

Enhancing F2F Tutoring

Harvinder Kaur A/P Dharam Singh

Head, Delivery Unit

Institute for Teaching and Learning Advancement

Outline

- F2F Tutor Performance in January 2015
- Our Challenges
- Learners' Concerns
- Support for F2F Tutors

Tutor: Learner

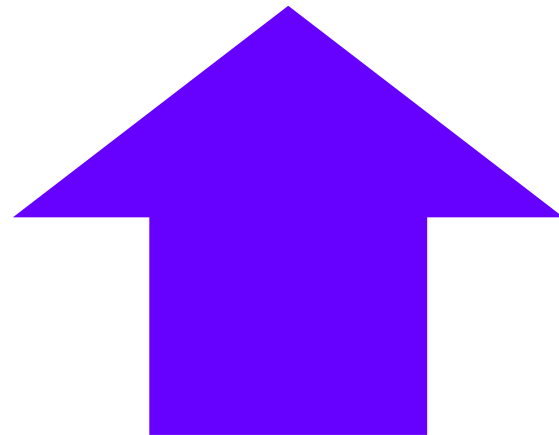


Learners = 23,822

Tutor: Learners
1: 8



Tutors = 2,998



How did F2F tutor performed in January 2015 semester?

F2F Tutor Performance by LC

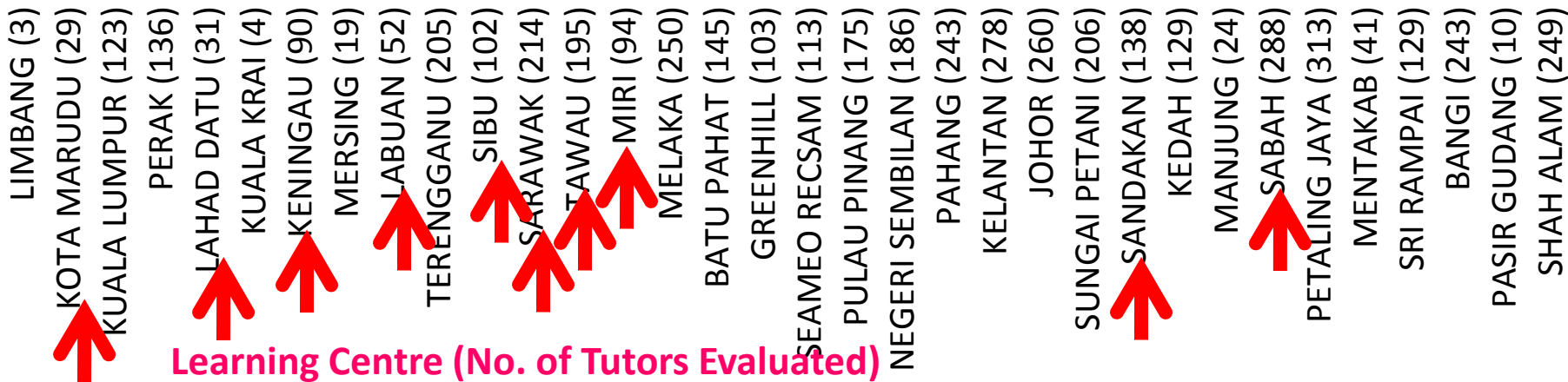
100

Tutor Rating (%)

