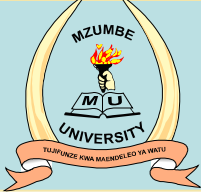
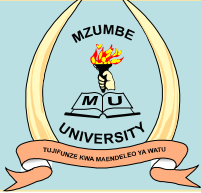
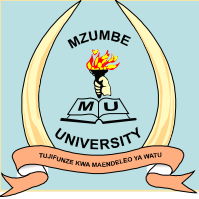


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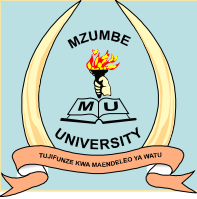


Report on Self Assessment of Students Services (Accommodation)



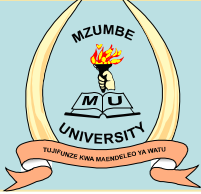
Introduction

- The assessment committee is composed of four persons
- 2 persons represented users of the service and 2 persons represented providers of the service
- The process of assessment started by orientation seminar organised by Quality Assurance Directorate
- Thereafter orientation to other subordinate staff about EFQM, users and employees satisfaction questionnaires were done



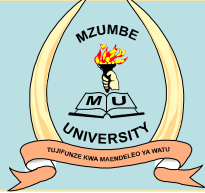
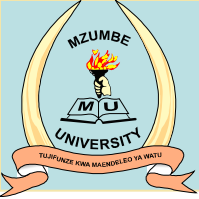
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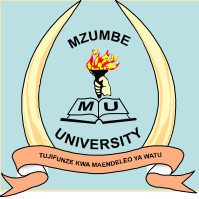
Introduction

- 65 members were given questionnaires to fill.
- The filled questionnaires were then submitted to quality assurance Directorate for analysis
- The committee was guided to write the report based on the analysed results



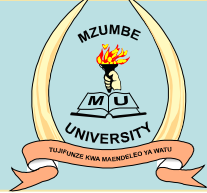
Introduction cnt

- The departmental organization
 - Dean of Students (1) Head
 - Assistant Dean of Students (1)
 - Accomodation Unit (8Janitors)
 - Sports and Games Unit (2)
- The Dean of students and the Assistant Dean of students have Master's degree in Education.



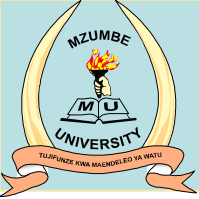
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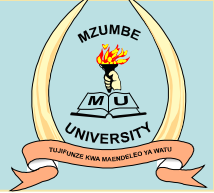
Introduction cnt

- Janitors' qualifications vary accordingly. 1 has Advanced Diploma in social work, 4 Janitors have Ordinary Diploma in Education, 1 Janitor has a Diploma in Stores management and 1 Janitor has a certificate in stores management and 1 Janitor has ordinary form four education.



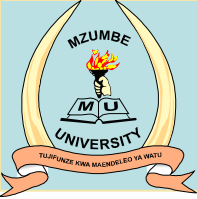
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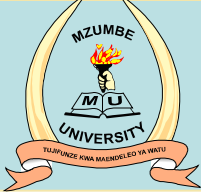
Introduction cnt

- The general objective of the department is stated in the Mzumbe University Charter 2007 part VI 48 (2)proper, efficient and effective administration of the affairs and general welfare of the students of the university. Specific objectives are to:
- Provide high quality accommodation services to all in campus undergraduate and post graduate students.
- Provide guidance and counselling services to students for their personal and social issues as well as their governing body.
- Facilitate sports and games for students



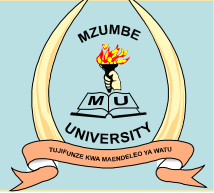
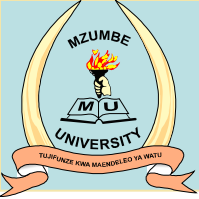
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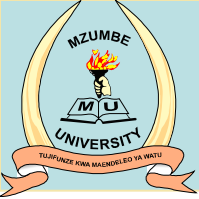
Introduction cnt

- Stakeholders of the department are Students.
- The community around provides accommodation for the off campus students.
- 3 cleaning companies for the halls of residence are outsourced. 1 company cleans inside the halls of residence. 1 company cleans outside the halls of residence and 1 company collects sanitary bins .



