## The User-friendly Classroom: Expectations

**Instructions**: Watch the *Expectations* video and answer the following questions:

1. What do undergraduates identify as the most important qualities in an ITA?

2. Is the "user-friendly" approach different from the way you usually think of teaching? If so, how?

3. Which expectations are most surprising to you? Which seem the easiest to meet? Which seem the most difficult to meet?



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