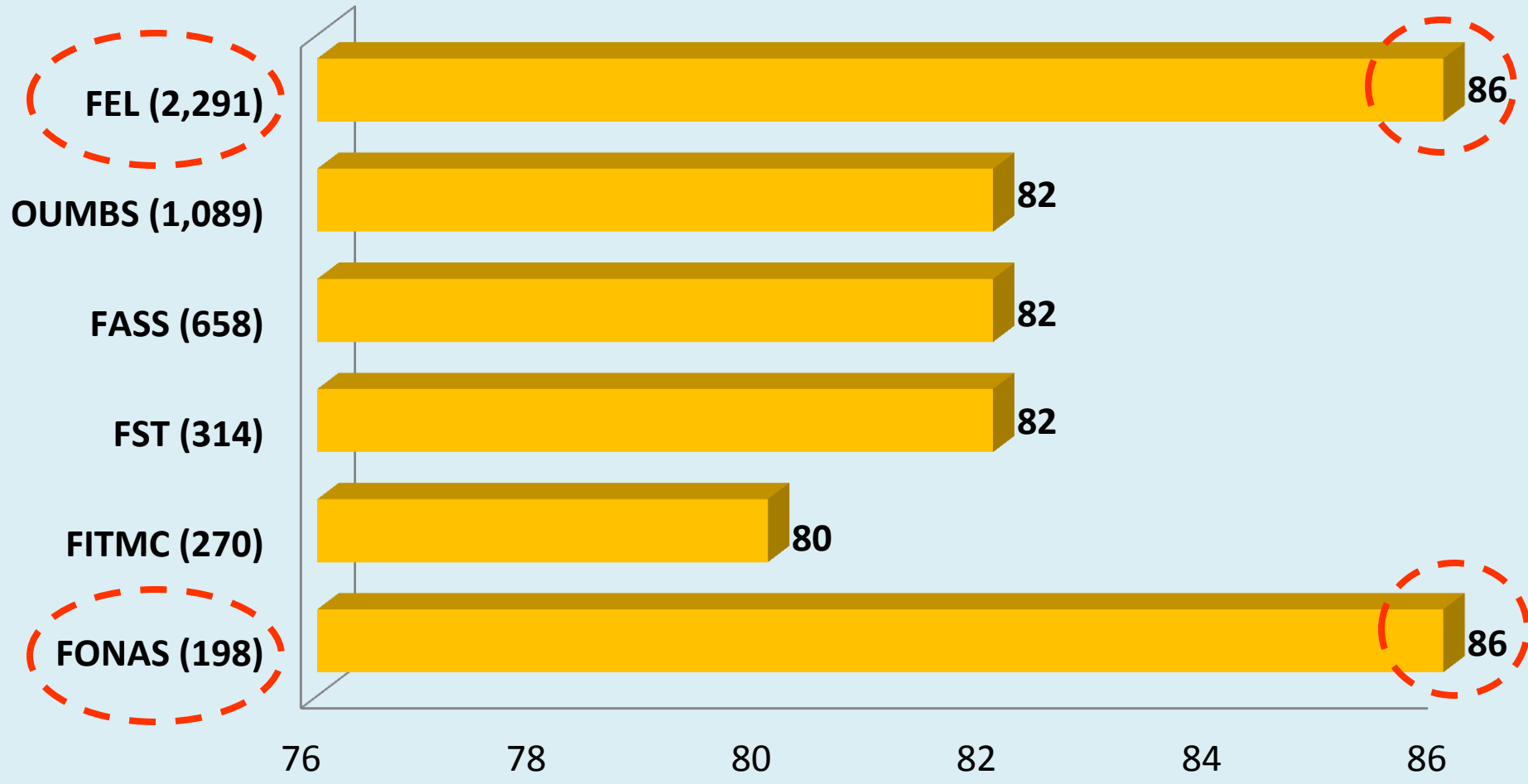
75

70

Average Tutor Rating = **84%**
Not determine by number of tutors evaluated

