



**MZUMBE UNIVERSITY  
(CHUO KIKUU MZUMBE)**

## **STUDENTS' WELFARE POLICY**

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## **LIST OF ABBREVIATIONS**

CCT:	Christian Council of Tanzania
DCC:	Dar es salaam Campus College
DHS:	Directorate of Health Services
DSW:	Directorate of Students' Welfare
DVC -AF:	Deputy Vice Chancellor - Administration and Finance
HESLB:	Higher Education Students' Loans Board
MCC:	Mbeya Campus College
MUHC:	Mzumbe University Health Centre
MUSO:	Mzumbe University Students' Organisation
MUMSA:	Mzumbe University Muslim Students' Association
NHIF:	National Health Insurance Fund
SWOC:	Strength, Weaknesses, Opportunities and Challenges
TMCS:	Tanzania Movement of Catholic Students
TUCASA:	Tanzania University Adventist Church Students Association
USCF:	University Students Christian Fellowship

## **CHAPTER 1: INTRODUCTION**

### **1.1. Background**

Mzumbe University (MU) recognizes that students' welfare services are very essential for smooth running of its key functions, which are training, research, and consultancy and outreach services. According to the Mzumbe University Charter 2007, Part VI 48 (2) states clearly that, the Directorate of Students' Welfare should offer proper, efficient and effective administration of the affairs and general welfare of the students of the University. Therefore, this Policy aims at providing clear statements on provision of students' welfare services at MU.

### **1.2. Rationale for Students' Welfare Policy**

MU became a fully-fledged University in 2001 following its existence as a Institute of Development Management since 1972. Since her establishment, students' welfare services were provided based on the provisions of the Students By-Laws, and the accommodation Policy 2013. As the students' population increases and the more complex welfare issues emerged, the University saw the need to develop the students' welfare Policy to facilitate the administration of students' welfare matters.

### **1.3. Objectives**

The overall objective of this policy is to create an enabling environment for providing students support services so that they achieve their academic endeavor and ultimately succeed in their career ambition. Specifically the objectives of this policy are to:

- (i) Ensure the availability of guidance and counseling services to needy students at all times.
- (ii) Facilitate the availability of sports and recreation facilities
- (iii) Promote and enhance good health and well-being of students.
- (iv) Ensure close cooperation with the Directorate of Health and Clinical Services in handling of the health matters of students
- (v) Ensure students participation and representation in planning and decision-making.
- (vi) Facilitate increased access to support services for students with special needs.
- (vii) Enforce students discipline by the use of Students' By-laws 2010 and other relevant legislation.
- (viii) Ensure proper handling of students' complaints and disciplinary issues in a manner that will enhance harmony at the University.

- (ix) Collaborate with all University organs to continue enhancing the educational, physical, social, emotional, and spiritual well-being of students.
- (x) Promote gender equality among students in relation to student welfare services and,
- (xi) Ensure proper handling of students' bereavement services.

## **CHAPTER TWO: STRENGTHS, WEAKNESSES, OPPORTUNITIES AND CHALLENGES (SWOC)**

The following is a summary of the major Strengths, Weaknesses, Opportunities and Challenges (SWOC) for delivering students' welfare services at MU:

### **2.1 Strengths**

- i. Existence of MU Students' By-Laws of 2010
- ii. Existence of MU Students' Accommodation Policy of 2013
- iii. Availability of catering services in all campuses
- iv. Availability of guidance and counseling services in all campuses
- v. Availability of land for expansion of infrastructure such as sports facilities, provision of hostels, classrooms and offices
- vi. Availability of spiritual counseling services to the needy students
- vii. Availability of students' governance system through students government (MUSO)
- viii. Availability of health facilities and services.

