

Literature Review Scoring Guide

Due Date: End of Unit 5

Percentage of Course Grade: 15%.

CRITERIA	NON-PERFORMANCE	BASIC	PROFICIENT	DISTINGUISHED
Analyze the effectiveness of theories and research in explaining problems from the perspective of a public service organization. 20%	Does not evaluate the effectiveness of theories and research in explaining problems from the perspective of a public service organization.	Describes but does not analyze the use of theories and research in explaining problems from the perspective of a public service organization.	Analyzes the effectiveness of theories and research in explaining problems from the perspective of a public service organization.	Evaluates the effectiveness of theories and research in explaining problems from the perspective of a public service organization using real-world examples.
Examine how concepts of diversity, ethics, and cultural competency apply to the decision-making process in public service organizations. 20%	Does not examine how concepts of diversity, ethics, and cultural competency apply to the decision-making process in public service organizations.	Identifies but does not examine how concepts of diversity, ethics, and cultural competency apply to the decision-making process in public service organizations.	Examines how concepts of diversity, ethics, and cultural competency apply to the decision-making process in public service organizations.	Evaluates how concepts of diversity, ethics, and cultural competency apply to the decision-making process in public service organizations.
Assess effective communication styles and techniques as applied to individual and group collaboration in public service organizations. 20%	Does not assess effective communication styles and techniques as applied to individual and group collaboration in public service organizations.	Describes but does not assess effective communication styles and techniques as applied to individual and group collaboration in public service organizations.	Assesses effective communication styles and techniques as applied to individual and group collaboration in public service organizations.	Thoroughly assesses effective communication styles and techniques as applied to individual and group collaboration in public service organizations using real-world examples.
Write content clearly and logically, with correct use of grammar, punctuation, and mechanics. 20%	Does not write content clearly, logically, or with correct use of grammar, punctuation, and mechanics.	Writes with errors in clarity, logic, grammar, punctuation, or mechanics.	Writes content clearly and logically, with correct use of grammar, punctuation, and mechanics. Writing has very few errors in spelling, punctuation, and/or grammar.	Writes clearly and logically, with correct use of spelling, grammar, punctuation, and mechanics; uses relevant evidence to support a central idea. Writing has no noticeable errors in spelling, punctuation, and/or grammar.
Correctly format paper, citations, and references using APA style. 20%	Does not format paper, citations, and references using APA style.	Formats paper with errors in format style, citations, and references using APA style.	Correctly formats paper, citations, and references using APA style. Citations contain few errors.	Correctly formats paper, citations, and references using APA style. Citations are free from all errors.