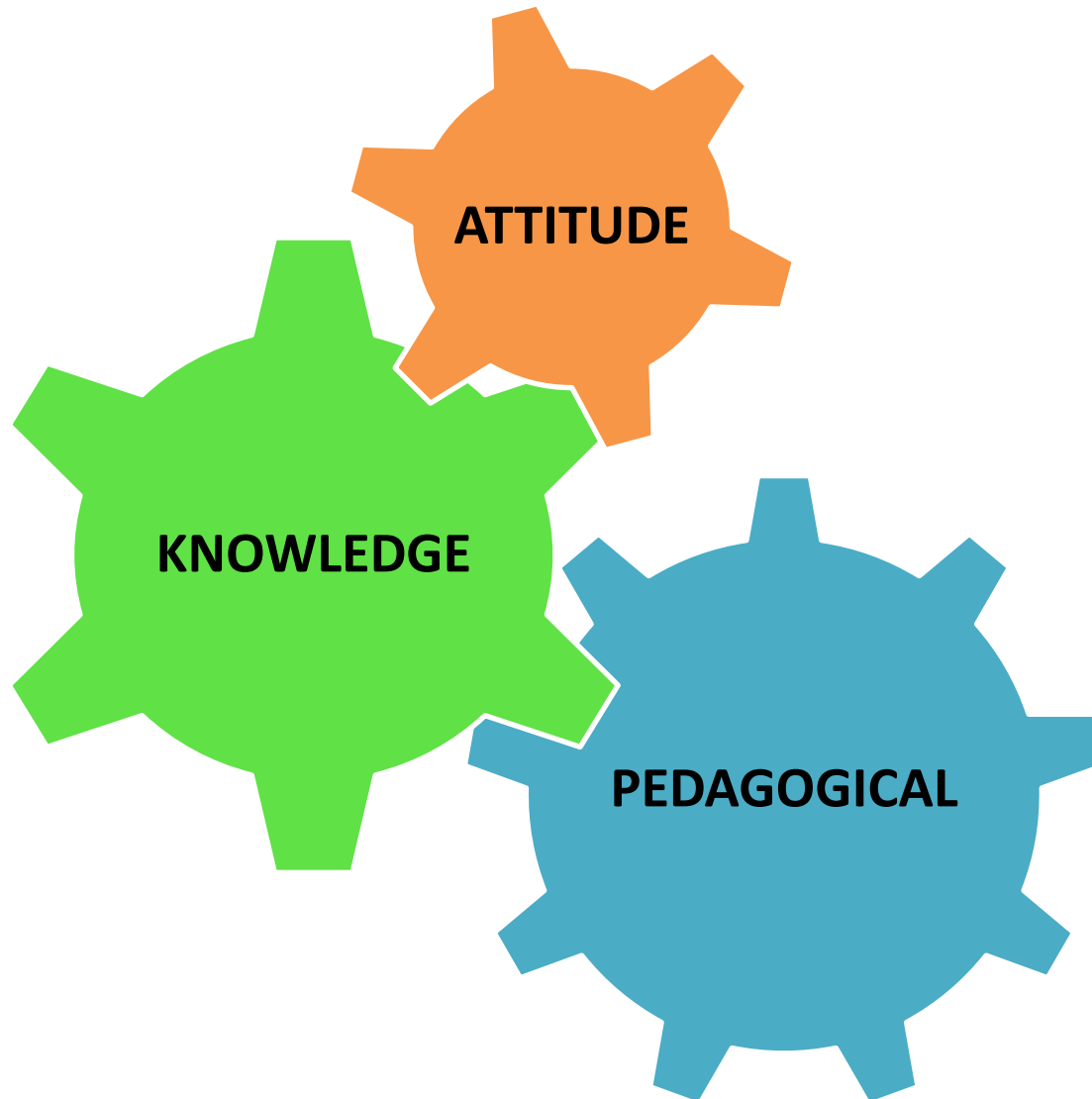


F2F Tutor Performance by Faculty

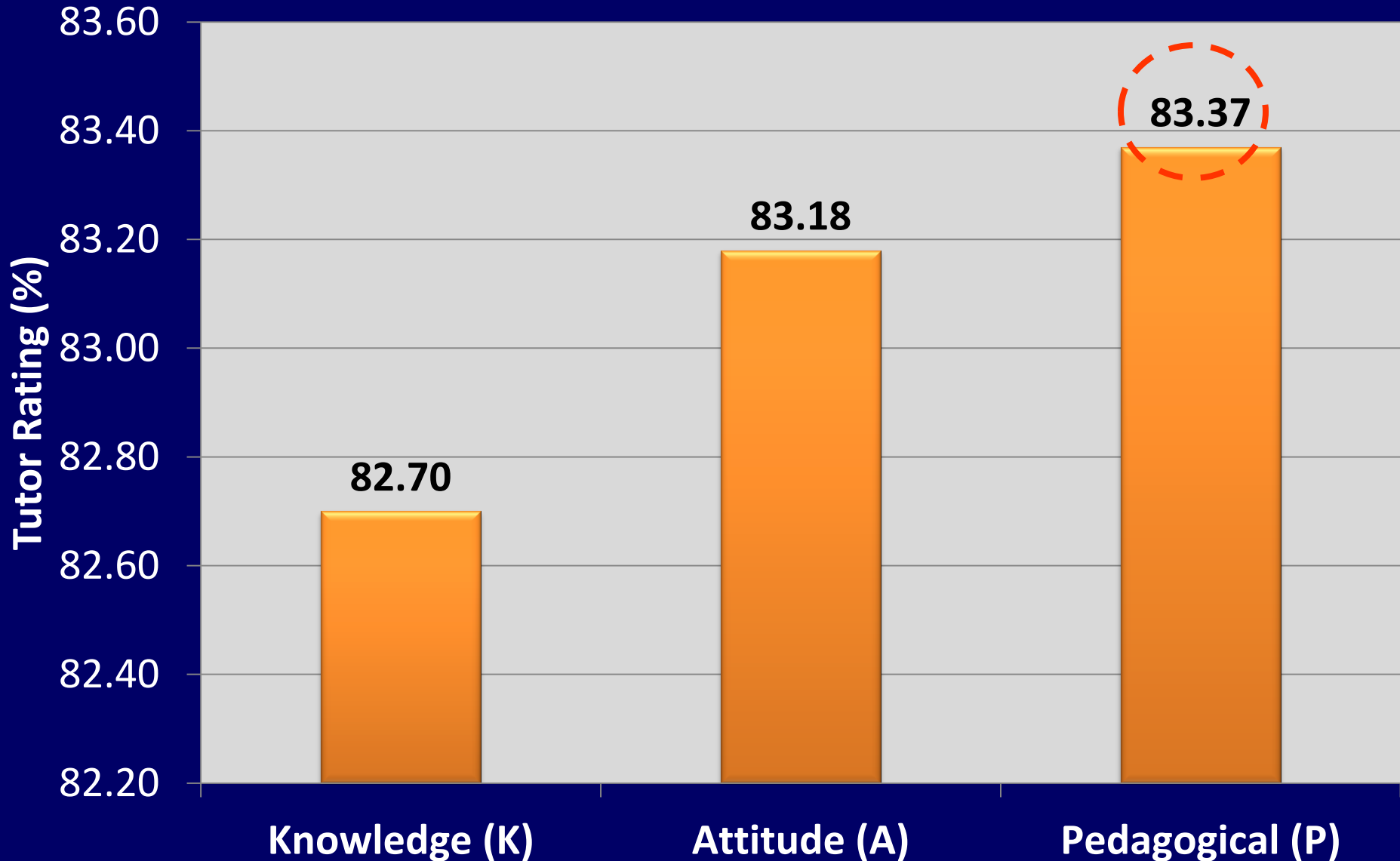


Tutor Rating (%)