### **2.2 Weaknesses**

- i. Inadequate accommodation facilities;
- ii. Lack of information management system for managing accommodation services;
- iii. Inadequate sports and games facilities;
- iv. Lack of recreational facilities
- v. Inadequate staff for counseling services
- vi. Inadequate staff for managing accommodation services
- vii. Inadequate financial resources to cater for various Students' Welfare services
- viii. Unfriendly infrastructure for people with special needs in some buildings

### **2.3 Opportunities**

- (i) Availability of land for expansion of infrastructure for academic and administrative services at the Main campus, Iwambi at Mbeya Campus College (MCC) and Tegeta at Dar es salaam Campus College (DCC).
- (ii) The existence of National Higher Education Policy of 1999
- (iii) Availability of Higher Education Students' Loan Board (HESLB), which expands accessibility of students.
- (iv) Existence of supportive administrative and governance structure at the university.

### **2.4. Challenges**

- (i) Inadequate funds to support students' welfare service
- (ii) Inadequate procedure to control students' communication within and outside the University,
- (iii) Insufficient capacity to accommodate and facilitate students with special needs,

- (i) Lack of awareness on reproductive health, which result in unwanted pregnancies and consequential failure in academics and mismanagement of the infants.
- (ii) Inadequate enabling environment for caring for the sick students admitted in different health facilities,
- (iii) Unclear procedure to follow in the event of death of students who is away from the University i.e vacation, field practical etc,
- (iv) The existence of HIV AIDS pandemic and other sexually transmitted diseases,
- (v) Inadequate security system especially in accommodation facilities,
- (vi) Increasing incidences of substance abuse leading to criminal offence and mental health problems.

## **CHAPTER THREE: MAJOR POLICY ISSUES, POLICY STATEMENTS AND STRATEGIES**

Based on SWOC analysis in Chapter 2 major policy issues are clustered as, Guidance and Counseling, Students' with Special Needs, Accommodation, Students' Health Services, Games and Sports, Students' Government and Disciplinary Measures, International students' services and Students Bereavement. The Policy statements and Strategies for every major Policy issues are outlined below:

### **3.1 Strengthening the Director of Students' Welfare**

#### **3.1.1 Situational Analysis**

Students welfare services are coordinated by the Office of the Director of Students' Welfare which works very closely with the MU Students Organisation (MUSO). The DSW Office is poorly staffed and equipped. There is a need to recruit more staff for understaffed sections such as accommodation and guidance and counseling.

#### **3.1.2 Policy Issue**

Inadequate staff and lack of facilities in the DSW Office to enable it handle students' welfare services in a manner that is comprehensive and sustainable.

#### **3.1.3 Policy Statement**

MU shall endeavour to provide quality support services to its diverse and growing students' population in a manner that is comprehensive and sustainable.

#### **3.1.4 Strategies**

- i) Recruit more staff
- ii) Strengthen staff accountability
- iii) Plan and set adequate funds for strengthening the DSW Office to enable it handle students' welfare services effectively.

### **2 Guidance and Counseling**

#### **3.2.1 Situational Analysis**

##### **3.2.1.1 General Guidance and Counseling**

This task is currently vested in the DSW Office and undertaken by the Dean of students and the Deputy Dean of students who are also doing other administrative tasks. There is a need to have more qualified counselors who

would be serving in the following areas: Psychological and Health Counseling, Academic and Career Counseling and the Social issues Counseling.

### **3.2.1.2 Spiritual Counseling**

Spiritual / religious leaders offer this service to the needy students. This is done as referral when counselors find there is a need of this specific service. Major religious groups known by the University are Movement for Catholic Students (TMCS), Christian Council of Tanzania (CCT - USCF), Mzumbe University Muslim Students Association (MUMSA), and Tanzania Universities Adventist Students Association (TUCASA). Students are free to form religious associations if they comply with University rules and regulations.

### **3.2.1.3 Career Guidance and Counseling:**

Guidance on student employment is an important area falling under the responsibilities of the office of the DSW. This is done in collaboration with companies which are invited to come and share knowledge about their companies with students especially finalists. This helps students to explore career opportunities from private and public sectors.

