Interpersonal Communication Self Assessment Surveys

This survey is anonymous and is intended to help you assess your communication skills, relative to this particular class. You will be doing this survey at least two times during the course: once at the beginning of the term (Pre-Test) and once at the end of the term (Post-Test).

Using this document:
1 Save this document on your computer or a flash drive. It will be helpful for you at the end of the semester!

2 At the bottom of this document, you should see the following "tabs":

3 After reading these instructions, click on the desired tab. At the beginning of the semester, you will complete the Pre-Test survey, then answer 5 questions (listed at the bottom of the survey on the Pre-test tab). At the end of the semester, you will take the Post-Test survey.

4 Make sure you understand the rating scale; enter your answers (1, 2, 3, 4, or 5) in the designated box.
   NOTE: If you don't know how to navigate scroll bars in Excel, ask me or someone else.

5 After reviewing your survey responses, type out your answers to the 5 questions noted. (Pre-Test 5 Questions are below the survey questions on the Pre-test tab; Post-Test 5 Questions are below the survey questions on the Comparison Tab.)

6 For the Pre-Test Survey:
   - After entering your survey responses on the Pre-Test tab, click on the Comparison Tab. (This tab automatically enters your survey responses; when you take the post-test, it will summarize those answers, as well as calculate the differences.)
   - Print out 2 copies of the Pretest Survey page (it will only print the data, not everything on the bottom).
     (you can print out the Pretest page, or the Comparison page. The Comparison page will be resized to a single page. The Pretest Survey page will print out multiple pages.)
   - Print out two (2) copies of your answers to the 5 Questions.
     (Remember: You can find those questions at the bottom of the Pretest tab)
   - In an envelope, put the Pre-test Survey (the one you printed from Comparison Tab) and a copy of your 5 Questions in an envelope (write your name on the envelope).
   - Bring your envelope and the second copy of your 5 Questions to class. (I will keep the envelope to return to you at the end of the semester in case you misplace your originals; I will grade the second copy of the 5 Questions for this assignment.)

Turn into ME:
   1 In an ENVELOPE (with your name on the outside):
   Copy of Pretest Survey Page
   Copy of Pre-Test Survey 5 Questions
   2 Pre-Test Survey 5 Question (for me to grade)
   Keep for YOU:
   1 Copy of the Pre-Test Survey 5 Questions
   2 Copy of the pre-test survey (so you can compare your Post-Test answers to it)—electronic copies okay.

7 For the Post-Test Survey:
   - Click on the Post-Test tab and answer the survey questions. (There are a few more questions than you saw on the Pre-Test survey; please answer those as well.)
   - Click on the Comparison Tab. (This tab should automatically summarize your Pre-test and Post-Test responses, so you can easily compare the two sets of answers. The last column subtracts your Pre-Test scores from your Post-test scores. A positive number likely indicates an improvement; a negative number could indicate that you've regressed. Keep in mind that changes could be due to a lack of understanding of the concept at the beginning of the term or a more honest assessment at one of the survey times.)
   - Print out a copy of the Comparison Tab document.
   - Answer the 5 Questions (in a different document, typed).
   - Turn the following into me:
     - Your answers to the 5 Questions (remember, you can find those questions at the bottom of the Comparison Tab document).
     - The copy of the Comparison Tab document (with your pre-test and your post-test scores summarized on it). No need to put your name on this document.
This survey is anonymous and is intended to help you assess your communication skills, relative to this particular class. You will be doing this survey at least two times during the course: once at the beginning of the term (Pre-Test) and once at the end of the term (Post-Test).

Please assess your appropriate use of interpersonal communication skills in the following areas:

Use a 1-5 scale as follows:
1. Needs Significant Improvement
2. Needs Improvement
3. Good
4. Very good
5. Excellent

Leave the question blank if you don’t know the concept or if you feel you can’t assess your skill(s)

NOTE: The “average” calculates automatically.

