

## Good Instructor (Service Provider) Performance

### *Spring 2005*

(6:00 p.m. Monday Class)

- Be thorough in explanations.
- Be dependable out of class by being available outside of class.
- Allow students to ask questions in class.
- Allow students opportunity for interaction.
- Hand back assignments in a timely matter (within a week or two)
- Announce quizzes.
- Be clear on assignment directions.
- Have exam study guides.
- Provide examples of past assignments.
- Provide “what is due when” reminders.
- Provide examples of course concepts.
- Make examples relevant.
- Be unbiased in grading.
- Be willing to provide solutions for group conflict.

(2:30 p.m. Tuesday/Thursday Class)

- Be open to students via office hours.
- Make sure students understand before going on with class discussion.
- Use “real world” examples.
- Use “every day” examples.
- Provide clear instructions for projects.
- Ask “specific” essay questions.
- Return assignments in a reasonable time (within 1 week).
- Explain evaluation of assignments on the assignment.
- Be consistent in grading.
- Test over “covered” material.
- “Follow” the book.
- Give feedback on papers before due (for those provided to instructor in advance of due date).

(4:00 p.m. Tuesday/Thursday Class)

- Be willing to be outgoing.
- Allow student input in class discussions.
- Allow students to “respond” to questions.
- Be consistent/fair in grading.
- Let students out on time.
- Return assignments in a reasonable time (within 1 week).
- Answering emails promptly (within 24 hours).
- Explain grading/scoring of assignments.
- Use “real life” examples.
- If instructor does not through all material (“get done”), stop talking.
- Do not start a new section of material just before exam.
- Be open to discuss exam evaluations.

## Good Student (Customer) Performance

### *Spring 2005*

#### (6:00 p.m. Monday Class)

- At least “act” like you want to be here and pay attention.
- Read assigned readings prior to class.
- Come to class, on time.
- Seek help/answers to questions “in advance” of when assignments are due.
- Be an “excellent” group member - contribute your part.
- Be open to learning.
- Be willing to share personal examples.
- Show respect for everyone.

#### (2:30 p.m. Tuesday/Thursday Class)

- Come to class (every class).
- Participate in class by:
  - asking questions;
  - providing examples;
  - answering questions.
- Prepare for class by:
  - doing required readings.
- Complete assignments thoroughly and on time.
- Do not cheat.

#### (4:00 p.m. Tuesday/Thursday Class)

- Attend class - every time.
- Participate by:
  - asking questions;
  - answering questions;
  - not sleeping;
  - not using contractions in papers;
  - bringing materials;
  - turning off cell phones.
- Do not be rude.
- Be on time to class.
- Read course materials in advance.
- Take advantage of office hours.