**Service Level Discussion**

*Use this form as a discussion guide and record for what, if any, changes should be made in the course. Involving the ID is a good idea.*

**In response to student, instructor and/or program feedback, do the following elements need to be addressed? (Check appropriate boxes below AND add notes.)**

**Course Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Course Start Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |
| --- | --- | --- | --- |
|  | No significant changes needed | Needs Work | Notes (*Please ensure that notes are included to provide context to items that need work.*) |
| Academic Challenge/Rigor: Is appropriate for level of course and program |
| * Content (current & good depth/breadth)
 |  |  |  |
| * Assessment/Assignments (challenging)
 |  |  |  |
| * Learning Activities (engaging & effective)
 |  |  |  |
| * Other
 |  |  |  |
| Course Elements: Everything is there and easy to find |
| * Structure (units/weeks, schedule)
 |  |  |  |
| * Navigation (easy to find things)
 |  |  |  |
| * Other
 |  |  |  |
| LTM Elements: Many examples of the RRU learning model are apparent and exemplary |
| * Learning Outcomes (align w/assessment)
 |  |  |  |
| * Technology Use (current & powerful)
 |  |  |  |
| * Experiential and Authentic Activities & Assignments (practical & applied)
 |  |  |  |
| * Team-based Activities & Assignments
 |  |  |  |
| * Engaging Learners
 |  |  |  |
| * Other
 |  |  |  |
| Teaching/Facilitation Strategies: Teaching methods are effective and appropriate for course and program |
| * Instructor & Student Interaction
 |  |  |  |
| * Instructor feedback to students (timely & informative)
 |  |  |  |
| * Other
 |  |  |  |
| Notes/Comments |
|  |