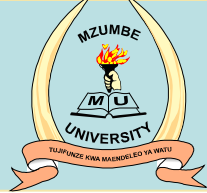
Questionnaire sample

- Sixty five (65) questionnaires were distributed randomly to both the departmental staff and the users. 8 EFQM to departmental staff, 2 EFQM to students. 45 user satisfaction to students:(10 1st years, 10 2nd years 10 3rd years, 10 in campus masters students and 5 off campus masters students).10 employees' satisfaction forms were filled by the departmental staff.
- The questionnaires were self administered to Individual employees and users.
- Results were analyzed statistically and revealed strength and areas for improvement as shown in the following graph

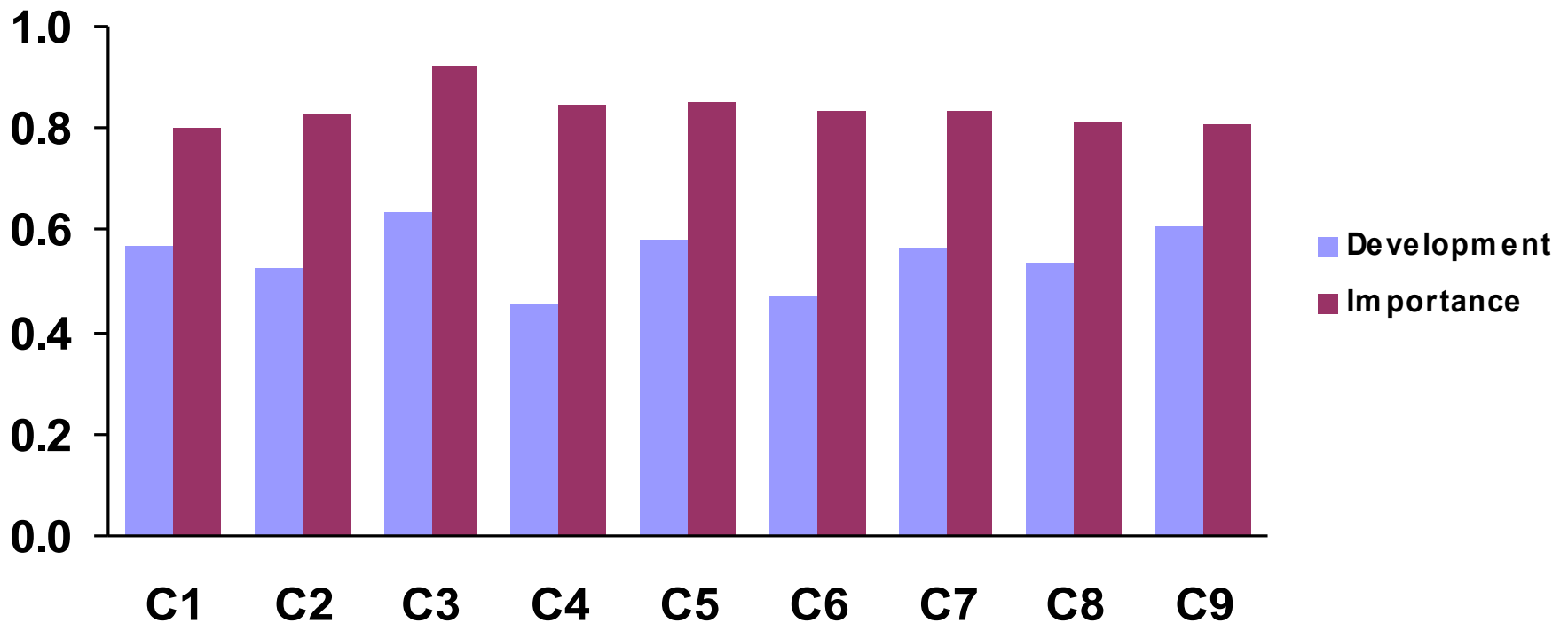


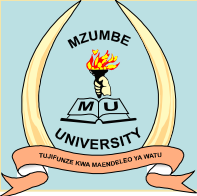
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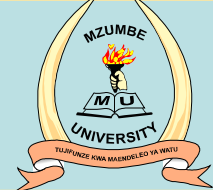
Findings- General





