



Standard Operating Procedure

Guidelines for Faculty Members



NIIT Training Department
NUST Institute of Information Technology
National University of Sciences and Technology
Rawalpindi, Pakistan

Prelude

Preamble

Teaching is an art. Many learned people sometimes prove to be poor teachers. This is mostly due to their unawareness of the teaching techniques. A teacher who is unable to convey his knowledge to students adequately is certainly an unsuccessful person. Awareness of basic teaching methodologies is a must for all faculty members of any good university/institute.

A presentation was given to the faculty of NUST Institute of Information technology (NIIT) by Wing Commander (R) Maqsood ul Hassan on “Guidelines for Teachers”. The practical suggestions, which he made, based on his 30 years continuous teaching experience, were widely appreciated by the faculty members. Some of the faculty members, including Dr. S. M. H. Zaidi made valuable suggestions, which were included in the text later on. Part-1 of the booklet is based on the presentation.

Counseling and guidance plays an important role in education. Many academic as well as discipline problems are weeded out by proper counseling by the tutors. Every faculty member at NIIT is assigned the responsibilities of a tutor of one group of students or the other. In Part-II, a full account of the tutorial system in vogue at NIIT is given.

NIIT follows relative grading system. Faculty members are required to be fully conversant with the grading system. In Part-III an account of the presentation on “Grading System”, given to the NIIT faculty by Wg. Cdr (R) is given.

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Guidelines for Teachers

Tips for Conduct of Classes

Following points may be kept in mind for smooth and effective conduct of classes.

1. **Punctuality**

- a. Always be in time.
- b. Leave the classes on time.
- c. Mark latecomers absent.

2. **Preparation**

- a. Always prepare the lesson well.
- b. Ensure a logical structure of each lecture, as per the detailed lecture breakdown (HOA approved)
- c. Plan to give quizzes/assignments on right time.
- d. Apply the principles of time-management to ensure adequate and timely coverage of the prescribed syllabus.

3. **Personality** A teacher must be:

- a. Well-poised.
- b. Confident.
- c. Cheerful.
- d. Firm but not harsh.

4. **Training Aids**

- a. Use appropriate Training Aids.
- b. Do not show too many slides in one lecture.

- c. Explain each slide properly.
- d. Use proper font sizes, not less than 28.

5. Conduct of Quizzes

- a. Be extra vigilant.
- b. Mark carefully step by step.
- c. Return quizzes within a week.

6. Black Board Writing

- a. Bold and clear.
- b. Do not hide the board while writing.
- c. Maintain, “chalk and talk balance”.

7. Class Participation

- a. Ask questions.
- b. Invite questions.
- c. Make proper eye contact.

8. Attitude

- a. Positive.
- b. Encouraging and affectionate but firm.
- c. Never ridicule a student.

9. Tackling Difficult Situations

- a. With patience.
- b. Tact and diplomacy.
- c. Cool mindedly.

10. Punishments

- a. Always give legal punishments.
- b. Avoid giving collective punishments.

11. Discussions

- a. Ensure maximum participation.
- b. Avoid discussions on political, sectarian, ethnic and controversial issues.
- c. Always moderate the discussions through the chair and avoid endless arguments.

Best Practice for Effective Lessons

1. Stages of a Lecture.

There are following three stages of a lecture.

- a. Introduction.
- b. Development.
- c. Conclusion.

2. Introduction

- a. Must be relevant.
- b. May be revision type.
- c. Should not be too long.

3. Development While developing the lecture keep in mind:

- a. Logical sequence.
- b. Good presentation/explanation.
- c. Normal pace.
- d. Proper class participation.
- e. Time Management principle.

4. Conclusion

- a. No abrupt stop.
- b. Conclude the lecture nicely.
- c. Inform the students about the next topic.

Some Don'ts for Good Teachers

1. Personal Example

- a. Don't give the students the impression that you are not a punctual person by coming late.
- b. Don't show casual attitude by going unprepared in the class.
- c. Don't show any weakness, as a teacher is a role model for his students.

2. Discipline

- a. Don't compromise on classroom discipline.
- b. Don't ignore latecomers.
- c. Don't show arrogant behavior.

3. Behavior

- a. Don't be sarcastic.
- b. Don't humiliate any student in the class.
- c. Don't be negative in attitude.

4. Professional/Moral Ethics

- a. Don't make sweeping statements.
- b. Don't forget to keep your promises.
- c. Don't try to gain cheap popularity.

5. Speech

- a. Don't pass indecent remarks.
- b. Don't be ironic in talk.
- c. Don't talk in a harsh tone.

