

## **Interpersonal Communication California Health Standard 4**

All students will demonstrate the ability to promote and support personal, family, and community health.

### **Characteristics of student work**

This skill category evaluates students' ability to correctly complain about a product or service to ensure a satisfactory closure to the problem. A carefully written letter of complaint can help secure fair treatment for yourself, if a product or service does not meet your expectations. We will write a letter of complaint to either a real or fictitious business.

### **Guidelines**

- Sentences and paragraphs are complete, well-constructed and of varied structure.
- Salutation and closing have no errors in capitalization and punctuation.
- Ideas were expressed in a clear and organized fashion. It was easy to figure out what the letter was about.
- The letter is 10 or more sentences.
- Letter is typed, clean, not wrinkled, and is easy to read with no distracting error corrections. It was done with pride.
- Complies with all the requirements for a complaint letter.
- Should not be longer than one page

### **Skill Cues**

- Takes a clear, health-enhancing stand/position
- Supports the position with relevant information
- Shows awareness of audience
- Encourages others to make healthful choices
- Demonstrates passion/conviction

### **Assessment Project**

Student's choice of one of the following:

- Write a letter to the editor
- Write a letter to a CEO

### **Rubric**

- 4** The response is shows evidence of the ability to apply health skills; the response is complete and shows proficiency in the skill.
- 3** The response shows evidence of the ability to apply health skills; the response is mostly complete but may not be fully proficient.
- 2** The response shows some evidence of the ability to apply health skills; the response may have inaccuracies or be incomplete.
- 1** The response shows little or no evidence of the ability to apply health skills.