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STRENGTHS, AREAS FOR IMPROVEMENT, IMPROVEMENT ACTIONS

1. LEADERSHIP STRENGTHS

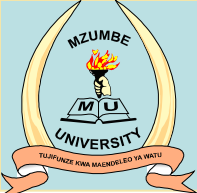
AREAS FOR IMPROVEMENT

1.1 Unit Management team gets involved in the drafting of the fundamental objectives of the unit

1.2 The unit management team has not created awareness to the staff members about the unit organisational structure as it helps to achieve the expected results

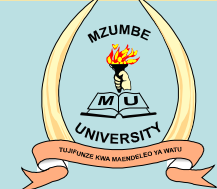
1.3 The unit management team is available to the staff and is involved in the reward of the efforts deployed by the employees and the teams

1.4 The unit management team meets students, academicians and other stakeholders regularly



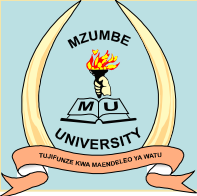
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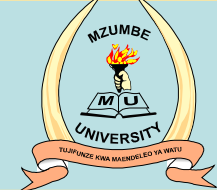
3. STRENGTHS, AREAS FOR IMPROVEMENT, IMPROVEMENT ACTIONS

2. POLICY AND STRATEGY STRENGTHS	AREAS FOR IMPROVEMENT
2.2 Key factors for the unit success are established through OPRAS	2.7. There is weak harmonisation of tasks and available financial resources
2.3 The unit identifies objectives and targets from the Institution strategic plan and annual action plan	



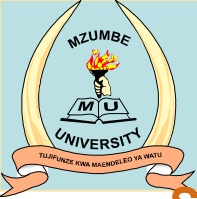
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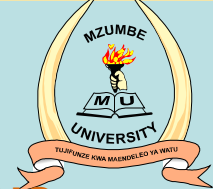
STRENGTHS, AREAS FOR IMPROVEMENT, IMPROVEMENT ACTIONS

3. PEOPLE STRENGTHS	AREAS FOR IMPROVEMENT
3.1. Training and career progression are well done. The human resource training reflects the needs of the strategic plan and the objectives of the unit. Currently 1 employee has graduated from the Institute of social work and another one is pursuing certificate course in social work	
3.4. Employees think that they are well informed and their opinion are taken into account	
3.5. There is smooth communication among employees and between leaders and employees	
3.6. The unit recognises and rewards employees efforts that significantly contribute to the success of the unit through verbal appreciation	



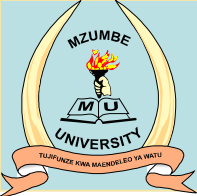
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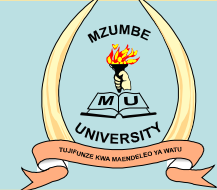
STRENGTHS, AREAS FOR IMPROVEMENT, IMPROVEMENT ACTIONS

4. PARTNERSHIP AND RESSOURCES STRENGTHS	AREAS FOR IMPROVEMENT
4.5.The unit evaluates and revises the resource utilisation through reallocation of funds based on results of evaluation during the implementation of the action plan	4.1. The unit has not identified and actively involved key collaborators (persons and institutions).
	4.3. The impact of the collaborators is not evaluated in the unit performance



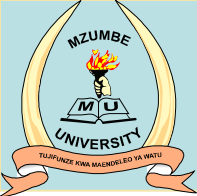
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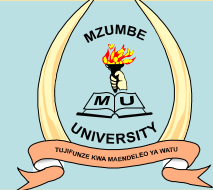
STRENGTHS, AREAS FOR IMPROVEMENT, IMPROVEMENT ACTIONS

