

## Art of asking a Query to Faculty

---

Dear Student Friends,

Today I would like to discuss something important as well as funny.

We often get lot of queries from students due to online coaching. However, it takes lot of time to answer it. Sometimes, it takes 2 to 4 communications, just to understand the query asked.

I am providing some examples and suggestions below to help you to ask query in a proper way to any faculty. It will save your time as well as faculty's time. In addition to that, it will improve your communication skill and image in the eyes of faculty.

So, please read on, and if you agree with it, then please implement it.

### **Suggestion 1 :**

Please ask the query through email only and not on phone call.

### **Reason :**

You may come across with a query at any time, when you are studying. However, faculty may not be free at that time. A faculty may be in the classroom or driving a car or is busy in the meeting or taking food or taking rest etc. It is better to put it through email as per your convenient time. Faculty will reply it, whenever he/she gets free time. Faculty needs to be equipped with the resources like calculator, classroom notes, books, ICAI modules etc. to answer your query properly.

### **Suggestion 2 :**

Please mention the important details in your email like : (a) Your name (b) Subject name (c) Stage i.e. Inter / Final (d) Reference of Question i.e. Version no., Volume no., Question no., Page no. etc. (e) Exact nature of your query and (f) Proof of your admission or purchase.

### **Reason :**

Unless a faculty understands who are you, at which level you are studying, which question you are referring and the exact nature of your query, he cannot answer it properly. It will avoid multiple communication for the same issue.

**Suggestion 3 :**

Don't use SMS (short cut) language in your email.

**Reason :**

A faculty like me may not understand it's meaning and it will lead to wrong / incomplete communication. Now a days, we are experiencing this SMS language in the answers written by students in ICAI exam also. Writing a complete message will help you to improve your written communication in a professional manner. It will also be helpful to you in your professional career after becoming CA. Good communication skill is the backbone of our profession.

**Some Funny examples of Query asked**

**Example 1 :**

Sir, I am unable to understand from where we got a figure of 12,230.

**Comment :**

If you are a faculty, how will you answer this question? You should be a mind reader to answer the above query.

No reference of subject, question no., page no. and the faculty is supposed to understand and answer the query.

**Example 2 :**

I am your student and I am unable to understand Q. No. 28 from page no. 148 of your Volume II notes.

**Comment :**

Lot of improvement in asking a question as compared to example 1.

However, it is not yet clear to the faculty what is exactly your query. From where a faculty should start answering the query. Do you need the whole question & answer to be explained again? Be **very specific** while asking a query.

**Example 3 :**

Sir, my attempt is in May xxxx / Nov xxxx. What should I study or How should I study or What is important for this attempt ?

**Comment :**

A faculty needs to be **an astrologer** to answer the above question.

I have a habit of discussing the entire study plan in the classroom. The study should be in 3 stages : (a) First time learning (b) Revision and (c) Self testing through mock tests.

You are grown up now and doing a CA course. You have studied earlier and cleared many exams before reaching this stage. If you have understood the concepts very well, then you should be confident of answering any question asked in the exam.

Friends, this list could be unending ... and I should stop somewhere.

**Wish you Happy Learning and hope to see you as CA soon!**

\* \* \* \* \*