1. Reward and punishment

- a. Don't forget to praise students on their good performance.
- b. Don't forget to give only legal punishments, if needed.

7. Create interest

- a. Don't prove to be a bore person by keeping aside your good sense of humor.
- b. Don't make your lesson monotonous.

8. Classroom Questions

- a. Don't ask vague questions.
- b. Don't ask elliptical questions.
- c. Don't ask questions from only a few students in the class.

9. Emotions

- a. Don't act as an emotional person unnecessarily.
- b. Don't hesitate to cool down emotional students tactfully.
- c. Don't charge the class emotionally unnecessarily.

10. Presence of Mind

- a. Don't ignore weak students.
- b. Don't forget to praise good students to encourage them.
- c. Don't give the impression of being a forgetful or an absent minded person.

Tips for Preparing the Question Papers

1. The paper should be evenly distributed on the entire syllabus.
2. A balanced paper is neither too easy nor too difficult.
3. Don't give any question in the paper without first solving it.
4. Solve the question paper and note the time taken to solve it. Never make too lengthy paper.
5. Ensure that no question is asked from outside the prescribed syllabus.
6. Ensure that your question paper contains questions of varied difficulty levels otherwise your result graph will have no gaps.
7. Be extra careful about printing and ensure it to be error free.
8. Security of the paper is responsibility of the teacher. Be extra careful about its safe custody.
9. Refrain from repeating the questions of previous examinations.
10. Be extra careful about clarity of the statements of the questions.
11. Give concept oriented rather than memory based questions.
12. In technology papers give about 25% design and analysis based questions.(This %age must be much more for Master's courses)
13. Ensure to gauge the factual, conceptual and applied knowledge of the student.

Procedure for Showing the Answer Scripts to the Class

1. Ask the students to place the pens in their bags before handing them over the answer sheets.
2. Tell the students to stand up if they have any query.
3. Ask those students who do not have any query to leave the classroom or make them sit on one side of the classroom.
4. Now discuss the paper with those few left behind standing.

Tips for Grading

1. At NIIT grades in vogue are: A, B+, B, C+, C, D, F and I and there is relative grading system.
2. While awarding grades take reference from the class average.
3. Ensure proper gaps between successive grades by marking papers critically and assigning marks to each and every step. Preparing the question paper correctly is also essential in this context.

TUTORIAL SYSTEM

Assignments of Tutors

1. Students joining the institute are assigned tutors who are regular faculty members. Normally, this assignment carries through the entire stay of the student at the Institute unless a change becomes necessary due to departure of the faculty member or balancing the Tutor load. The program coordinators ensure that each class is put under the supervision of a class tutor.

Role of a Tutor

2. The role of a tutor is to act as a local guardian of the assigned students, to help overcome their personal problems which may otherwise be a detraction to their studies, to monitor and assist in their academic progress and include good moral values in them during their stay at the Institute.

Responsibilities of a Tutor

3. The Tutor undertakes the following responsibilities in respect of students of his/her Tutorial group: -

- (a) Monitors their academic performance, gives them timely advice or caution and arranges academic assistance where necessary.

- (b) Provides a sense of security and confidence to his/her students. Invites and evaluates their suggestions and provides assistance for dealing with their personal problems, if any.
- (c) Observes their personality traits very carefully and provides guidance/counseling where required. He/she should preferably seek professional help from the Director, Head of Academics or senior faculty members, if required.
- (d) Advises the faculty board, when invited, about the future studies of students found deficient in academics in end-semester grading or in any other areas.

4. The Tutor fulfils his/her role and responsibilities by developing close student-Tutor relationship through the scheduled fortnightly Tutorial group meetings, by encouraging personal contacts during study and non-study hours.

Tutorial Record

5. The Tutor maintains the dossier of his/her Tutorial group comprising:

(a) Student's Personal Bio-data Form: Annex –A

Or a Photocopy of Student's Registration Form

(b) Student's Academic Record Form: Annex –B1 **or**

Annex-B2

6. The record of student's progress is maintained by the Tutor ever since the student is enrolled in the Institute and retained for a period of three months subsequent to graduation or termination of studies of the student.