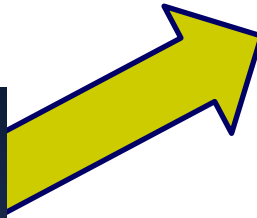
SKILLS?



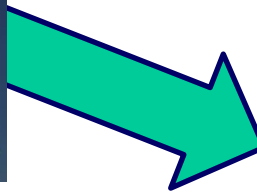
Knowledge, Attitude, Pedagogical



But, challenges still remain ...

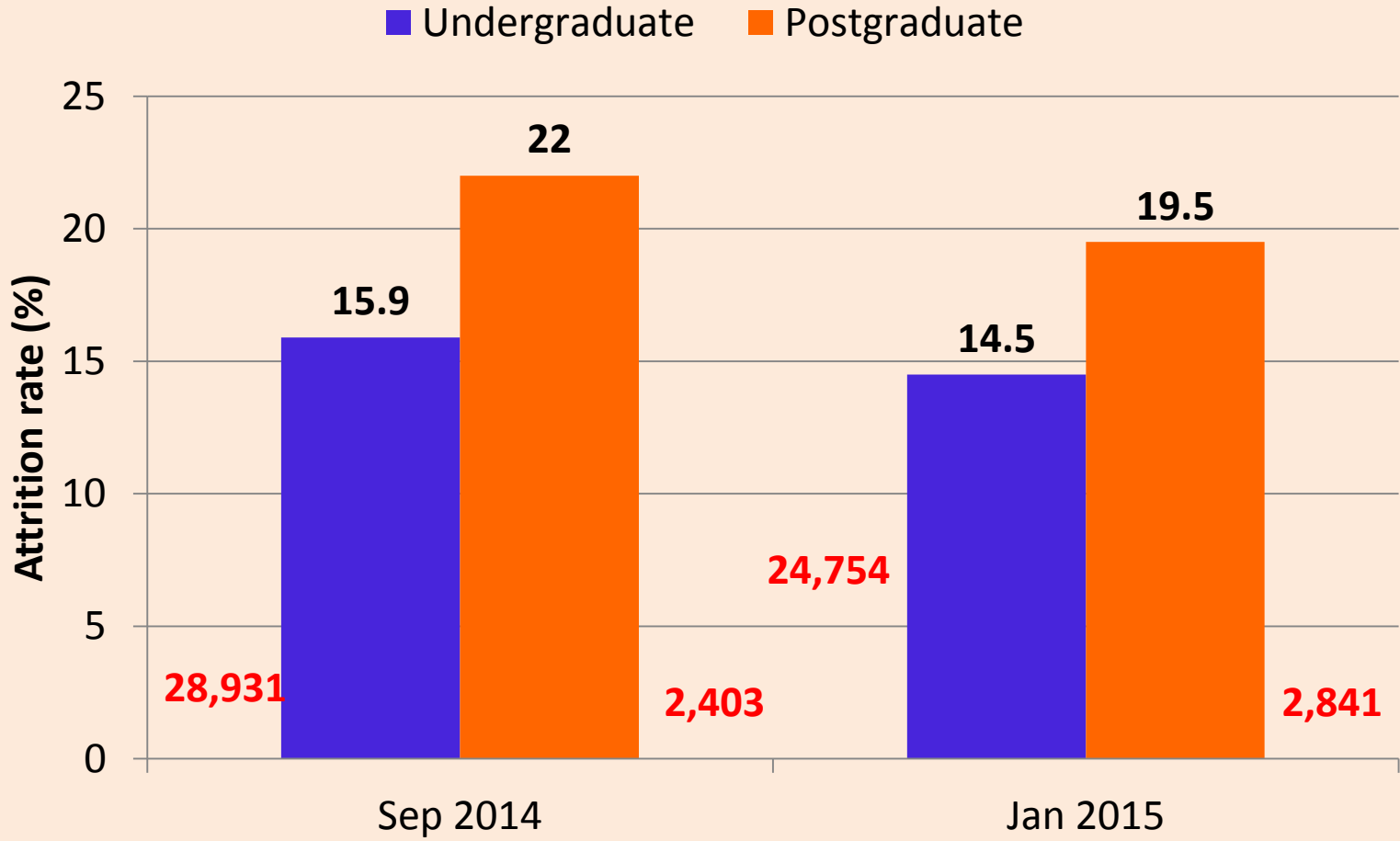


FAILURE RATE

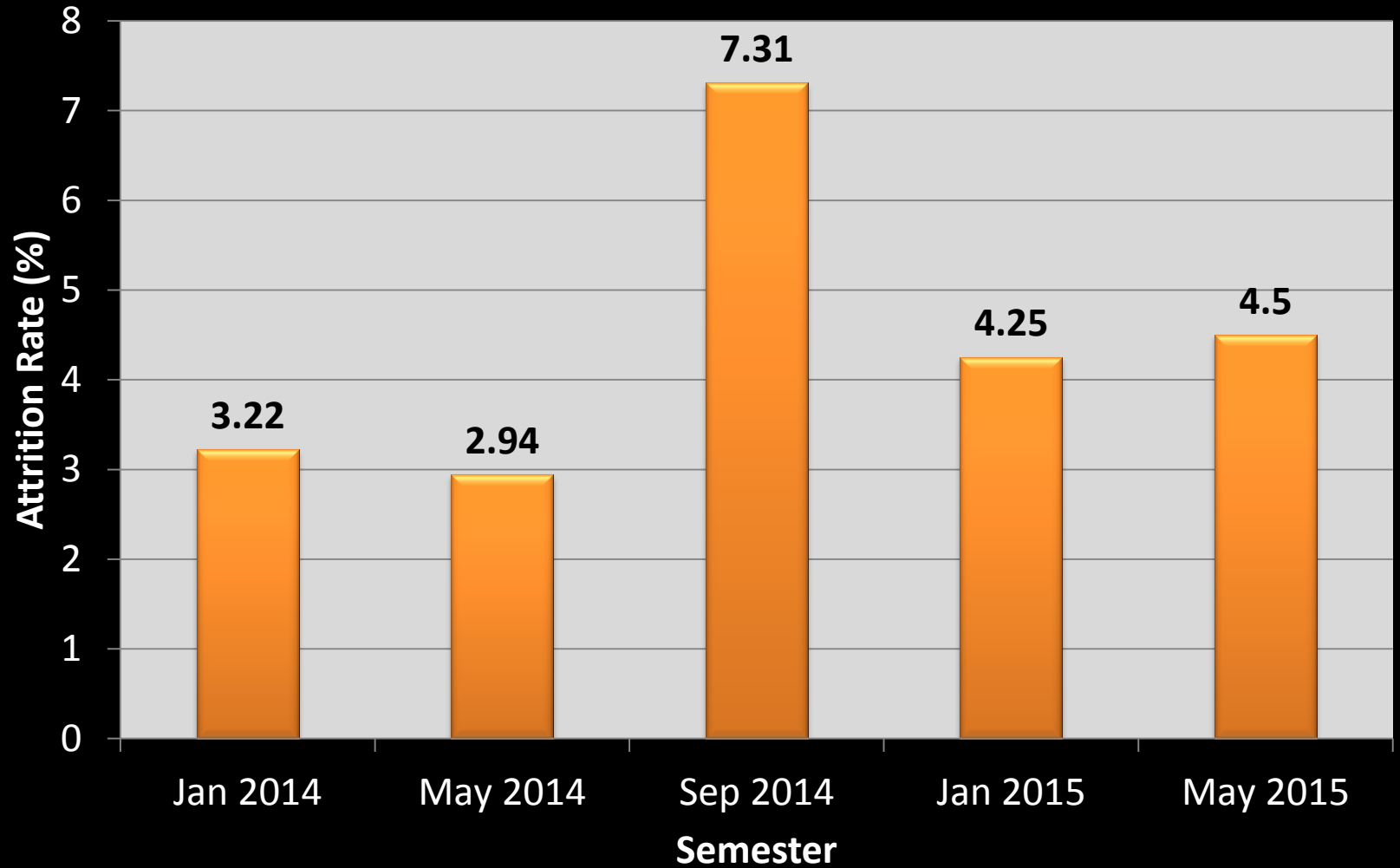


**ATTRITION
RATE**

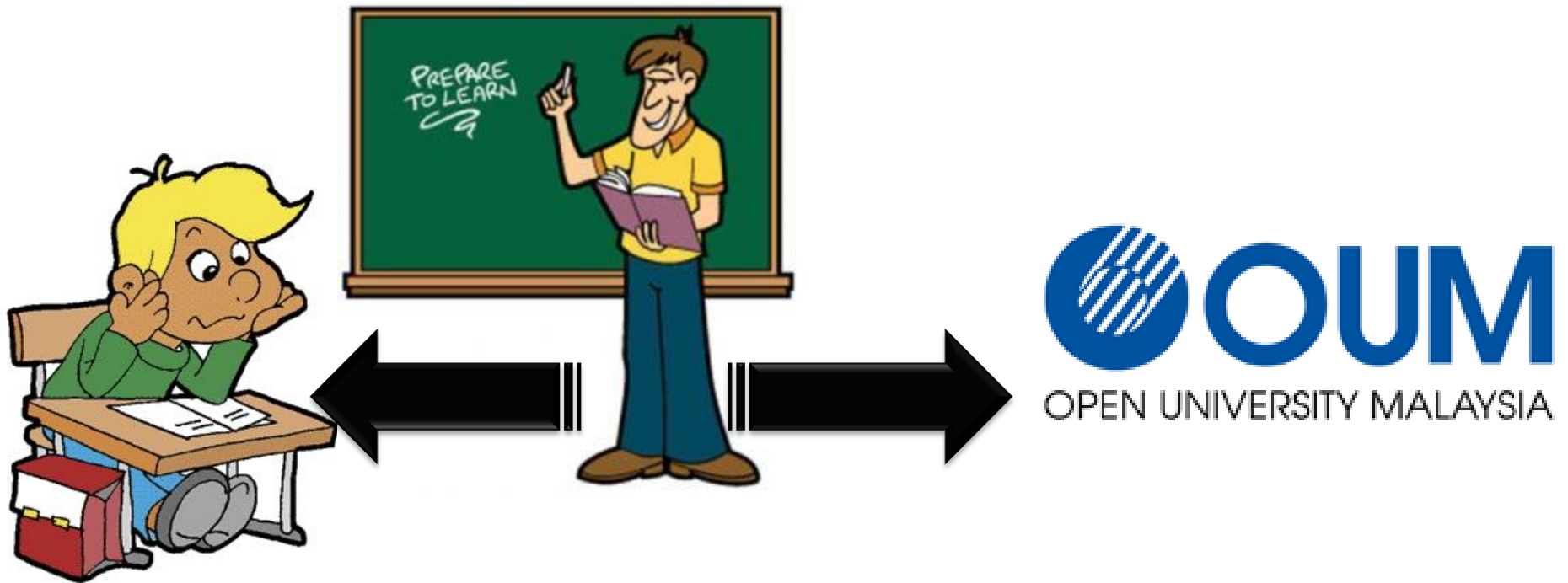
FAILURE RATE



ATTRITION RATE

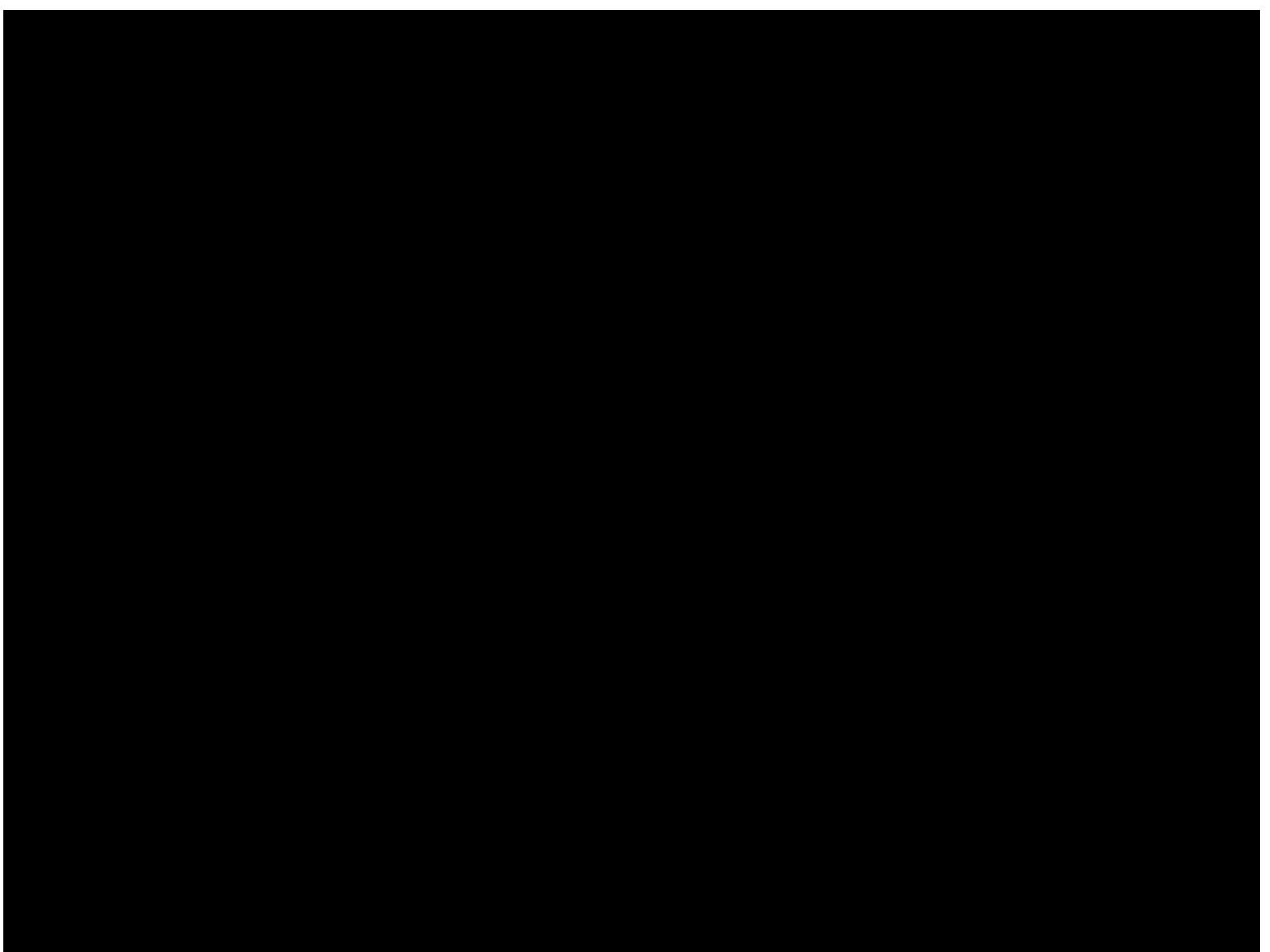


Why F2F tutors are important?



Tutor is the **LINK** between Learner and OUM

You Are **NOT** Virtual!



- You are more than a video
- You are REAL
- You can identify the “blurry” look of a learner
- You can take charge of learning activities & collaborative learning
- You can make **LEARNING HAPPEN!**

Making Tutorial → Engaged Learning

LEARNING IS... - BY WHATEDSAID

