

## Good Instructor (Service Provider) Performance

Spring 2007

### 8:30 a.m. MWF Class

- cover the material students are to be tested on
- be available to be contacted
- provide feedback on assignments and exams in reasonable time
- relate course assignments to course concepts
- clarify course assignments and their directions
- be personable and able to relate to students
- demonstrate good organization and communication skills
- ask questions of students to ensure they understand
- provide clear and precise directions for assignments
- provide relevant PowerPoint slides
- return assignments/exams in a reasonable amount of time (i.e., one week or less)
- use Blackboard or the course web site for general communication
- provide reminders (via PowerPoint and/or email) of important dates
- provide access to tutoring help

### 9:30 a.m. MWF Class

- relate well to students; get on the students' level
- encourage students to speak out in class
- use a variety of teaching methods
- make time to meet with students outside of class
- be knowledgeable of subject matter
- prepare students to enter service industries
- be polite to students
- use current examples as illustrations
- do not be monotone in class discussions
- give students a "push" (to avoid *senioritis*)
- provide access to opportunities (jobs, internships) as they become known
- be energetic and enthusiastic about the subject
- be reliable (i.e., be in class on time and "on top of it")
- return exams within a week
- provide constructive feedback on assignments and exams
- give examples from own experience

### 10:30 a.m. MWF Class

- be organized in the overall approach to the class
- be passionate, enthusiastic, and energetic in the classroom
- be interesting and easy to listen to
- follow the same rules/guidelines as expected of students (e.g., show up on time, do not take cell phone calls during class)
- be knowledgeable of subject and/or relevant material
- tailor discussion to students' (career) interests
- share relevant past experiences with class
- be available to meet with students outside of class and office hours
- be consistent and fair in testing and in evaluating tests and assignments

## Good Student (Customer) Performance

Spring 2007

### 8:30 a.m. MWF Class

- turn work in on time
- abide by the rules and responsibilities set forth in the syllabus
- come to class prepared, having read all assigned materials
- participate in class by responding to questions asked
- ask questions when something is not understood; do not wait until being completely lost
- be attentive (i.e., no sleeping, talking to others, text messaging) during class
- be respectful of professor and other students
- be on time
- be in class every day (or, most days)

### 9:30 a.m. MWF Class

- come to class unless it is an emergency or you have an illness
- be prepared for class by having read assigned materials
- respect the instructor and fellow students
- do not be disruptive (i.e., talking on cell phones, talking to others) during class
- recognize when help is needed and then go to instructor for assistance
- spend time outside of class reading and studying relevant material
- be energetic in class

### 10:30 a.m. MWF Class

- be organized in overall approach to the class and on top of what is going on in class
- be prepared when coming to class (i.e., bring the book and relevant materials to class)
- read assigned material prior to class
- participate in the class by answering questions asked by instructor and by asking questions
- be open and proactive in communicating with instructor and fellow students
- come to class every day
- always be to class on time
- be open to the relevance of all topics, even if you do not initially see the relevance