I. Expressing Content
   a. Being brief and concise, getting to the point
   b. Being decisive, definite, and firm
   c. Talking in specifics, giving examples, details
   d. Providing negative feedback to others in a functional way (i.e., not creating defensiveness in others)

II. Expressing Feelings
   a. Telling others when you do not understand something they have said or done
   b. Giving support and positive feedback to others (contributing to another’s self-esteem and acceptance)
   c. Telling others when you disagree with them
   d. Telling others when you think they have changed the subject or are making irrelevant comments
   e. Telling others when you are getting irritated
   f. Letting your feelings show nonverbally (in facial expressions, posture, gestures, actions)
   g. Self-disclosing on appropriate and risk-taking issues

III. Understanding Others’ Content
   a. Listening to understand rather than preparing your remarks
   b. Helping others participate in the discussion
   c. Before agreeing or disagreeing, checking to make sure you understand what others mean
   d. Asking questions in ways that get more information than “yes” or “no”
   e. Accepting others’ negative feedback in a functional way (i.e., non-defensive)

IV. Understanding & Responding to Others’s Feelings
   a. Confirming with others what I think they are feeling rather than assuming I know
   b. Responding to a person who is angry with me in such a way that I do not ignore his/her feelings
   c. Responding to a person who is pleased with me in such a way that I do not ignore his/her feelings
   d. Responding to a person who is expressing closeness and affection for me in a way that I do not ignore his/her feelings
   e. Surveying a group to determine how much agreement exists when a group is making a decision
   f. Helping create a climate where others feel free to experiment with new behavior
   g. Helping/Allowing others self-disclose appropriate and meaningful self information
   h. Adjusting my communication behavior to meet the needs and moods of others or the communication context

Your Score

average: #DIV/0!

average: #DIV/0!

average: #DIV/0!

average: #DIV/0!
V. General
a. Talking in group discussions
b. Getting feedback, encouraging others to let me know how my actions affect them
c. Being able to tolerate silence when with others
d. Accepting help from others
e. Giving help to others
f. Yielding to others; giving into others
g. Standing up for myself
h. Being protective of others
i. Adapting to others’ differences (in gender, culture, beliefs, etc.)
j. Trusting others
k. Eliciting trusting behavior from others

VI. Assessment of Course Content

a. On a 1 to 5 scale, with 1 meaning "Not at All" and 5 meaning "Extremely," how much, if at all, do you think the course content APPLIES to your life?

b. On a 1 to 5 scale, with 1 meaning "Not at All" and 5 meaning "Extremely," how would you rate the VALUE of this course to your interpersonal relationships?

5 QUESTIONS:

Review your answers and, in a separate document (TYPED), respond to the following questions:
( Remember: You are being graded on the completeness of your answers, as well as how you support your answers with examples. Oh, and don’t forget to proofread!)

1. Is there a particular interpersonal communication skill that you think perform well? Why do you think so? Give some examples.

2. Are there any areas of interpersonal communication that you would like to target for improvement? Why do you think so? Give some examples.

3. Which of the skills covered in this pre-test survey do you feel is the most important in interpersonal communication? Why?

4. Is there an area of interpersonal communication skills that you feel is important but is not covered on this pre-test survey? If so, what area(s) and why? If not, what area(s) do you think may be underrepresented?

5. Beyond a grade and/or meeting a graduation/major requirement, what are your expectations of this class?

Turn into me a copy of this page (print area has already been set) and a copy of your answers to the above questions.
Keep a copy of this document and your answers to the 5 questions in a safe place (you can keep them electronically if you prefer). You will need them for comparisons.
This survey is anonymous and is intended to help you assess your communication skills, relative to this particular class. You will be doing this survey at least two times during the course: once at the beginning of the term (Pre-Test) and once at the end of the term (Post-Test).