CONDUCT OF A TUTOR

General

1. As highlighted in the previous chapter, the job of a tutor of students under-going studies at NUST Institute of Information Technology (NIIT), is both challenging as well as difficult. He/she is to make all efforts to keep the young students positively motivated to pursue their studies without fear and doubt. He/she is to provide a stabilizing influence over his/her wards, to meet all situations during their studies at NIIT. He/she is to make all efforts in guiding them, inspiring them and above all developing their character qualities. He/she must, therefore, set the highest standards of personal conduct, establish close contact with students and gradually guide and help them in becoming self-reliant.
2. At NIIT, a faculty member is constantly exposed to the students. The students observe very keenly the dress and general conduct of a teacher and they regularly discuss the same in private. Depending upon the level of understanding and maturity, they are bound to emulate the good or the bad aspects they observe in their daily lives. Hence, it is of utmost importance that a faculty member lives up to the standards demanded of him/her by the NUST.
3. While a Tutor's performance and conduct should always be exemplary, there are certain aspects that require care and attention. These

pertain mainly to his/her behavior and conduct with the students in day-to-day dealings.

Create the Right Atmosphere

4. In order to be effective, the Tutor should work towards creating an environment conducive for learning. The kind that makes the students feel relaxed and not scared when he/she is around. He/she must attempt to give them a feeling of being considerate and they in turn must regard him/her as their guide and thus feel inclined to put in their best at all times. The points mentioned below may be of help in achieving the right atmosphere.

- (a) **Equal Attention to All Students** A tutor must always be impartial in his/her dealings with the students. Amongst students one always finds the bright as well as not so bright individuals but it is very important that all students get equal attention regardless of their potential. A tutor shall avoid giving any preference or extra attention to the students he/she considers good.
- (b) **Prompt Attendance to Problems** There may be instances where a student approaches his/her tutor with his/her problems. Even if the Tutor finds himself/herself busy in some other job, no matter how important, he/she must promptly give priority to the personal problem of that student. Such helping attitude will actually work as a guideline for the student to deal with the problems of

his/her juniors promptly and inculcate in him/her importance of human dealings.

- (c) **Adherence to Dress Code** All efforts should be made by the Tutor to remain properly dressed at all times and carry himself/herself around in a dignified manner. During work or otherwise the dress of a faculty member is reflective of his/her inner discipline and the pride he/she has in himself/herself and his/her profession. It is, therefore, essential that a Tutor remains properly dressed.
- (d) **Be Just and Fair** A tutor should be just and fair towards all students. He/she must maintain a uniform approach and avoid objecting to something that he/she had permitted earlier. He/she must not make exceptions in allowing an individual something that he/she has disallowed earlier, unless he/she can give a very cogent reason. Consistency in behaviour, policy formation and decision-making are essential to keep the students satisfied.
- (e) **Always be Punctual** A tutor must make every effort to be punctual for all activities. Students have a keen eye for observing such things. Punctuality is in fact reflective of an individual's self discipline and a great virtue indeed. If one can acquire this habit, the rewards are tremendous. A tutor must, therefore, demonstrate and demand punctuality from all his/her students.

- (f) **Never Lose Temper** To lose temper irrationally or to make fuss over minor issues is a bad habit. A tutor must always keep his/her temperament cool and act in a mature and decent manner. Self control and discipline is a strong component of an individual's honor and should always be maintained.
- (g) **Always be Predictable** A tutor must always be predictable in his/her dealings with the students. To be unpredictable is in fact a destructive trait of a leader and can actually restrain a student from being normal in front of such a person.
- (h) **Be Logical** There may be instances when orders that may not be welcome are to be passed. In such situations a tutor must take some time in explaining the rationale behind such orders. This would produce a better response from the students when they understand the reasons.
- (j) **Avoid Criticism** During tutorial meetings there may be occasions when one is tempted to criticize other faculty members for something that appears to be wrong. A tutor should avoid criticism of any faculty member in the presence of students as it is most undesirable. His/her approach to all problems should always be positive.

5. It is a known fact that every person wants to be praised for something good that he/she does. To acknowledge that a student has done something well, would certainly motivate him/her in wanting to do even better the next time. Therefore, a tutor should always praise someone who performs well. Such an act would not only encourage the ones who normally do well but also motivate others to excel. This would be an incentive for the average students to work harder and thus earn praise and recognition.

6. A tutor must exercise his/her judgment and avoid being sarcastic to student if he/she has not performed well. It is always better to politely inquire the student about reasons for not having done well rather than getting angry straight away. Some people derive pleasure out of making the students feel small. But it must be remembered that the temporary thrill of feeling big and important is a very costly activity, if in the bargain some student feels discouraged. A tutor should help and guide an individual in overcoming his/her weaknesses.

7. A tutor must try and differentiate between a mistake and an intentional wrong act. He/she must never let a student suffer for a minor human weakness, rather he/she should help and guide an individual in overcoming his/her shortfalls.

8. Criticizing a student publicly develops resentment. If criticism is necessary, it should always be administered in private to avoid hurting a

student's ego or to make him/her feel small in front of others. A tutor should also avoid being sarcastic or for that matter shout at students. Shouting actually denotes loss of self-control, which is certainly a very negative trait of a person.

