

FREQUENTLY ASKED QUESTIONS

- 1) **Question: As NTI distance learner, how can I get my problems solved and where do I lodge complaints or direct challenges of combining studies with work routines to for resolution?**

Answer: In National Teachers' Institute Distance Learning System (NTI DLS), problems are addressed by provision of Learner Support Services. These services are multi-dimensional in nature vis-à-vis face-to-face contact support which provides opportunities for learner-learner, tutor-learner and instructional media-learner interactions. There is also Field Operations and Students' Services Department (FOSS) which is directly in charge of operations on the field (state offices and centres) and essential services rendered to students. The department is divided into these two major divisions and also endowed with highly skilled professionals in Programmes, Guidance and Counselling (G&C) and Monitoring and Evaluation units. These professionals are ever ready to attend to issues concerning the programme and also come to the aid of students.

At the Students' Services Division, the course materials are being distributed to the field while the G&C Unit provides general educational guidance and counselling services designed to assist distance learners achieve their aims and also take complete advantage of all the facilities the system can provide. These services further assists learners to clarify their motives, meet their expectations as it affects their studies and also cater for some of the challenges besetting them. There are various procedures to be followed by students, state offices, Centre Desk Officers and Centre Managers for proper documentation and fast-tracking of resolution of students' complaints/requests, referral services and follow-up.

At the Examinations, Research and Statistics department, the Examinations' and Computer divisions take charge of the conduct, marking and processing of students' examinations and results.

At the Zonal/State Offices and Study Centre's levels, learners' problems/needs (complaints and requests) are attended to, compiled and forwarded to different departments/sections at the Headquarters for necessary action as the need arises.

- 2) **Question: What type of educational guidance service do you provide for your distance learners?**

Answer: Many had chosen to study by distance learning because it suited domestic life styles. This service provides NTI distance learners with meaningful opportunities and also assists them to clarify their motives and meet their expectations as it affects their studies thereby making DLS relevant to choice of career, deal and meet up with commonly recurring personal, educational and vocational needs, bridge the gap between decision-making during course of studies and other educational programme Develop effective study habits to increase academic competency.

In NTI DLS, distance learners are prone to having some challenges that either conflict or compete with their course of study. These complaints and requests are treated with care, resolved, referred as the case may be with follow-up action and granted at the headquarters, zonal/state offices and study centres. The roles played by each level depend on the significance and nature of the complaints. There are also designed formats that are used to present these complaints and requests for necessary action and referrals.

- 3) **Question: What are the functions of study centres and centre desk officers?**

Answer: Study centres are places/designated Institutions where face-to-face tutorial contacts are conducted by the Course Facilitators NTI distance learners.

Activities in the study centres include informal discussions over students' problems, tutorials, practicals and counselling. Students meet with their facilitators and fellow students to discuss whatever problems they encounter during the course of their studies. A Centre Manager who has under him a number of Course Facilitators heads the Centre.

Centre Desk officers (DCOs) are staff of NTI appointed by the Management to assist in the day to day affairs of a particular centre in a state. They are to remain at the centre daily and to work closely with the centre manager. Some of their functions include: acting as link between the State Office and the Centre; keeping students' records and coordinating day to day running of the centre; submitting detailed report of all activities carried out in the centre to the State Coordinator; updating students' enrolment in the centre from time to time; reporting all complaints and observations on Centre Manager, Facilitators and Students in the centre to the State Coordinator.

4) Question: What are the functions of centre managers and course facilitators?

Answer: Centre Managers are officers appointed by the Institute through the State Coordinators to oversee the smooth operation of the programmes in the Study Centres. The manager is appointed to serve as a link between the state office and the study centre. Some of the functions include: General administration of the centre; Monitoring course facilitators' and academic activities at the centre; Ensuring Course Facilitators at the centre perform their assigned roles diligently; Writing of quarterly reports on the activities of the Study Centres; Drawing up and maintaining a time-table and plan of activities for the Study Centres; Registration of students and keeping of academic/administrative records on the Programme, Course Facilitators and students; Assisting in revenue generation at the centre; Collecting from the field centre (on behalf of the students and facilitators at the study centre) educational materials, honoraria and other required items; Collecting from the study centre(s) records of students' performance, duly completed claim forms and general information about the study centre and forwards same to the state office.