Please assess your appropriate use of interpersonal communication skills in the following areas:

**Use a 1-5 scale as follows:**

- **1** Needs Significant Improvement (NSI)
- **2** Needs Improvement (NI)
- **3** Good (G)
- **4** Very good (VG)
- **5** Excellent (Exc)

Leave the question blank if you don’t know the concept or if feel you can’t assess your skill(s)

**NOTE:** The “average” calculates automatically.

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**Interpersonal Communication**

**Self-Assessment Survey POST-TEST**

I. **Expressing Content**

- **a.** Being brief and concise, getting to the point
- **b.** Being decisive, definite, and firm
- **c.** Talking in specifics, giving examples, details
- **d.** Providing negative feedback to others in a functional way (i.e., not creating defensiveness in others)

**average:** #DIV/0!

II. **Expressing Feelings**

- **a.** Telling others when you do not understand something they have said or done
- **b.** Giving support and positive feedback to others (contributing to another’s self-esteem and acceptance)
- **c.** Telling others when you disagree with them
- **d.** Telling others when you think they have changed the subject or are making irrelevant comments
- **e.** Telling others when you are getting irritated
- **f.** Letting your feelings show nonverbally (in facial expressions, posture, gestures, actions)
- **g.** Self-disclosing on appropriate and risk-taking issues

**average:** #DIV/0!

III. **Understanding Others’ Content**

- **a.** Listening to understand rather than preparing your remarks
- **b.** Helping others participate in the discussion
- **c.** Before agreeing or disagreeing, checking to make sure you understand what others mean
- **d.** Asking questions in ways that get more information than “yes” or “no”
- **e.** Accepting others’ negative feedback in a functional way (i.e., non-defensive)

**average:** #DIV/0!

IV. **Understanding & Responding to Others’s Feelings**

- **a.** Confirming with others what I think they are feeling rather than assuming I know
- **b.** Responding to a person who is angry with me in such a way that I do not ignore his/her feelings.
- **c.** Responding to a person who is pleased with me in such a way that I do not ignore his/her feelings
- **d.** Responding to a person who is expressing closeness and affection for me in a way that I do not ignore his/her feelings
- **e.** Surveying a group to determine how much agreement exists when a group is making a decision
- **f.** Helping create a climate where others feel free to experiment with new behavior
- **g.** Helping/Allowing others self-disclose appropriate and meaningful self information
- **h.** Adjusting my communication behavior to meet the needs and moods of others or the communication context

**average:** #DIV/0!
V. General

a. Talking in group discussions
b. Getting feedback, encouraging others to let me know how my actions affect them
c. Being able to tolerate silence when with others
d. Accepting help from others
e. Giving help to others
f. Yielding to others; giving into others
g. Standing up for myself
h. Being protective of others
i. Adapting to others’ differences (in gender, culture, beliefs, etc.)
j. Trusting others
k. Eliciting trusting behavior from others

Average: #DIV/0!

VI. Assessment of Course Content

a. On a 1 to 5 scale, with 1 meaning "Not at All" and 5 meaning "Extremely," how much, if at all, do you think the course content APPLIES to your life?
b. On a 1 to 5 scale, with 1 meaning "Not at All" and 5 meaning "Extremely," how would you rate the VALUE of this course to your interpersonal relationships?

VII. YOUR Assessment of the Student Learning Outcomes for this Course:

On a 1-5 scale, with 1 meaning "Not At All" and 5 meaning "Extremely Well," how well would you assess your knowledge and application of the following:

