Customer Service with a Smile; A Student Workers Guide to Good Customer Service

 Assessment are an important part of the learning process for both the student and the instructor. An assessment is important because it evaluates the student’s learning throughout the semester. It is important for an instructor to provide multiple assessment opportunities in order to determine how much the student understands the material before the final summative assessment is given. This can be done through formative assessments.

 Throughout my course I plan to offer both formative and summative assessments. The formative assessments are provided throughout the discussion questions and replies and also through the blogs. This will give me an idea of what the student is learning in the class and what needs to be reinforced to gain a better understanding before the summative assessment. During my course, the students will answer discussion questions based on the required reading for the week. They will also provide feedback to two other students to complete the discussion portion. The student’s will also write a blog during weeks four, seven, and eleven. These blogs will detail their understanding of their learning throughout the previous weeks through to the blog week.

 The summative assessments I plan to use during my course are the mid-term exam, the final exam, and the final essay. These three assignments will determine the student’s understanding of the information given throughout the course and I will be able to base a large portion of the final grades on these three assessments. The mid-term and final exam will be graded through the blackboard system. I will be using a true/false and multiple choice based testing system. The final essay will be graded by using a rubric. The students will know exactly what is expected in order for them to receive full credit for the assignment.

 In conclusion, both formative and summative assessments are important to a student’s learning throughout the course and I look forward to providing ways for the students to build their customer service skills. Overall, I believe I will be able to gain an understanding of how my assessments throughout the course will challenge the student and make them even more knowledgeable regarding providing good customer service than when they first enrolled in the course.