

Good Instructor (Service Provider) Performance

Fall 2005

(11:30 a.m. Tuesday/Thursday Class)

- be organized/prepared for class
- answer e-mails “on time” (within 1 day)
- provide regular reminders of due dates
- be available for students during office hours
- do not put students down for “dumb” questions
- test students over “expected” materials (no surprises)
- make class enjoyable
- do not assign “too much” homework
- be timely in starting class
- return assignments in a timely fashion (within 1 week)
- provide many examples (e.g., companies, experiences)
- provide important material to students
- make notes available prior to class
- do not read off of PowerPoint slides
- make good use of class time

(1:00 p.m. Tuesday/Thursday Class)

- get students involved in class (including group discussion)
- have demonstrations of course material and/or relevant visuals
- be organized (make sure this is not a “random” class)
- be available outside of class (e.g., in office during office hours)
- offer students the opportunity for review sessions for exams
- demonstrate an enthusiasm for the subject
- be knowledgeable of subject/share relevant experiences with class
- provide useful feedback (both good and bad) on student assignments
- explain what past students have done on assignments

Good Student (Customer) Performance

Fall 2005

(11:30 a.m. Tuesday/Thursday Class)

- participate by joining in the discussion
- be in class (everyday if possible)
- read material ahead of time
- respect others participating in class
- turn work in on time
- do not treat instructor like you are his only student
- do not bring entire lunch to class and proceed to eat it in from of other students
- attempt to answer all exam questions
- be respectful when others are talking
- ask questions if something is unclear (others are likely to have similar questions)
- do not lie or make excuses

(1:00 p.m. Tuesday/Thursday Class)

- come to class prepared by reading chapters
- turn assignments in on time
- come to class all the time (except for emergencies)
- “listen” to professor
- participate in discussion by responding to questions
- participate in small group discussions
- pay attention to professor’s pet peeves
- demonstrate an overall respect (do not sleep in class; do not answer phone)
- do not leave class early