5. PROCESSES	
STRENGTHS	AREAS FOR IMPROVEMENT
5.2. The unit has developed process indicators through the action plans	5.6. No user satisfaction questionnaires distributed and filled
5.3 All stakeholders are properly informed about the changes introduced in the processes of the University	
5.4. The unit measures if the changes introduced in the processes have positive results	
5.7. There are continuous improvement of key processes of the unit for example change of quality of beds and mattresses, rehabilitation	



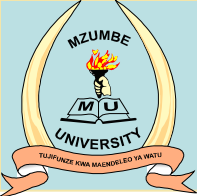
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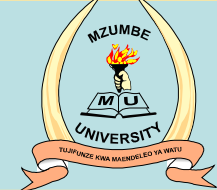
STRENGTHS, AREAS FOR IMPROVEMENT, IMPROVEMENT ACTIONS

6. CUSTOMER RESULTS STRENGTHS	AREAS FOR IMPROVEMENT
6.4 Smooth communication exists between the employees and users of the unit	6.1 The unit does not assess users' satisfaction level on a regular basis
6.5. The unit provides a prompt and adequate response to users complaints	6.2.Users satisfaction is not adequate due to the fact that more maintenance work needs to be done to the halls of residence
6.6. Users are aware of all activities of the unit	6.3.User satisfaction is not higher than the previous year
6.7 The activities of the unit are adequately disseminated throughout the university	6.9 We do not think that users evaluate the unit in a more positive way compared to other units



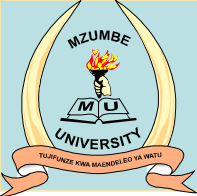
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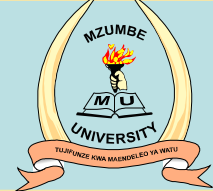
STRENGTHS, AREAS FOR IMPROVEMENT, IMPROVEMENT ACTIONS

7. PEOPLE RESULTS STRENGTHS	AREAS FOR IMPROVEMENT
7.1 There is satisfactory relationship among the employees in the unit	7.4 Inadequate material resources for example the unit is lacking enough computers for record keeping.
7.2 The work is positively evaluated within the unit	
7.3 The relationship between the employees and the leaders is good	



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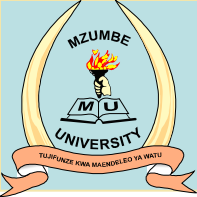


STRENGTHS, AREAS FOR IMPROVEMENT, IMPROVEMENT ACTIONS

8. SOCIETY RESULTS STRENGTHS

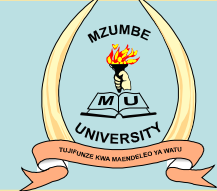
AREAS FOR IMPROVEMENT

8.5 The unit avoids any type of discrimination and provides an easy access to people with disability and minorities for example more than 95% of undergraduate female students are accommodated in campus



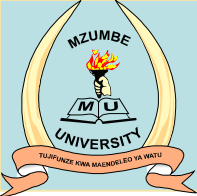
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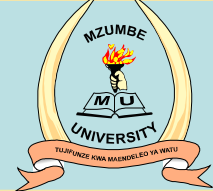
STRENGTHS, AREAS FOR IMPROVEMENT, IMPROVEMENT ACTIONS

9. KEY PERFORMANCE RESULTS STRENGTHS	AREAS FOR IMPROVEMENT
9.4 The annual action plan is fully implemented	
9.5 The timetable i.e semester system is fully respected	
9.6 The unit achieves better results when compared to other units. Employees are positive minded about performance of their unit	
9.7 The users of the unit get a maximum benefit of the resources and services offered by the unit	
9.8 The number of users increased positively in the last three years , due to increased number of students enrolled to the university	



