

Written Communication – Articulates thoughts and ideas clearly and effectively utilizing appropriate platforms to deliver messages

Level	Demonstrated Behavior	Associated Skills	Example
Level I <i>Basic Experience</i>	Organizes and expresses ideas or messages clearly. Provides timely and accurate information.	Customer Focus	Adrian provided clear documentation to his supervisor describing what happened when the student fell while at the gym.
Level II <i>Practical Application</i>	Organizes and expresses ideas or messages clearly. Uses appropriate and efficient methods for conveying information to the right audience. Able to construct succinct written messages.	Customer Focus Good Grammar	Instead of calling the student, Diane decided it was better to send an email to convey the message so there would be no misunderstanding. She carefully laid out the reasons her supervisor provided as to why an internal logo could not be used outside Bowdoin.
Level III <i>Advanced Application</i>	Organizes and expresses ideas or messages clearly. The ability to effectively and efficiently convey and receive information with multiple parties. Uses the right communication medium to relay messages or ideas.	Good Grammar Clarity of Thought Digital Literacy	Rose crafted an email to the department head with the initial communication plan that targeted many community organizations outside of Bowdoin. The carefully crafted communication covered important areas such as the target audience to reach, the timing for promoting events, descriptions, and project status.
Level IV <i>Subject Area Expertise and Application</i>	Organizes and expresses ideas or messages succinctly. Uses appropriate and efficient methods for conveying the right amount of information. Determines what form of communication and when information should be communicated taking into consideration the audience to which the message is being delivered.	Clarity of Thought Digital Literacy Influencing Networking Persuasion Relationship Building	Jay understood the importance of documenting each mentor session he conducted. He carefully developed a key list of questions to ask at each session to gauge the progress of his mentee. Jay took notes during each session and compiled a thorough, yet succinct summary of each interaction he had with his mentees, tracking it in Excel. Keeping his written documentation clear and organized created efficiencies when meeting with his supervisor.
Level V <i>Mastery and Extensive Application</i>	Uses communication skills to successfully influence others to get the job done. Organizes and expresses ideas or messages succinctly. Uses appropriate and efficient methods for conveying the right amount of information. Determines what form of communication and when information should be communicated taking into consideration the audience to which the message is being delivered.	Clarity of thought Digital Literacy Influencing Networking Persuasion Relationship Building	Alec met with his assigned writing project partner, James, weekly to review his drafts. The meetings were going well until Alec noticed a significant struggle James encountered while writing a paper for ES. On a regular basis, Alec emailed his summary notes to the professor and shared any challenges he was experiencing with the students. Alec and the professor met and discussed James' challenges and developed a plan to support James with a new writing strategy. Alec explained the new strategy to James and provided suggestions and examples for execution. James completed the assignment with confidence.