

## Communication Rating Form

Read each situation and think about it as if you were the student. You are given two options for responding to the situation. Rate each response as **effective communication** or **not effective communication**.

### Situation 1

You are applying to college, and you have a few questions about the application process.

#### Response:

"Hello, I am filling out an application for this program and have a few quick questions for you."

- ☐ **Effective Communication**
- ☐ **Not Effective Communication**

"This is confusing."

- ☐ **Effective Communication**
- ☐ **Not Effective Communication**

### Situation 2

On the first day of class, your professor explains that there will be 5 written exams throughout the semester. You know that you will need extra time when taking the exams.

#### Response:

"Do not say anything. Take the test with the rest of the class and ask to retake it if you fail."

- ☐ **Effective Communication**
- ☐ **Not Effective Communication**

"I want to discuss my disability with you. It impacts my reading speed, and I am allowed extra time on tests."

- ☐ **Effective Communication**
- ☐ **Not Effective Communication**

### Situation 3

When reviewing the course schedule, you notice that classes are offered in both the morning and the afternoon. You know you cannot take classes in the morning because you have regular doctor's appointments that are in the morning. You go to the Disability Services office to receive priority class registration.

#### Response:

"I have a medical condition that requires me to go to doctor's appointments in the morning regularly. I need priority registration to make sure I get classes that do not overlap with my appointments."

- ☐ **Effective Communication**
- ☐ **Not Effective Communication**

“I cannot do class in the morning, so do not put them on my schedule.”

- **Effective Communication**
- **Not Effective Communication**

#### **Situation 4**

You are halfway through the semester, and you realize that you need an accommodation that you did not ask for when you first met with the Office of Disability Services. You called to set up an appointment to discuss the accommodation.

#### **Response:**

“I am having a difficult time taking notes in my class. It is hard for me to keep up with how quickly the professor talks. I would like to request a voice recorder, so that I can record the lectures and listen to them while studying.”

- **Effective Communication**
- **Not Effective Communication**

“My professor talks too fast. I need to change professors and move into a different class.”

- **Effective Communication**
- **Not Effective Communication**

#### **Situation 5**

You have received an accommodation letter from the Disability Services Office detailing the accommodations that you can receive in your classes. You need to share this information with your professors.

#### **Response:**

“Attached to this email is my accommodation approval letter. I would like to meet with you to discuss what they will look like in your course.”

- **Effective Communication**
- **Not Effective Communication**

“Wait until the first day of class and hand your professor a copy of the accommodation letter.”

- **Effective Communication**
- **Not Effective Communication**

#### **Situation 6**

You take a daily medication at 2:00 pm every day. You are in a class on Mondays from 1:30 -3:00. You need to let your professor know that you may have to step out of class to take your medication.

#### **Response:**

“I will need to step out of class at 2:00 pm every class for a couple of minutes. I will check with a classmate about any notes I miss while I am out of the room.”

- **Effective Communication**
- **Not Effective Communication**

“I will be leaving class whenever I need to, just so you know.”

- **Effective Communication**
- **Not Effective Communication**

### **Situation 7**

Your science lab requires you to be on your feet for most of the class. Your disability makes this difficult for you. You would benefit from having a stool available so you can sit down when you need to.

#### **Response:**

“My feet hurt during this class.”

- **Effective Communication**
- **Not Effective Communication**

“I have a disability that makes standing for a long time challenging. Can you tell me where I can find a stool?”

- **Effective Communication**
- **Not Effective Communication**

### **Situation 8**

Before classes started, you discussed your accommodations with your professor and agreed that she would email you the class notes the day before you, so you have time to review them. About an hour before class starts, you notice that your professor still hasn't emailed you the notes. You email her to ask for the class notes.

#### **Response:**

“Hello! I haven't received the notes for today's class yet. Could you send them to me so I can review them before class?”

- **Effective Communication**
- **Not Effective Communication**

“I cannot participate today because you did not email me the notes.”

- **Effective Communication**
- **Not Effective Communication**

### **Situation 9**

You received a grade you do not agree with on a paper you wrote. You decide to go to your professor's office hours the next day to discuss the assignment and your grade.

#### **Response:**

“I was wondering if you could explain my grade to me so I can understand what I need to do differently on the next assignment.”

- **Effective Communication**
- **Not Effective Communication**

“You should re-read this assignment. It is way better than you think it is.”

- **Effective Communication**
- **Not Effective Communication**

### **Situation 10**

Your group project team scheduled a meeting to work on the assignment. One of the group members has not shown up for the meeting. The meeting started 10 minutes ago. You decided to text them to see if they are running late.

#### **Response:**

“We have been waiting 10 minutes for you. You need to get here right away!”

- **Effective Communication**
- **Not Effective Communication**

“Hey, everyone from our group is ready to start working on our project. Are you on your way?”

- **Effective Communication**
- **Not Effective Communication**