a. Identify and apply a variety of theories relevant to interpersonal communication.
b. Analyze the role of the individual as both a sender and receiver in the communication process.
c. Differentiate the various factors involved in communication which enhance or restrict the communication effectiveness.
d. Assess the impact of intercultural communication and adapt communication appropriately in interpersonal relationships.
e. Diagnose interpersonal conflict in communication and differentiate amongst general strategies to effectively manage conflict.
f. Evaluate the use and effect of symbols in interpersonal communication. (e.g., verbal and nonverbal communication as symbols)
g. Utilize a variety of communication strategies to increase effectiveness in interpersonal relationships.
h. Appraise the impact of perception in effective interpersonal communication.
i. Apply appropriate listening styles and assess the importance of effective listening in producing satisfying interpersonal relationships.
j. Illustrate and interpret the application of nonverbal principles.
l. Contrast interpersonal communication with other forms of communication (e.g., intrapersonal communication, impersonal communication, public communication).
m. Demonstrate understanding of the impact of ethical standards in relation to interpersonal communication.
n. Contrast factors that contribute to supportive and defensive communication climates (e.g., honesty, empathy, provisionalism), and employ supportive communication behaviors.
o. Recognize various emotional states and use appropriate verbal and nonverbal techniques to express/respond to emotions.
p. Diagnose self-disclosure approaches and their impact in interpersonal relationships.
q. Critique theoretical models of relationship dynamics (e.g., relational development models, dialectical tensions, social exchange, circumplex model of family interaction)

The 5 Questions for the Post-Test are listed on the Comparison Tab.
### Comparisons: Post-Test minus Pre-Test Scores

<table>
<thead>
<tr>
<th>I. Expressing Content</th>
<th>Pre-Test</th>
<th>Post-Test</th>
<th>Diff</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Brief/Concise</td>
<td>#DIV/0!</td>
<td>#DIV/0!</td>
<td>#DIV/0!</td>
</tr>
<tr>
<td>b. Decisive, definite, firm</td>
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<td>c. Being specific</td>
<td>0</td>
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<tr>
<td>d. Providing negative feedback to others</td>
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<table>
<thead>
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<th>Pre-Test</th>
<th>Post-Test</th>
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<td>a. Telling others that you don’t understand them</td>
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<tr>
<td>b. Giving support &amp; positive feedback to others</td>
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<tr>
<td>c. Telling others when you disagree</td>
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<tr>
<td>d. Telling others when they are off topic</td>
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<tr>
<td>e. Telling others when you are getting irritated</td>
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<tr>
<td>f. Showing your feelings nonverbally</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>g. Self-disclosing appropriately</td>
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<thead>
<tr>
<th>III. Understanding Others’ Content</th>
<th>Pre-Test</th>
<th>Post-Test</th>
<th>Diff</th>
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<tbody>
<tr>
<td>a. Listening to understand</td>
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<tr>
<td>b. Helping others participate in discussion</td>
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<tr>
<td>c. Checking for understanding before agreeing/disagreeing</td>
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<td>d. Asking open-ended questions</td>
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<td>0</td>
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<tr>
<td>e. Accepting negative feedback</td>
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<tr>
<th>IV. Understanding/Responding to Others’ Feelings</th>
<th>Pre-Test</th>
<th>Post-Test</th>
<th>Diff</th>
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</thead>
<tbody>
<tr>
<td>a. Confirming rather than assuming</td>
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<td>b. Responding to others who are angry with me</td>
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<td>c. Responding to others who are pleased with me</td>
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<td>d. Responding to others who express closeness/affection</td>
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<tr>
<td>e. Surveying others for agreement during decisionmaking</td>
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<tr>
<td>f. Creating a supportive communication climate</td>
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<tr>
<td>g. Helping/Allowing others self-disclose appropriately</td>
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<tr>
<td>h. Adapting communication behavior to the communication context</td>
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<table>
<thead>
<tr>
<th>V. General</th>
<th>Pre-Test</th>
<th>Post-Test</th>
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<tbody>
<tr>
<td>a. Talking in group discussions</td>
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<td>b. Getting and requesting feedback</td>
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<td>c. Tolerating silence</td>
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<tr>
<td>d. Accepting help from others</td>
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<tr>
<td>e. Giving help to others</td>
<td>0</td>
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<tr>
<td>f. Yielding to others; giving into others</td>
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<tr>
<td>g. Standing up for myself</td>
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<tr>
<td>h. Being protective of others</td>
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<tr>
<td>i. Adapting to others’ differences</td>
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<tr>
<td>j. Trusting others</td>
<td>0</td>
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<tr>
<td>k. Eliciting trusting behavior from others</td>
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<table>
<thead>
<tr>
<th>VI. Assessment of Course Content</th>
<th>Pre-Test</th>
<th>Post-Test</th>
<th>Diff</th>
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</thead>
<tbody>
<tr>
<td>a. Assessment of APPLICATION to your life</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>b. Assessment of VALUE to relationships</td>
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<table>
<thead>
<tr>
<th>VI. Assessment of SLOs</th>
<th>Pre-Test</th>
<th>Post-Test</th>
<th>Diff</th>
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</thead>
<tbody>
<tr>
<td>a. Variety of Interpersonal Theories</td>
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<tr>
<td>b. Communication Model/Process</td>
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<tr>
<td>c. General Factors Improving/Restricting Communication</td>
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<tr>
<td>d. Diversity/Intercultural Communication</td>
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<tr>
<td>e. Interpersonal Conflict</td>
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<tr>
<td>f. Symbols (NV &amp; V)</td>
<td>0</td>
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<tr>
<td>g. Improved Effectiveness in Interpersonal Relationships</td>
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<tr>
<td>h. Impact of Perception</td>
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<tr>
<td>i. Listening Styles</td>
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<tr>
<td>j. Nonverbal Communication</td>
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<tr>
<td>k. Self-Concept, Self-Worth, Self-Esteem</td>
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<tr>
<td>l. Types of Communication</td>
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<tr>
<td>m. Ethical Communication in Interpersonal Relationships</td>
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<tr>
<td>n. Communication Climates</td>
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<tr>
<td>o. Emotions</td>
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<tr>
<td>p. Self-Disclosure</td>
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<tr>
<td>q. Models of Relational Dynamics</td>
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</tbody>
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5 QUESTIONS:
Review your answers from the above summary and, in a separate document (TYPED), respond to the following questions:
(Remember: You are being graded on the completeness of your answers, as well as how you support your answers with examples. Oh, and don't forget to proofread!)

