<table>
<thead>
<tr>
<th>COMPETENCY</th>
<th>SKILLS &amp; KNOWLEDGE NEEDED</th>
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| 1. Draws upon research-based curricula and information in determining programming content. | • Able to evaluate the scientific bases of material and interpret research findings from scholarly sources  
• Able to access and adapt curricula and information from multiple sources |
| 2. Incorporates local, campus and external expertise in delivery of educational content | • Is familiar with local and campus expertise  
• Able to develop working relationships with potential resource people |
| 3. Creates appropriate learning situations | • Able to match characteristics of learners to appropriate learning experiences/strategies  
• Applies adult and nonformal education principles  
• Reinforces learning in multiple ways  
• Recognizes and capitalizes on learner’s knowledge  
• Able to manage group dynamics |
| 4. Develops volunteers to implement educational programs | • Creates and maintains a Volunteer Management System  
- Identifies volunteers  
- Selects volunteers  
- Orientes volunteers  
- Trains volunteers  
- Utilizes volunteers  
- Recognizes volunteers  
- Evaluates volunteers |
| 5. Uses a wide variety of educational and facilitation strategies. | • Aware of various instructional and problem solving strategies  
• Able to prepare appropriate resource materials  
• Uses appropriate communication technologies  
• Incorporates a variety of experiential learning activities  
• Manages group dynamics  
• Maximizes audience participation  
• Facilitates group problem solving  
• Uses multiple methods to reinforce messages |
| 6. Applies sufficient programming intensity to ensure attainment of planned outcomes | • Matches level of participation with intended outcomes  
• Selects appropriate programming strategies |
| 7. Monitors program implementation to improve effectiveness and audience diversity | • Designs ongoing record keeping and monitoring systems to document and review program implementation processes  
• Makes changes/modifies programs to meet expectations |
| 8. Collects information for documenting baseline conditions and impact assessments | • Implements Program Evaluation plans |
| 9. Reports progress and outcomes | • Knows how to use the web based information system (EIS)  
• Knows when to report  
• Prepares reports to internal audiences  
- Immediate supervisor, EIS (quantitative, progress, outcomes, impacts, success stories); peers, collaborators  
• Prepares reports to external audiences  
- Stakeholders, policy makers, media, general public  
• Reports meaningful information  
- Programming context and goals  
- Program implementations strategies  
- Outcomes or impacts of programs  
- Personal success stories  
• Uses graphics to present information |