknowledge that becoming proficient in intercultural and intracultural knowledge and skills is a continuous and lifelong learning process. While this rubric provides what the Assessment Council believes to be the key components of intercultural/intracultural knowledge and effectiveness, it is important to understand that intercultural/intracultural knowledge and effectiveness are more complex than the content reflected in a rubric. We also acknowledge that we will likely cycle through various levels and dimensions many times over our lives as we encounter differences of which we might never have been aware. The Council's intent is that this rubric will serve as a guide to units and departments in Student Affairs as they begin to develop, utilize, and assess their work in the area of diversity. How these concepts are implemented will be defined within the context of outcomes that each unit seeks to achieve with students who are engaged in the educational opportunities available to them in each unit.

Definitions/glossary of terms

The following definitions were developed to clarify terms and concepts used in this rubric:

- **Advocacy & Coalition Building**—Using attitudes, skills and knowledge to bring about social change in institutionally embedded matters of privilege.
- **Behavior-Action**—Using knowledge, skills and attitudes to bring about change; becomes second nature to act on issues of privilege.
- **Culture**—All knowledge and values shared by a group; may include but is not limited to history, values, politics, communication styles, economy, beliefs, and/or practices.
- **Cultural rules and biases**—Boundaries within which an individual operates in order to feel a sense of belonging to a society or group, based on the values shared by that society or group.
- **Empathy**—Imaginary participation in another person's experience, including emotional and intellectual dimensions by imaging his or her perspective (not by assuming the person's position) (Bennett, J. 1998).
- **Intercultural experience**—The experience of an interaction with an individual or groups of people whose culture is different from your own.
- **Intercultural/cultural differences**—Differences in rules, behaviors, communication and biases, based on cultural values that are different from one's own culture.
- **Leadership**—The process of social influence in which one person can enlist the aid and support of others in the accomplishment of a common task or goal.
- **Worldview**—Cognitive and affective lens through which people construe their experiences and make sense of the world around them.

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		Beginning	Developing	Conversant	Advanced
Attitude	Openness <i>(to personal growth)</i>	<p>Demonstrates little or no interest or willingness to learning more about one's own or other cultures.</p> <p>Has little or no awareness of one's own assumptions, judgments and biases.</p>	<p>Is open to opportunities to engage in experiences to broaden understanding of one's own culture and the culture of others.</p> <p>Expresses openness to interactions with one's own and other cultures.</p>	<p>Seeks opportunities and knowledge to answer questions to broaden understanding of one's own culture and the culture of others.</p> <p>Begins to initiate, engage, develop, and value interactions with members of one's own and other cultures.</p>	<p>Consistently seeks and integrates experiences that broaden understanding of one's own culture and the culture of others.</p> <p>Initiates, engages, develops, and values interactions with one's own and the culture of others.</p> <p>Demonstrates ability to assess the impact of interactions.</p>
	Cultural self-awareness <i>(obtaining knowledge of self and others)</i>	<p>Demonstrates little or no awareness of one's own assumptions, judgments and/or biases about self and others.</p>	<p>Begins to identify own assumptions, judgments and/or biases about self and others.</p>	<p>Articulates the influence of one's own assumptions, judgments and/or biases during interactions with one's own culture and the culture of others.</p>	<p>Evaluates one's own assumptions, judgments and/or biases about one's own culture and the culture of others.</p> <p>Demonstrates ability to assess the impact of assumptions, judgments, and/or biases related to one's own and other cultures.</p>
Knowledge	Cultural worldview frameworks <i>(obtaining knowledge of self and others)</i>	<p>Demonstrates little or no understanding of social, relationship, or other dynamics important to one's own culture and members of other cultures.</p>	<p>Begins to demonstrate some understanding of social, relationships, or other dynamics important to one's own culture and members of other cultures.</p>	<p>Articulates understanding of social, relationship, or other dynamics important to one's own culture and members of other cultures.</p>	<p>Examines, compares and contrasts one's own culture with the culture of others.</p> <p>Demonstrates ability to assess the impact of assumptions, judgments, and/or biases related to one's own and other cultures.</p>
	Skills <i>(using knowledge of self and others to improve intercultural relationships)</i>	<p>Demonstrates few skills in working with members of one's own and other cultures and is unable to negotiate a shared understanding.</p>	<p>Demonstrates skills to work with members of one's own and other cultures intermittently or in some limited contexts and can sometimes negotiate a shared understanding.</p>	<p>Mostly incorporates diverse and multiple perspectives when working with members of one's own and other cultures and is able to negotiate a shared understanding.</p>	<p>Consistently incorporates diverse and multiple perspectives when working with others and is able to negotiate and facilitate a shared understanding.</p> <p>Demonstrates ability to assess the impact of incorporating multiple and diverse perspectives when working with one's own and other cultures.</p>
Application	Advocacy & Coalition Building <i>(integrating & translating knowledge & behaviors into action)</i>	<p>Demonstrates little or no action in support of members of one's own and other cultures.</p>	<p>Begins to demonstrate support for members of one's own and other cultures through some action.</p>	<p>Demonstrates support for members of one's own and other cultures through actions and behaviors to influence and/or implement positive change.</p>	<p>Demonstrates ability to influence, implement and assess the impact of institutional change.</p>