WWW.TOONDOO.COM



Let's share your
ideas of making
ENGAGED LEARNING
tutorials



Excellent Tutorial

Time Management

Plan lesson

Content

Key areas

Pedagogy

Engaged learners

Stimulate interaction

Know what to learn

Motivation

Learning

Teaching

Advantages of Engaged Learners

**Quality
Learning /
Higher Order
Learning**

**Higher Passing
Rate**

**Lower
Attrition Rate**

But, ...

What are the learners' concerns?

Situational Cases from Learners

**Tutor being late and
cancelling classes**

Tutor's friend replacing class

**Can't understand the
tutorial lessons**

Situational Cases form Learners

Misguidance in doing assignment

Treating learners like school children

Overwhelmed with homework and frequent reminders to respond to WhatsApp

Discrepancy in marking the assignment

How to Avoid?

Tutor's Role

~~Tutor being late and
cancelling classes~~

- Respect learners' time
- Do not cancel or postpone class
(not all learners can make it on
the new schedule)

Tutor's Role

~~Tutor's friend replacing class~~

- Do not get another tutor / friend to replace your class
- If you are not well or unable to attend the class, inform the learning centre to resolve the matter

Tutor's Role

~~Can't understand the tutorial lessons~~

- Find out whether your learners understand the lesson via quiz/question
- Discuss the lesson and identify the area that confuses them

Tutor's Role

~~Misguidance in doing assignment~~

- Strictly comply & guide according to the rubric
- Consult faculty for clarification in case of ambiguity