Course Facilitators are subject specialists appointed to guide students on how to make proper use of NTI course materials. They maintain personal contacts with the students, thereby bridging the isolation gap between the students and Course writers. Some of their functions include: performing dual functions of facilitating learning and counselling by acting as academic guides and mentors to their students. This is usually accomplished by becoming familiar with their students' background and their individual problems through holding regular meetings and individual interviews with the students; Guiding their students on how to make proper use of NTI course materials; Maintaining personal contact with the students, thereby bridging isolation gap between them and their course writers; Administering "Tutor-Marked Assignments", collecting these assignments from students and formulating carefully considered teaching comments; Conducting and supervising practicals.

5) Question: I am one of your students and I want to change my name because I just got married. Is it possible?

Answer: Yes, it is possible because such requests by Policy are **only granted to women who got married during the programme and wish to change their surnames**. However, proper procedure must be followed whenever a female student wishes to change a name. You must write a request letter for change of name and present a marriage certificate either from the religious body or court of law contracting the marriage to the NTI State Coordinator in the NTI State Office. This

will be attached to the change of name form which will be prepared on your behalf at the NTI State Office by the NTI State Coordinator. All these documents will then be forwarded to Field Operations' and Students' Services Department, NTI Headquarters for necessary action.

- 6) **Question: I got married before I started the programme and now I want to change my name.**

Answer: Your request cannot be granted because request for change of name for women who got married before admission and registration will not be granted if it is not presented as the students' name at entry point.

- 7) **Question: I am a male student. Can I change my name?**

Answer: NO. The Policy states that change of name for either male or any other category of female students will not be granted.

- 8) **Question: I discovered that my name has been wrongly spelt when I checked my results. How will this be corrected, please?**

Answer: There are instances where students' names have been wrongly spelt on the computer printout. In such instances, students should write officially through the Centre Desk Officers (CDOs) and Centre Managers (CMs) in the Study Centres to the state coordinator who will now forward these complaints to FOSS Department for necessary action. Photocopies of the students' admission letters should be attached with the complaints for processing.

- 9) **Question: My name is wrongly spelt on statement of results. What steps do I take to correct the mistake?**

Answer: Complaints on correction of wrongly spelt names on **STATEMENT OF RESULTS already issued to students** should be lodged at the NTI state office. These are forwarded from the state office directly to Academic Records Office (ARO), NTI Headquarters for necessary action. The original statement of results in question and photocopies of the students' admission letters should be attached with the complaints for processing.

- 10) **Question: My name is wrongly spelt on my certificate. How will this be corrected?**

Answer: Complaints on correction of wrongly spelt names on **CERTIFICATES already issued to students** are to be lodged at the NTI state office and forwarded directly to Academic Records Office (ARO) for necessary action. The original certificates in question and photocopies of the students' admission letters should be attached with the complaints for processing.

- 11) **Question: During the last examinations, I discovered that my name was omitted on the computer list when the attendance was being taken and I have completed my registration. What must I do, please?**

Answer: Omission of names on computer could be due to technical error of omission. In such cases, students should simply send their complaints through the CDOs/CMs to the state coordinator, who will now forward the complaints to Academic Record Office (ARO) for immediate rectification. Photocopies of their

admission letters should be attached to the complaints to prove the genuineness of the case and admission.

12) Question: I am having difficulties in coping with the course I chose. Is it possible to change my course?

Answer: Yes, it is possible. If any student wishes to change course, he/she should apply through state co-coordinator to ARO. Request for change of course is considered only in Cycle 1 to ease the processing and also avert distortion in academic records. Any request that comes afterwards will not be considered. Compliance to admission requirements will also be considered by ARO before this request is granted.

13) Question: I am in NCE 2. I have a challenge which is making it difficult for me to cope with academics and the programme for now. In fact, I have missed contact sessions and I don't think I can meet up with examinations. I don't want to abandon the course just like that. Please, advise me.