NOTE: Graph below may assist you in your analysis.

1. Do you see any changes in your answers on the two surveys (Pre-Test and Post-Test) that indicate that you have improved in certain skill areas? Which areas? Cite examples.

2. Are there any areas where you did not improve? If so, is it because the skills take time to learn, that we did not work on them, or some other reason? If you improved in all areas, which areas showed the least improvement? Why?

3. **Now** which of the skills covered in this pre-test/post-test survey do you believe is the most important in interpersonal communication? Why? Is it the same one you identified in your Pre-Test answers? Why or why not?

4. Is there an area of interpersonal communication skills which you now feel is important but is not covered on this pre-test/post-test survey? If so, what area(s) and why? If not, what area(s) do you think may be underrepresented? Is your answer the same now as when you took the Pre-Test? Why or why not?

5. Did this class meet the expectations you cited in your Pre-Test write up? If so, how? If not, why not?

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**Major Categories (Summarized)**

<table>
<thead>
<tr>
<th>Category</th>
<th>Pre-Test</th>
<th>Post-Test</th>
<th>Diff</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Expressing Content</td>
<td>#DIV/0!</td>
<td>#DIV/0!</td>
<td>#DIV/0!</td>
</tr>
<tr>
<td>II. Expressing Feelings</td>
<td>#DIV/0!</td>
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<td>#DIV/0!</td>
</tr>
<tr>
<td>III. Understanding Others' Content</td>
<td>#DIV/0!</td>
<td>#DIV/0!</td>
<td>#DIV/0!</td>
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<tr>
<td>IV. Understanding/Responding to Others' Feelings</td>
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<td>#DIV/0!</td>
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<tr>
<td>V. General</td>
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**Comparison of Major Categories (averages)**

<table>
<thead>
<tr>
<th>Category</th>
<th>Pre-Test</th>
<th>Post-Test</th>
<th>Diff</th>
</tr>
</thead>
<tbody>
<tr>
<td>V. General</td>
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<td>III. Understanding Others' Content</td>
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<tr>
<td>I. Expressing Content</td>
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</table>