Observer name: Karthik Srinivasan, Doctoral Student, Department of Management Information Systems, Eller College of Management, University of Arizona. Email: [karthiks@email.arizona.edu](mailto:karthiks@email.arizona.edu). Phone: 5206126146.

Dear Zhipeng,

I enjoyed observing your class on Supply chain management on 26th July, 2018 at 5-6 pm in McClelland Hall Room 133. You covered the topics in Chapter 15: Supply chain management of “Operations Management” by William J Stevenson in this class. There were 16 students. First you started with a video of a summary of Supply chain by a faculty from ASU who spoke about Supply chain in bottled water supply. You then discussed the distinguishing factors between manufacturing supply chain and service supply chain. Students summarized their understanding about these differences through application in real products/services. This was followed by another group discussion where groups of students chose a product and then summarized the high-level process of supply chain for that product. You then discussed the details of supply chain. The last part of this teaching session was about trends in SCM and key aspects of SCM.

The students were relaxed and proactive in discussions. This is due to the inclusive design in your class, and the way you interacted with them at a personal level, knowing their names and addressing their concerns in real time. Your teaching exemplified inclusive excellence as you devoted sufficient time for each student and ensured that all students felt comfortable to learn in your class. You have good inter-personal skills and I would recommend that you keep interacting with students in the way as you did in the class. Students are able to understand the content you cover in class and their participation through questions and proactive participation in class activities shows that your teaching pace and strategies are effective. The content of the lecture was well organized, as you followed the backward design principles. The materials, learning objectives and the class discussion points were available to students in advance via D2L, with in-text description in lecture folders in d2l course suite. You used video clips to further enable students to learn via universal design principles of diverse methods of instruction. The classroom seating was well-organized, and students were orderly in their mannerism. You treated students with respect and answered each of their queries with great composure. You were punctual in starting lecture as well as covered all the topics planned for the day. The overall classroom experience was enjoyable and supported active learning for all students.

The group discussions tasks inter-weaved between topics helped the students to collaborate and summarize their understanding, thus facilitating active learning during your class. You incorporate in-class feedback and also ask for after group discussion summaries, which are great formative assessment tools. You ask for detailed written summaries of discussions in class which support in retrieval practice in learning. The classroom activities you have designed help to moderate learning stress and ensured that each student participated directly or indirectly through peer-learning and retrieval practice. For example, in your class, there was the discussion about trends in supply chain. Measuring ROI, Green solutions, Outsourcing, IT integration, Lean-principles and risk management are the components of Supply chain trends described in the textbook. Students shared a variety of view-points, demonstrating good depth of understanding of supply chain principles.

I would like to congratulate you on your efforts and interest in adopting learner-centered-teaching practices. You will make a great teacher in the future due to your commitment for student learning and systematic approach in course planning and execution. I wish you the best for all your future teaching assignments.

Sincerely,

Karthik Srinivasan