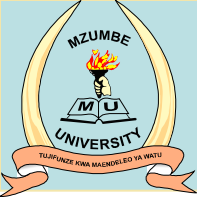
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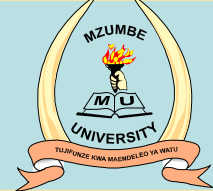
USER SATISFACTION RESULTS

STRENGTHS	AREAS FOR IMPROVEMENT
The users' timetable is appropriate.e.g time to be issued a room at theinadequate. beginning of the semester	The access to the service facilities is inadequate.
Users know clearly to whom they have to address questions or requests	The Unit does not provide a quick answer to the needs and problems of the users.
The personnel informs in a clear and comprehensive way over the procedures, delay and required documentation for the unit.	In general the service provided is not satisfactory.
The treatment received is respectful.	



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USER SATISFACTION RESULTS CONTINUED

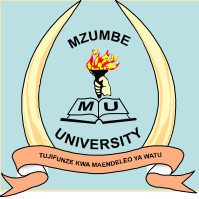
STRENGTHS

The personnel of the unit are qualified to perform the tasks required by the unit.

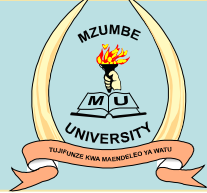
The information obtained corresponds to the information required.

AREAS FOR IMPROVEMENT

The Unit does not offer adequate answers to the complaints and suggestions of the users.

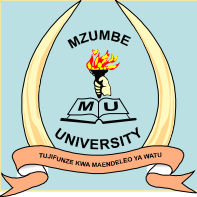


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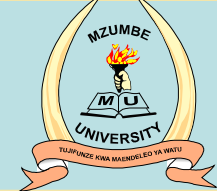


EMPLOYEES SATISFACTION RESULTS

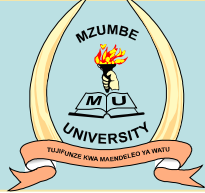
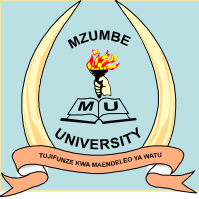
STRENGTHS	AREAS FOR IMPROVEMENT
In general the work is interesting.	Employees do not fully enjoy sufficient autonomy to perform their work adequately.
The work requires achieving a variety of tasks.	Employees do not fully participate in the decision taken upon the functioning of the unit.
The work allows learning and development of new competencies.	Employees are not satisfied with their salaries.
Creativity is an essential asset to the job	In the unit there are no advancement opportunities.
There is great amount of responsibility to carry out the required tasks.	
There is awareness of the tasks required to execute out the job.	



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EMPLOYEES SATISFACTION RESULTS

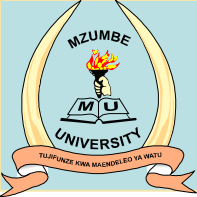


STRENGTHS	AREAS FOR IMPROVEMENT
The job is acknowledged.	
Holidays and resting periods are adequate.	
The timetable is satisfactory.	
The working place is convenient for adequately performance of the tasks	
The director of the department knows how to conduct the work efficiently.	
The director of the department keeps good relationship with the employees.	
Employees have good relationships amongst themselves	
Generally the work is satisfactory.	

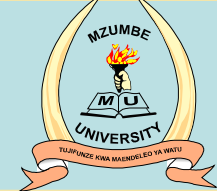


4. IMPROVEMENT PLANS

The Unit came out with 14 areas for improvement. The improvement plan is summarized in the table below.

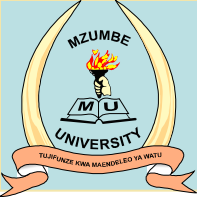


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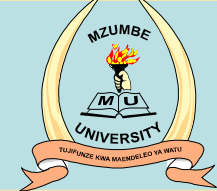
Improvement plan as per EFQM

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
1.0. Creation of awareness of the unit organisational structure	To organise one day awareness creation workshop	Dean of Students	10/5-14/5/2010	Funds for Stationery, venue, refreshments	Invitation letter Workshop report