Tutor's Role

~~Treating learners like school children~~

- Relationship building is important
- Understanding the personality differences (behaviour/attitude) between adults
- Treat each other with respect

Tutor's Role

~~Discrepancy in marking the assignment~~

- **Comply to the rubric**
- **Ensure standardisation is maintained**
- **Determine whether the learner has grasp the overall concept**
- **Do not be picky with minutiae things**

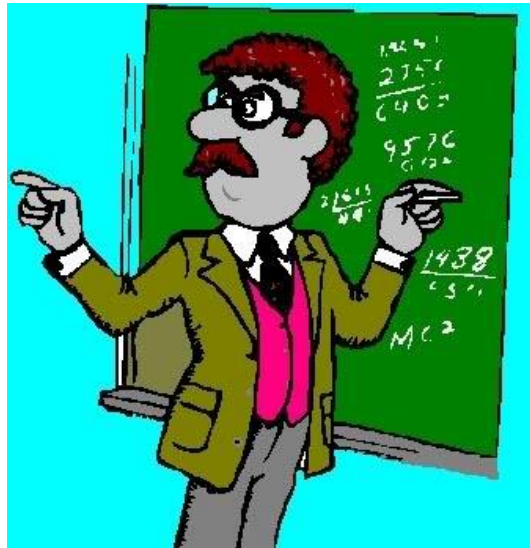
Tutor's Role

~~Overwhelmed with homework and frequent reminders to respond to WhatsApp~~

- Discuss with learners and reach a consensus on the acceptable amount of homework
- Emphasise to our learner
- Perceived to be helpful & not nuisance

Meeting Expectations?