9. While dealing with students, who are very weak, a tutor should avoid passing personal remarks on a student e.g. "you good for nothing chap" or "how did you get selected to be here". One must always be to the point and firm in the efforts of reformation. To tell students that they are stupid or beyond redemption would possibly condition them to be so.

10. A tutor is expected to watch out for any special cause of unsatisfactory behavior in his/her students. This unsatisfactory behavior can be due to personal problems, maladjustment with his/her academic routine, unwanted room-mates, medical problem or some other reason. He/she must try to help these students, as far as possible, to overcome such problems or at least show a sympathetic attitude towards them. This will help to ease the pressure on the student and improve his/her performance.

Maintain a Helpful Attitude

11. A tutor must always maintain a profile of being helpful towards all his/her wards. If a student has some specific weakness or a fault, he/she is to help assist and guide him/her to overcome it.

12. A tutor may have to deal with cases that require a severe action or punishment. If he/she has, in his/her conduct with the students, developed a reputation of being considerate, merciful and tolerant, the students would be more than willing to accept any sort of punishment awarded to them by him/her.

13. It shall be kept in mind that a tutor does not become over-familiar with the students. He/she must always maintain some distance from them and be dignified in his/her conduct and behavior. However, he/she should remain accessible to anyone who has a problem, a suggestion or some genuine grievance. It may also be understood that a busy tutor may not be accessible all the time, but that is understandable. What matters is that every student should know that the tutor could be seen privately, if necessary.

14. The students must be convinced that what a tutor says is to be done and done immediately. A tutor will be able to gain respect by being courteously firm, dignified and sure of himself/herself. Unnecessary bullying is the opposite of firmness and would result in making the students anxious and uncomfortable in his/her presence and disrespectful

in his/her absence. This bullying may inhibit the development of the students in terms of the talents or the qualities that are necessary for their grooming as good IT professionals.

Conduct During Tutorial Classes

15. A tutor is normally required to take the tutorial classes. Besides he/she also monitors and observes his/her students outside the class. He/she also watches his/her students and is keenly watched by them during their visits to his/her office for an odd job or an interview. Some points, which may be useful on these occasions, are: -

(a) **Be a Teacher** While conducting a Tutorial meeting, the tutor should act more like a teacher than as a commander wielding power. He/she must create an atmosphere conducive to learning and encourage the students to ask questions and clarify any doubts that they may have. Those who fail to understand a point should be explained the matter patiently once again.

(b) **Use of Good Humour** A tutor may, if he/she is good at narrating jokes, resort to decent jokes so as to stimulate the interest of students in the tutorial meeting. However, cheap or offensive humour should always be avoided.

(c) **Use of Correct Names** It is an absolute must for a tutor to know his/her students by name and should always call each one by

his/her correct name. Everyone appreciates being addressed by his/her correct name, so no effort should be spared in remembering correct names of all students.

(d) A tutor must exercise care in his/her conduct in the office specially when the students are around. The students have a keen eye for observing and are liable to be affected by what they observe in the conduct of tutors. He/she should be very careful in talking/passing remarks or dealing with a student having a discipline problem.

(e) It is considered highly inappropriate to snub a student in the presence of lower staff or servants. It must also be kept in mind that no student is given physical punishment at NIIT.

(f) During social get-togethers, a tutor must try and move around to meet as many students as possible, including his/her wards. Such occasions are very helpful in knowing more about your wards.

16. A tutor must keep in mind that it is not an easy task to understand human nature. As such, dealing with a group of human beings and trying to motivate them so as to make them work or utilize their energies in a positive direction is a difficult task. To accomplish this task what really is demanded of an individual tutor is to have a positive out look, compassionate attitude and consistency in working hard with the sole aim of producing IT professionals/engineers having sound moral characters.

Guidance

1. It must be remembered while guiding the students in becoming successful young IT professionals/engineers, that they have very impressionable minds. Hence they are susceptible to be influenced by all those whom they come in contact with. It is important for the Tutor that he/she practices what he/she preaches. It would be useless to emphasise upon the students that they should be self-disciplined, morally upright and God fearing, if the tutor finds it difficult to apply the same standards to himself/herself. **It may be** remembered that the standard of a particular group of students is reflective of the tutor who guides them.

