

Recommendation for handling difficult situations and improving relationship with students

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Outlines

- Three common difficult situations and solutions
- Prevention is better than cure
 - Several principles for avoiding difficult situations and improving relationship with students

Common Difficult situation I –

Complaint about inconsistent marking in assignments and/or examination papers

- Solution:

- Make sure whether it is true
 - If yes, apologize and remark
 - If no, investigate what is the reason to lead this misunderstanding
- Report to supervisor



Common Difficult situation II – Complaint about undue favor to some students

- Instance:
 - Student A submitted an assignment late with a reason which student B witnessed it was a lie afterward.



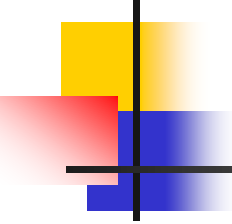
Common Difficult situation II – Complaint about undue favor to some students

- Some of the reasons:
 - “I have done the assignment already, I just forgot to submit as I had a lab just before the deadline!”
 - “I lent my assignment to my classmate and asked him to submit for me, it is not my fault!”



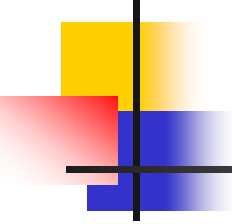
Common Difficult situation II – Complaint about undue favor to some students

- Solution:
 - Ask for concrete evidence from student A
 - If yes, show the evidence to student B
 - If no, cancel the submission or reduce mark according to the rules
 - Report to supervisor



Common Difficult situation III – Rebellion from students against some arrangements

- Instance:
 - Different time slots were assigned to different students for checking exam papers
 - Some students came at time slot which was not assigned for them without request in advance



Common Difficult situation III – Rebellion from students against some arrangements

■ Solution:

- Seriously ask them to come at their own assigned time slots to ensure fairness of other students
- If not available at original time slots, arrange another time slots after this session
- Report to supervisor



Prevention is better than cure –

Several principles for avoiding difficult situations and improving relationship with students

- Principle I:

- Keep communication with other TAs in the same course well

- Principle II:

- Strictly follow the rules set at the beginning of the course

- Principle III:

- Affirm your roles, rights and duties as a TA



Thank you!
