

## Good Instructor (Service Provider) Performance

*Fall 2006*

(8:00 a.m. Tuesday/Thursday Class)

- should motivate students to come to class
- should not put students to sleep
- should tell students when quizzes will be given
- should be available outside of class, both during office hours and for appointments
- should warn students about changes in class schedule
- should allow students to select their own groups
- should provide “real life” examples of course concepts
- should provide active learning activities
- should provide clear instructions for assignments
- should let students know where they stand in class
- should return papers/assignments in timely manner (less than 2 weeks)
- should treat students like adults (by showing proper respect)

(9:30 a.m. Tuesday/Thursday Class)

- should willingly work with students to help their understanding of course materials
- should provide good examples to illustrate concepts
- should be available outside of class (i.e., office hours)
- should return e-mail in a timely manner (within 24 hours)
- should return assignments in a timely manner (within 1 week)
- should be respectful of students and treat them like adults
- should trust students (i.s., don't assume they are cheating)
- should be consistent (i.e., do what you say)
- should be organized and come to class prepared
- should be knowledgeable of the subject
- should be fair in giving grades
- should keep students' attention (i.e., do not lecture all the time)
- should provide useful feedback

## Good Student (Customer) Performance

*Fall 2006*

(8:00 a.m. Tuesday/Thursday Class)

- should read book (and other readings/syllabus) prior to class
- should actively participate in class discussion
- should NOT pack up books and materials 5 minutes early
- should turn off cell phone prior to (and during) class
- should turn in assignments on time
- should maintain open lines of communication with the professor
- should be on time to class
- should be respectful to peers/instructors
- should keep an open mind

(9:30 p.m. Tuesday/Thursday Class)

- should come to class regularly (and frequently)
- should finish assignments on time
- should pay attention to what is being said
- should come to class prepared (having read the assigned material)
- should not be disruptive
- should participate in class discussion (i.e., be vocal in making comments in class)
- should listen actively