



**DIAGNOSTIC  
CHALLENGE**  
WASHINGTON STATE UNIVERSITY

## Client's Evaluation of an Individual Student

### Instructions:

- Please consider the following questions and pick the appropriate response as they apply to the student. The bolded questions ask for your overall impression of a student's abilities. The indented questions are meant to help guide you to an appropriate overall score.
- Questions? Talk to Steve Hines or Rachel Halsey!

**Client Name:**

**Clinic Name:**

**Clinic Member Being Evaluated:**

### #1: Student's ability to explain at a level the client understands

<b>Student's overall ability to explain at a level the client understands:</b>	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the student explain your animal's condition to you?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did he/she use accessible language?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
For any procedures the clinic wanted to perform, did the student adequately explain to you what the procedure entailed and any risks involved?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the student explain all costs to you	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable

### #2: Student's ability to answer questions clearly and logically

<b>Student's overall ability to answer questions clearly and logically</b>	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the student ask you if you understood what he/she was explaining?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the student listen to your questions fully?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did he/she answer all of your questions?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the student answer questions in a comfortable manner?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable

### #3: Student's sensitivity to client concerns and issues

<b>Student's overall sensitivity to client concerns and issues</b>	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the student express his/her concern for your situation?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the student remain open and non-judgmental about your situation?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
If applicable, was he/she sensitive to your financial situation?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the student show sensitivity when having difficult conversations regarding the well-being of your pet?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable

### #4: Participation of the clinic member

<b>Overall participation of the clinic member</b>	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the student participate as much as the other students?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the student try to dominate the conversation?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the student communicate effectively with the other clinic members?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did it appear that the group responsibilities were shared equally among its members?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable

### #5: Student's Professionalism

<b>Student's overall professionalism</b>	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Was the student professional in his/her interactions with you?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Was the student professional in his/her interactions with the patient?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Was the student professional in his/her interactions with the other clinic members?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the student appear to be taking the Diagnostic Challenge seriously?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable

**6. Concluding Comments** (Some topics to consider commenting on in this box are the student's ability to explain at a level the client can understand, ability to answer questions logically, sensitivity, participation and professionalism):