**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.

**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.

1. **Initial Meeting Rubric**
2. **Regular Meeting Rubric**

The rubrics have been tested and refined with student and client input. Both rubrics are available online at cdhub2.org/teaching/ and 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.

**RESULTS**
Follow-Up Survey Responses for Initial Meeting Rubric

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

**STUDENT QUOTES**

- [It] helped us identify what we may have missed.
- We like that it covers different areas to cover during the meeting.
- Helpful in terms of expectations for meetings and getting started talking to liaisons.
- The instructions for each party were very helpful.
- The rubric is really helpful to prepare a team who has no idea what they are getting into.

**SAMPLE RUBRIC**

<table>
<thead>
<tr>
<th>BEFORE: Preparation</th>
<th>DURING: Project, Team, Logistics, Interaction, Conclusion</th>
<th>AFTER: Follow-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Space for COMMENTS</td>
<td>OVERALL: Conduct</td>
<td></td>
</tr>
</tbody>
</table>

**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!