

**Process & Operations Management Tutorial
Class of December 2014
P2 March/April 2014, Fontainebleau**

1. How many sessions did you take:

Text Response

4

4

3

all

all of them

4

all

4

4

2

3

4

3

All of them

2

All

All

All

All

All of them

Almost all, missed one.

3

All sessions

4

4

3

3

4

All

5

4

3

4

3

4

All

all

4

4

1

3

4

4

2

2

2

4
All of them (4 or 5)
3
2
All
4
4
2
All
3
5
2
3
3
all
3
2
4
3
4
All of them
4
All
All
all of them
3
4
4
4
4
4
3
2
4
2
3
all
4
6
all
4
4
4
3
All but the first one

2. How effective were the tutorials in helping you to understand the core course?

#	Question	1	2	3	4	5	Total Responses	Mean
1	Unsatisfactory:Excellent	0	0	2	23	65	90	4.70

Statistic	Unsatisfactory:Excellent
Min Value	3
Max Value	5
Mean	4.70
Variance	0.26
Standard Deviation	0.51
Total Responses	90

3. How effective were the tutorials in helping you to do the class exercises?

#	Question	1	2	3	4	5	Total Responses	Mean
1	Unsatisfactory:Excellent	0	1	3	19	67	90	4.69

Statistic	Unsatisfactory:Excellent
Min Value	2
Max Value	5
Mean	4.69
Variance	0.35
Standard Deviation	0.59
Total Responses	90

4. How much did you learn?

#	Question	1	2	3	4	5	Total Responses	Mean
1	Unsatisfactory:Excellent	0	1	1	34	54	90	4.57

Statistic	Unsatisfactory:Excellent
Min Value	2
Max Value	5
Mean	4.57
Variance	0.34
Standard Deviation	0.58
Total Responses	90

5. The effectiveness of the tutor (Ruslan Momot) teaching this course?

#	Question	1	2	3	4	5	Total Responses	Mean
1	Unsatisfactory:Excellent	0	0	1	12	76	89	4.84
Statistic				Unsatisfactory:Excellent				
Min Value				3				
Max Value				5				
Mean				4.84				
Variance				0.16				
Standard Deviation				0.40				
Total Responses				89				

6. Comments

Text Response

we like ruslan!!!

Better than karan

He's awesome!

Ruslan was a fantastic tutor and I probably learned more from the tutorials than in the actual class itself! Well done!!

Ruslan is an excellent tutor who engages well with the students. He is also very clear and concise. His review/ recipe sheets are extremely helpful as well.

Very good for a first timer in delivering tutorials to MBA

Very good for a first timer in delivering tutorials to MBA

Ruslan displayed good teaching skills, great listening skills and very good structure.

Very useful

Very well prepared and enthusiastic.

Good job!

Tutorials start very structured but end a little unstructured because of either time pressure or remarks from the students that take up too much attention.

Ruslan was very effective and explained exercises and concepts very well

Ruslan was an excellent tutor, however, he was sometimes less effective near the end of the tutorial.

Ruslan was great. While I learned a lot of big picture things from Karan, Ruslan was very good at getting into the technical stuff that it seems we will be tested on.

Many thanks Ruslan!

Really useful clear explanations of quite tricky topics.

Ruslan effectively broke down the problems very clearly which enabled me to easily apply the frameworks. He also explained concepts well so it was easy to understand the logic behind the solutions and how the problems related to process improvement tools.

Ruslan was the best tutor thusfar. He

tutor was excellent, explains very well

Ruslan did a great job! He has very good command of the material and has ease in communicating it.

Very responsible tutor and able to explain theory clearly. Willing to help on students that need more assistance our of office hours

The notes for each tutorial, preceding the tutorial questions, were very well put together, and invaluable in aiding the comprehension of the quantitative aspects of this course.

Great supplement to Karan's lesson

excellent tutor. Complemented Karan's class nicely. The handouts were great as well

really useful, well structured and pitched perfectly - thank you!

Very good tutor. Thanks a lot

I understand that this was tutor's first experience of teaching an MBA class. I think he did well within that scope. He can definitely improve but as a first timer this was a very credible performance.

Ruslan did a really great job

Very clear and well-organised tutorial. The materials distributed were extremely well prepared and useful.

Brilliant tutorials!

Great tutor!!

I thought the tutorials were good in explaining the practical side in POM. In class, the discussions tended to be more towards business models from an strategic operations perspective.

Good communicator.

God communicator.

Great job Ruslan!

You could tell the teacher really enjoyed the subject and enjoyed teaching us. Good job.

Very good tutor.

The tutorial was essential in mastering the course material taught there. The tutor's role on few occasions expanded beyond just reiterating what was taught in class (as class was more focused on business models and innovation, and tutorial was more core math driven) and actually teaching new concepts, which the tutor handled very well (even though it is typically beyond the scope of tutorials).

The best tutor we have had. Helpful, charismatic, patient and hard-working

I found Ruslan energetic and eager to help students.

Ruslan is a very committed teacher

Ruslan was a great tutor - he really helped us understand the concepts, which was so important considering that they were not taught in class at all. He always came prepared and was professional and knowledgeable. Best tutor at INSEAD!

Ruslan is an excellent tutor. He teaches with confidence and also makes the class fun.

overall it's a great experience. And the tutorials definitely helped me prepare for the exam.

excellent tutorial and professor

Tutorials are unrelated to the course content (but cover the questions on the exam)

Ruslan is the premier tutor at INSEAD. I have never met a TA that cares so much about his students. He made "recipes" for problems, which really made them much easier. He is the first tutor I've ever seen that does this. On a personal note, I think at INSEAD, some tutors really just want to leave as fast as possible. Ruslan is not like that. He stays around and wants to help students. He doesn't mind being bothered by students. It is tutors like Ruslan that make me feel confident that INSEAD produces incredible students. He is also incredibly kind and patient. If only all tutors were like Ruslan. It is also why Ruslan's tutorial was the most well attended tutorial out of any class we have had at INSEAD. I know this as a fact, because I attend every tutorial and Ruslan's are always packed. You can't even find a seat.