TUTOR



Meeting OUM's Expectations

Meeting Learners' Expectations



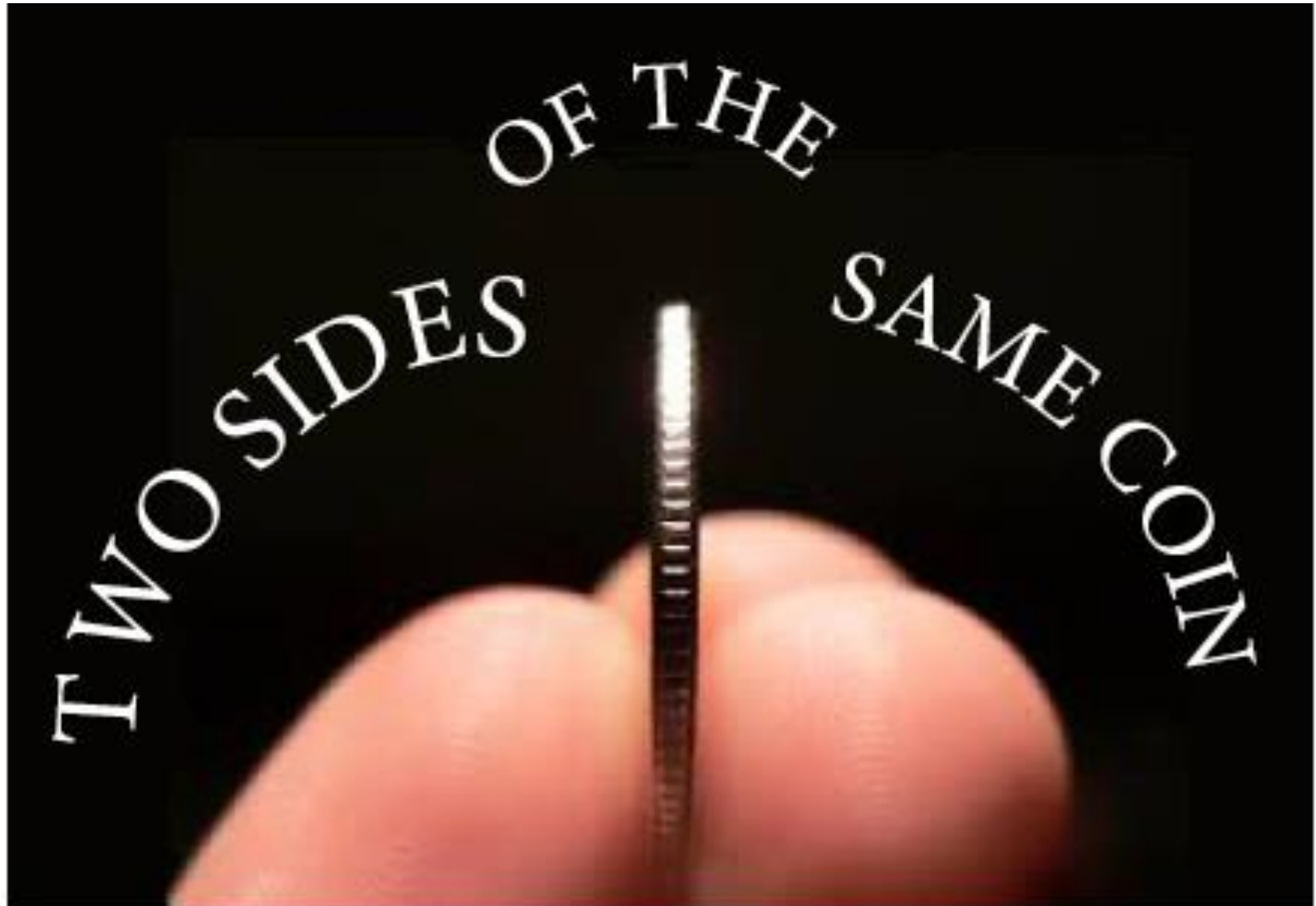
Expectation

=

LearnerOUM

Learner's Expectation of Tutor	OUM's Expectation of Tutor
Good tutoring	Quality tutoring
Punctual	Punctual
Easy way to pass the exams	Provide sufficient practice to excel in exams
Lots of help in assignment	Proper guidance in completing the assignment
Feel supported	Provide academic support

VALUE is the SAME



Tutor Support

- Delivery Unit, ITLA
- F2F Tutor Forum myVLE
- WhatsApp Group

Take Home Message

You can make the difference in
Quality Teaching

Helps
Learning

Guides



Relationship



THANK YOU

For Your Continuous Support