2. To form the basis of guidance, under-mentioned points may be considered: -

- (a) All along the tenure of their studies, emphasis must be laid on self improvement, self discipline, and self reliance of the students.
- (b) It may be borne in mind that for the development of an individual's character and broadening of his/her outlook, acquisition of knowledge is necessary.
- (c) Potential IT professionals/engineers of the Pakistan must be made to understand that Pakistan was created in the name of

Islam and, therefore, those involved in their studies must know that it is duty of a true muslim to gain as much knowledge as possible. They must endeavor to attain the good will and pleasure of Allah. Their faith, character and competence must be exemplary. They should also refrain from developing associations and joining groups on the basis of sects, clans or areas.

- (d) Students must be instilled with the spirit of doing the right thing for the right reason as a mater of habit.
- (e) To live within one's means is a very good quality. The students should be persuaded to do so.

Counseling

3. Counseling is more specific in nature than interviews. It is occurrence oriented as opposed to guidance which, in general, is time oriented. Any untoward incident must lead to individual or collective counseling. In addition, there is a need to pursue the case till the time the student's problem is resolved. For example, if a student is frequently seen in shabby uniform, he/she should be called formally, made aware of it in a tactful manner, not necessarily giving an admonishing touch to it. His/her point of view must also be listened to intently, may be there is something

bothering him/her seriously in those days. At the same time, he/she may be told about some of his/her other positive attributes and words like, “I could never expect this from such a remarkable gentleman/lady like you”, may also be uttered. After this, he/she may be asked to come in the best uniform he/she possesses the next day. He/she will not disappoint you the following morning, if the counseling session had gone well. Appreciate his/her effort and also tell one of your colleagues to commend his/her uniform, as if by chance. The student will be out of that crunch for good. You may even find him/her to be always in the best uniform thereafter. To be able to provide effective counseling, the tutor should keep in mind the under-mentioned points: -

- (a) He must remain approachable. A student may not confide in his/her tutor or accept his/her advice willingly, if he/she feels scared of the tutor.
- (b) He must avoid being harsh with the students.
- (c) He must also recognize his/her own limitations. There could be a situation where a student may correct him/her or suggest something better. The tutor should accept it with an open mind rather than keeping a grudge against such an individual.
- (d) One can counsel a student both formally in the form of an interview or informally during an informal talk.

- (e) In case a student is found to be complicated in nature then the help of his/her parents may be taken.

STUDENT'S PERSONAL RECORD

1. Name:

2. Course No: _____ 3. Section: _____

4. Date of Joining the Institute: _____

5. Date of Birth: _____ 6. Place of Birth: _____

7. Martial Status: _____ 8. Religion/Sect _____

9. Nationality: _____

10. Town & District where brought up: _____

11. Permanent Home Address: _____

12. Father's Name: _____

Alive/Deceased

Father's Occupation: _____ Work Tel: _____

Present Address: _____

_____ Home Tel: _____

13. Mother _____ Alive/Deceased

Mother's Occupation: _____ Work Tel _____

Present Address: _____

_____ Home Tel: _____ 14.

Guardian's Name: _____

Guardian's Occupation: _____ Relationship: _____

Present Address: _____

_____ Tel: _____

Present Address: _____

_____ Tel: _____

15. particulars of Brother (s) and Sister (s)

Name	Age	Occupation	Address	Tel

16. Qualifications:

Exam	Institution	Year of Passing	Grade	%	Elective Subjects with Marks
Matric or Equivalent					
Intermediate or Equivalent					
B Sc or Equivalent					

17. **Employment**

(a) Name of Organization with address: _____

(b) Position holding:

(c) Office Phone No:

18. Games Played:

19. Hobbies and other Interests:

20. **Foreign Countries Visited**

Place Visited	Duration of Visited	Age at the time of Visit	Purpose

Date: _____

Signature: _____

STUDENT'S ACADEMIC PROGRESS SHEET

Name: _____ Class: _____ Section:
 _____ Semester No. _____

Progressive GPA/Percentage Record

	1 st Sem	2 nd Sem	3 rd Sem	4 th Sem	5 th Sem	6 th Sem	7 th Sem	8 th Sem	Remarks
Last Semester GPA									
Cumulative GPA till last semester									

Current Semester Progress

Subject	Instructor	Quizzes					Assignments					Projects	OHT / Mid Sem Test	End Semester Examination Grade	
		1	2	3	4	5	1	2	3	4	5				

STUDENT'S ACADEMIC PROGRESS SHEET

Name: _____ Class: _____ Section: _____

Semester No: _____

Progressive GPA/Percentage Record

	1 st Sem	2 nd Sem	3 rd Sem	4 th Sem	5 th Sem	6 th Sem	7 th Sem	8 th Sem	Remarks
Last Semester GPA									
Cumulative GPA till last semester									

OBSERVATION SHEET

Name: _____

Regn. No. _____

Date	Tutor's Observation	Action Taken