

Feedback Assessment for Clinical Education (FACE)[®] Rating Form

Directions: Rate the quality of the feedback conversation using the following effectiveness scale on six Elements. Element 1 allows you to rate the introduction to the learning experience and will not be rated if you do not observe the introduction. The Elements encompass Dimensions and Behaviors pertinent to the conversation as defined in the FACE Rater’s Handbook. Within each Element, the conversation may range from outstanding to detrimental. Please note that the overall Element score is *not* derived by averaging scores for individual Dimensions or Behaviors. Think holistically and not arithmetically as you consider the cumulative impact of the Dimensions. Unique learner attributes and the learning context will influence the instructor’s approach to the feedback conversation. As such, raters should not view the behaviors as a checklist, but rather exemplars of what effective and ineffective feedback might “look like”. As the instructor tailors their approach to meet the needs of the learner and situation, specific instructor behaviors and the effectiveness of each may look different based on contextual factors. Taking this into consideration, you will provide a rating based on your holistic view of the Element.

Rating	1	2	3	4	5	6	7
Descriptor	Extremely Ineffective / Detrimental	Very Ineffective / Very Poor	Mostly Ineffective / Poor	Somewhat Effective / Average	Mostly Effective / Good	Very Effective / Very Good	Extremely Effective / Outstanding

Element 1 assesses the introduction at the beginning of a clinical learning experience.
(This Element should be skipped if the rater did not observe the introduction to the clinical experience.)

Element 1 Establishes an engaging learning environment.	Element 1 Rating:
--	--------------------------

- Establishes roles and expectations for the learning process
- Collaboratively establishes goals and objectives for learning
- Optimizes the physical environment for reflective dialogue

Element 2 through 6 assess a feedback conversation.

Element 2 Maintains an engaging learning environment.	Element 2 Rating:
--	--------------------------

- Revisits the learning contract prior to the feedback conversation
- Builds and maintains an empathic connection and rapport
- Conveys a consistent commitment to respecting the learner’s understanding and perspective
- Acknowledges and explores emotionally charged issues with the learner

Element 3 Structures the feedback conversation in an organized way.	Element 3 Rating:
--	--------------------------

- Advances the discussion logically with a beginning, middle, and end
- Encourages the learner to express feelings and reactions to the clinical event at the beginning of conversation
- Guides analysis of the learner's performance

Element 4 Provokes an engaging discussion.	Element 4 Rating:
---	--------------------------

- Uses observed performance as basis for discussion
- Reveals own reasoning and judgments
- Facilitates discussion through a dialogue of reciprocal reflection

Element 5 Identifies and explores performance gaps.	Element 5 Rating:
--	--------------------------

- Provides feedback on performance
- Identifies the performance gap
- Explores the source of the performance gap

Element 6 Helps the learner achieve or sustain good future performance.	Element 6 Rating:
--	--------------------------

- Addresses the performance gap through effective teaching
- Encourages reflection on the feedback
- Meets the important objectives that were collaboratively established with the learner
- Collaborates with the learner to summarize learning from the conversation