Tutor should slow down and make the writings on the board more neat, but still excellent tutor overall. And please make sure to finish on time!

7. What suggestions, if any, do you have to enhance the relevance and strengthen the coherence of the tutorials?

Text Response

awesome

The tutorial can focus more on the conceptual understandings of the models in addition to the solving them quantitatively

Keep the theory wrap ups and the summary sheets. Chose slightly more sophisticated examples where identification of parameters is less obvious such as the final exercise on powerplant baseline and peak.

ok

NA

more review problems please!

They were very relevant already.

n.a.

have a couple extra tutorial to do the more difficult exercises as due to time constraints could only do the easier exercises

N/A

Increase 1-2 more classes

Give him Apmhi A next time. The POM prof focuses on the "showbiz" aspect of the course - talking about companies, people and business models. The tutorial is pretty much what the exam is based on, and is strongly recommended.

Nil

none, i thought Ruslan was fantastic and really helped me understand

Could be more forceful.

Less on theory teaching but more on exercise solving

No specific suggestions. The tutorials were well structured and organized. One downside was that they were quite crowded, so sometimes the pace was naturally slower because of it, so possibly splitting them into more sections could be considered.

More tutorials

More tutorials

None

8. What are the tutor's main teaching strengths?

Text Response

clarity

Explains really well. knows material, great interaction skills.

He understands the content very well

Recipes!

Explaining everything in a very logical, step by step method and making an unfamiliar subject (to many) seem manageable. A very friendly and approachable guy, who seemed genuinely interested in helping us to understand the material. Clear love of the subject.

Great interaction skills, explains material really well and knows all the topics and material

Depth of knowledge and authenticity

Tries hard, interactive, good pedagogy, good material

Clarity & enthusiasm

Humor, patience, preparadeness

Clarity

Knows the concepts very well. Clearly able to communicate key ideas. Able to keep the class engaged. Humorous!

Good at keeping people's attention and answering questions; clear explanations

Patience, dedication and ability to structure answers and provide recipes
Very clear explanations. Perfect pace going through the questions.
Enthusiasm for the subject, engagement with the class, good voice projection
Ability to use relatable examples to demonstrate concept so it is easier to grasp Infuses
humour into his teaching Committed and well-prepared Explains well and clearly
He uses humor to create a fun atmosphere in the classroom. He clearly enjoys himself in the
classroom. He knows his things thoroughly, builds in practicality, and answers questions
thoroughly. His teaching was very effective.
explaining clearly
N/A
Ability to articulate complex concept by using simple sample
Very patient and responsive to student needs. Communicates well via email.
He has a great sense of humour, is humble, and seeks feedback.
Clarity in teaching and structured approach to the problem solved in class
funny, engaging, knowledgeable
Strong fundamentals. A desire to improve. Solicits regular feedback.
Very clearly runs through the concepts
It was Ruslan's first time teaching tutorials and I think he did a great job.
Clear, structured explanations of operational problems Sense of humour
I thought he explained really well.
Clarity
Clear explanations, well prepared, good examples. Ability to answer questions clearly.
Very easy going, good sense of humour, able to explain concepts well. very much so
appreciated process steps to solving problems.
Methodical, step-by-step application of the frameworks
Smart, organized and able to convey the material in simple terms. Excellent teaching skills,
especially considering this is his first cohort.
I believe the strength of Ruslan is his excellent knowledge in the subject.
commitment, pragmatism
Good attitude, friendly approach and prompt emailing of solutions after the tutorial
Understands the content completely and he is also funny.
Simple and articulate
The tutor is clear, efficient and is a good communicator.
Ruslan was very helpful and friendly. His 'recipes' are a great help!
Very conscientious and organized in solving mostly math issues. Very good at using
humor/small jokes, etc. to keep students engaged.
Knowledge and ability to explain concepts in a easy way
Really really good! Explains very clearly, uses humour, actually found the sessions very
useful and interesting
- He genuinely cares about students - He knows exactly what students will ask - He is just
incredibly smart and sharp.
Patience! And being quite kind and having a sense of humour.

9. In what respect could the tutor improve his/her teaching?

Text Response

more tutorials

everything was great!

He can include more conceptual examples in addition to quantitative ones

He's a bit shy and dry. Maybe liven up a bit.

Perhaps making correlations between the problems and how you can utilize these methods in the real world. But not much else comes to mind- Ruslan was fantastic!

Listening ability and structure

Experience. Time will help him out.

Time keeping

Better cope with remarks from the class (concise answers, option to take it offline, and move on)

NA

Sleep well before class :). Or timing, maybe

none whatsoever

Better manage time of the lecture rather than rush through the material at the end of each tutorial

He could work on his English pronunciation to get that last 10% to achieve mastery.

N/A

He is doing a great job!

Nil

n/a

Improve his confidence. After this class I'm sure his confidence has been boosted. But he can be more self confident especially when he knows his stuff.

Sometimes his time management wasn't ideal - rushing a bit towards the end.

Control the flow of the tutorial a bit better (sometimes students asked too many/repetitive questions), but that will be easier with experience.

Just keep going, Ruslan will probably feel more comfortable with time, but I thought he did a great job!

better time management, to make sure he manages to go through the questions, which I think is more important than the theory most people covered already (or should have covered already).

Nothing particular that won't come on its own with time and experience in teaching in front of a big auditorium. Great performance overall.

Gain more teaching experience / confidence

none.