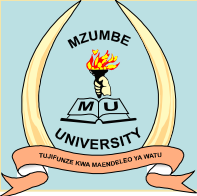
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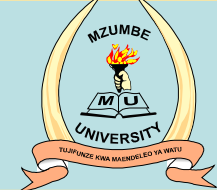
Improvement plan as per EFQM

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
2.0.Establishment of Service provision standards	To set standards for service provision. To benchmark on the best practices elsewhere To train employees and collaborators	Dean of Students	22/3-30/3/2010	Funds for Stationery Facilitator	Standard tools in place Training report



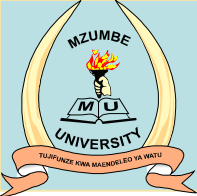
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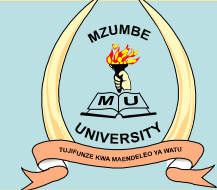
Improvement plan as per EFQM

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
3.0.Harmonisation of tasks and available financial resources	To organise Departmental meeting for prioritisation of the unit activities	Dean of Students	6/7 – 15/7/2010	Funds for Stationery, refreshments	Minutes of the meeting Unit Action plans



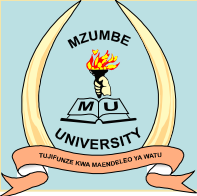
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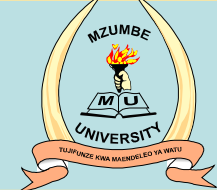
Improvement plan as per EFQM

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
4.0. Mobilisation of the material resources	To solicit funds To purchase material resources as per the priority and the availability of funds	Dean of Students, Assistance Dean of students	1/7 – 30/7/2010	Funds for Stationery, refreshments	Number of material resources available



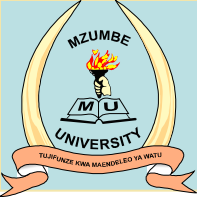
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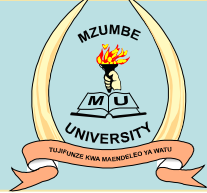
Improvement plan as per EFQM

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
5.0.Dissemination of the unit activities to the stakeholders	To develop unit service charter	Dean of Students	1/08-30/08/2010	Funds for Stationery	Unit service charter in place
	To disseminate unit activities throughout the university by using the university website				Unit activities in the University website.
	To produce brochures				Brochures produced and distributed.
	To meet students regularly.				Meetings' minutes



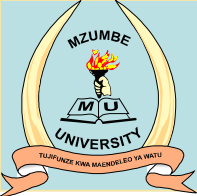
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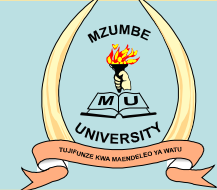
Improvement plan as per EFQM

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
6.0. Establishment of a training and career progression plan	To conduct Training Needs Assessment(TNA) to determine gaps To develop a training plan To implement the plan	Dean of Students, Heads of sections	30/9/2010 onwards	Funds for Stationery	TNA report Training Plan in place



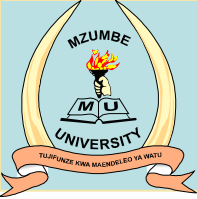
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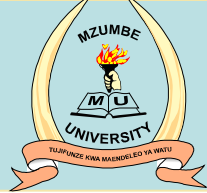
Improvement plan as per EFQM

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
7.0. Establishment of mechanism to assess user satisfaction	To adopt user satisfaction questionnaire To sensitize the users on the users satisfaction questionnaire. To distribute and analyse the questionnaire. To disseminate the results.	Dean of Students,	20 – 30/12/2010,30/3/2011, 30/6/2011	Funds for Stationery And refreshments	User satisfaction Questionnaire in place. Sensitization plan in place User satisfaction report



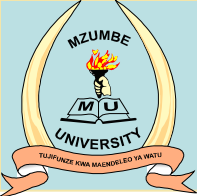
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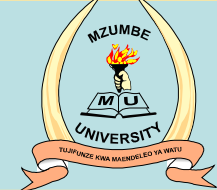
Improvement plan as per EFQM