Answer: There is no problem. Students can break from the programme, that is, withdraw temporarily or permanently due to some circumstances beyond their control. **Temporary withdrawal** allows a student to break away from the programme for a minimum of 1 (one) academic session (i.e. 2 semesters) or a maximum of 2 (two) academic sessions (i.e. 4 semesters) before resumption. **Permanent withdrawal** implies that a student has totally disengaged from NTI Programme.

Therefore, if students have any need to withdraw temporarily from the programme, they must officially request for this and complete a withdrawal form in triplicate at the centre and state office for necessary action. A copy of this form and other documents shall be forwarded to FOSS Department and also kept at the state office and study centre for record purpose. The student is expected to keep a copy to serve as reference point at expiration of the withdrawal period and resumption.

It is therefore essential that students officially request for withdrawal (if the need arises) in accordance with the stated procedures for official acknowledgment and re-admission processing.

10.0 Question: If I request for temporary withdrawal, what must I do at resumption?

Answer: Students who temporarily withdrew from the programme due to one reason or the other will be re-admitted after the official expiration of the withdrawal period. Before students can be re-admitted to continue with their studies, it is expected that the standard procedure for withdrawal has been followed to aid the re-admission process.

11.0 Question: What are the standard procedures for re-admission processing?

Answer: The rules and regulations on re-admission procedures are as follows:-

- a) Student having had a break from the course after two years/sessions (that is, 4 academic semesters) shall be re-admitted into Cycle 1 as a fresh student (the last cycle from which he/she disengaged notwithstanding).
- b) Student who did not complete a particular cycle/semester before withdrawal would be readmitted into the same uncompleted cycle/semester afresh, that is, from first semester.

- c) Student who completed a particular cycle/session before withdrawal and had written the 1st and 2nd semester examinations would be readmitted into the next cycle.
- d) Students can also request for re-admission into another centre or state, as the case may be.
- e) Request for re-admission must not be delayed for processing and updating within the minimum of 1 academic session (2 semesters) or a maximum of 2 academic sessions (4 semesters).
- f) Students must present a copy of the withdrawal form on resumption to aid administrative purpose and re-admission process.

12.0 Question: I am one of your students and I have been transferred from my work station to another state. Is it possible to transfer my course of study?

Answer: Yes. The flexible nature of Distance Education programme gives room for students to transfer from one state to another state (inter-state transfer) and from one study centre to another centre (intra-state transfer). However, there are rules and regulations guiding the transfer requests. Students are therefore strongly advised not to delay in making their requests known to the state co-coordinator who will complete a transfer format and other necessary documentation that will be forwarded to the receiving state and NTI headquarters for necessary action.

13.0 Question: I am one of the PGDE DLS students who just gained admission. I have paid tuition fees but I cannot start the programme this session again due to some circumstances beyond my control. Please, advise me.

Answer: You will simply request for deferment of the programme till next year. This is a process that allows PGDE students who were given admission but cannot commence or continue with the programme due to one reason or the other to reschedule the programme to the next academic session. Just go to NTI state office and officially request for deferment. You will complete a deferment form that will be sent to NTI Headquarters for processing. A copy of this form will also be kept by you to serve as reference point for resumption at expiration of the deferment period.

14.0 Question: I am a PGDE student. I have a challenge which is making it difficult for me to cope with academics and the programme this semester. I have missed some tutorials and I don't think I can meet up with examinations. I don't know what to do.

Answer: You don't have problems. You will only request for deferment. Students can defer their course of study after registration and commencement of tutorials due to unforeseen circumstances. Just follow proper procedures and officially request for deferment at the state office. A deferment form will be given to you to complete in triplicate. A copy of this form shall be retained at the state office and at the Centre while the other copy will be sent to NTI Headquarters for necessary action. You will also keep a copy to serve as reference point at expiration of the deferment period and resumption. Please note that you will carryover any examination and other academic requirements paper(s) you have missed within that period at resumption to guard against distortions in your academic records.