

DIMENSIONS USED TO EVALUATE OBSERVATION PAPERS

In the format handout for the first observation paper I described the major areas you should address in your paper. Your score would be higher to the extent that you:

- (1) Provided a detailed, systematic description of the major elements of your observation setting and its participants (e.g., physical layout, range of staff and customer actor types, role performances and interactions).
- (2) Included a systematic analysis of what you saw and heard during your observation, using the concepts and processes of the dramaturgical model. That is, you should apply the model to the descriptive material to demonstrate your analytic and critical thinking skills.
- (3) Provided a clear logical structure and organization for the overall paper, and presented your ideas in a clear, direct, precise manner.

Here is how those instructions break down into separate evaluative dimensions. To the extent that you address each of the dimensions in a thorough and systematic manner, your observation paper score should be higher.

- ___ Specific details of the physical setting and props
- ___ Dramaturgical analysis of the physical setting and props
- ___ Identification of a range of "staff actor" types
- ___ Dramaturgical analysis of the "staff actors" appearance and role behavior
- ___ Identification of a range of "customer actor" types
- ___ Dramaturgical analysis of the "customer actors" appearance and role behavior
- ___ Overall integrated application of the dramaturgical perspective
- ___ Organization/logical structure of the paper as a whole
- ___ Demonstration of critical thinking in your analysis
- ___ Precise wording and phrasing
- ___ Presentational details (e.g., spelling, typographical errors)