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
8.0. Identifying and actively involving key Collaborators of the unit within the University	To identify key collaborators of the unit To organise a meeting with collaborators	Dean of Students	01/5/2010 onwards	Funds for Stationery and refreshments	Number of collaborators identified Minutes of a meeting



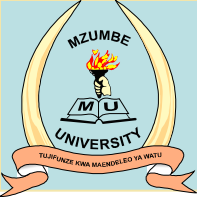
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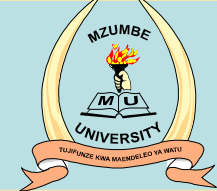
Improvement plan as per User satisfaction results

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
9.0. Establishment of mechanism for providing quick answers to users needs and problems	1.To review documents on best practices in responding to users needs 2.To design and execute almanac of the unit (meetings schedule for the department/section)	Dean of Students, Head of sections	1/6 to 30/6/2010	Funds for Stationery, refreshments	Report on best practices, Almanac for the unit Minutes of meetings Mechanism in place



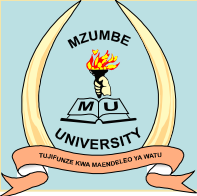
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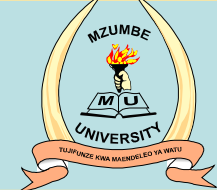
Improvement plan as per User satisfaction results

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
10.0.Improvement of users access to the service facilities	To identify capacities to offer service To convene a meeting with collaborators to discuss ways to enhance users access to service facilities To implement the agreements	Dean of Students and collaborators	01/3/2010 onward	Funds for Stationery and refreshments	Capacities for offering services identified Minutes of a meeting, Agreements in place



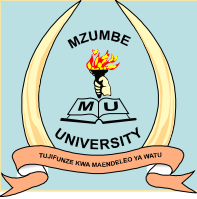
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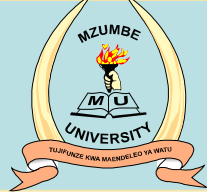
Improvement plan as per Employee satisfaction results

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
11.0. Propose to improve in the employees salaries	To organise a meeting To propose areas for improvement To forward the proposals to the university Administration for decision	Dean of Students	1/7-30/9/2010	Funds for Stationery, refreshments	Minutes for a meeting Proposal for improving the salary structure



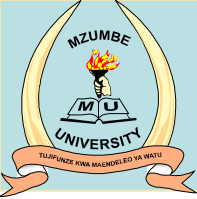
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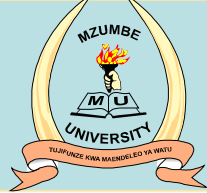
Improvement plan as per Employee satisfaction results

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
12.0. Establish development needs of Employees development plan	To identify staff development needs To plan for employees development To implement the plan	Dean of Students, Heads of section	1/10 -31/12/2010	Funds for Stationery	List of staff development needs Plan for employees development in place



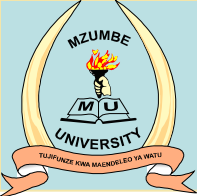
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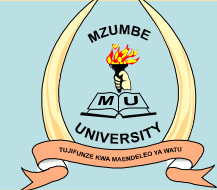
Improvement plan as per Employee satisfaction results

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
13.0. Establishments of Employees job description.	To develop job descriptions (responsibilities) for each employee. To create awareness on job description To monitor and evaluate employees performance.	Dean of Students,	1/7/2010 onwards	Funds for Stationery and refreshments	Job description in place Performance agreement signed



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Improvement plan as per Employee satisfaction results

IMPROVEMENT ACTIONS	TASKS TO DEVELOP	RESPONSIBLE FOR THE DEVELOPMENT	Starting-Ending date	Resources needed	Indicator of progress
14.0. Establishment of employees participation mechanism in decision making	To develop participatory mechanism in decision making To implement the mechanism	Dean of Students	01/3/2010 onwards	Funds for Stationery	Participatory decision making mechanism in place