### **3.2.2 Policy Issue**

- i) Inadequate professional counsellors has lead to inadequate Counselling services

### **3.2.3 Policy Statement**

In order to strengthen counselling services, the University shall

- i) Ensure availability of qualified counsellors,
- ii) Carry out social studies to identify specific students issues that needs special attention through counselling.

### **3.2.4 Strategies**

The University will indicate the following:

- (i) Increase number of counsellors by recruiting them,
- (ii) Offer basic knowledge on guidance and counselling through short courses and seminars,
- (iii) Allocate resources for social studies to be carried out.

## **3.3 Services for Students with Special Needs:**

### **3.3.1 Situational Analysis**

Recently, the number of students with special needs enrolling at MU has been increasing. The University has been giving priority to students with special needs in room allocation and other related support services as stated in the MU Accommodation Policy of 2013. The guidance and counselling unit is the one

responsible for handling students with special needs. However, we have realised that some of the infrastructure at the University are not supportive to students with special needs.

### **3.3.2 Policy Issues**

There is limited friendly infrastructure to assist students with special needs at the University.

### **3.3.3 Policy Statement**

MU shall plan to have structures and services that are conducive to the students with special needs.

### **3.3.4 Strategies**

In order to provide quality support to students with Special Needs the university shall;

- (i) Set adequate funds in the budget for infrastructure improvements to cater for students with special needs.
- (ii) Purchase equipment which will facilitate learning of students with special needs such as hearing aids etc and provide support gears such as wheel chairs, tricycles and walking sticks,
- (iii) Establish requirements for students with special needs and inform external stakeholders for support,
- (iv) Create awareness to MU community for recognition and provision of assistance to students with special needs.

## **3.4 Accommodation Services:**

### **3.4.1 Situational Analysis:**

Management of accommodation services at MU main and Mbeya campus Colleges are guided by the Accommodation Policy 2013.

The hostels are managed by wardens and janitors who also take care of the day-to-day routine activities and custodial duties. Currently, the cleaning services in the hostels are outsourced by cleaning company under contractual basis.

Due to limited on-campus accommodation, there is a growing number of students both undergraduate and postgraduates who are staying off-campus. This category of students is facing challenges such as, poor housing, lack of privacy and security, high rental charges and legal difficulties with landlords.

The category of nursing mothers is highly affected for lacking decent place for keeping their babies while mothers attending classes. The DSW office identifies the housing facilities (hostels) in the neighborhood and posts the information to

the university website for students' consumption. However, the contract agreement is between the students and the property owners.

### **3.4.2 Policy Issue**

- i) Inadequate accommodation at the University campuses

### **3.4.3 Policy Statement**

- i) In collaboration with other stakeholders, MU shall facilitate the availability of safe and well-maintained accommodation facilities for students.

### **3.4.4 Strategies**

- i) Secure the standard and acceptable accommodation facilities from private providers by collaborating with students' organisation (MUSO).
- ii) Plan and set funds for increasing accommodation facilities on campus.
- iii) Set adequate funds to cater for user friendly hostels for students with special needs and provide gadgets for safety.

## **3.5 Students Health Services:**

### **3.5.1 Situational Analysis:**

All students must be members of NHIF and it is mandatory for all of them to have NHIF cards, which are acquired at the time of registration. Students are encouraged to report to MUHC when they fall sick unless they are not at the university premises during fieldwork or vacation. In case a student is admitted or referred to other hospitals, DHS shall work closely with DSW to ensure that special attention is paid to get appropriate care.

### **3.5.2 Policy Issues:**

Lack of food support to the hospitalized students

### **3.5.3 Policy Statements:**

- i. MU through DHS Office shall ensure that students admitted at the hospital access medical treatment provided that they have either the formal medical insurance card or have paid for the required costs.
- ii. MU through DSW shall handle social issues for admitted students such as providing food and counseling to the admitted students until when they are handled to the parents or relatives.
- iii. MUHC shall recommend transfer of an admitted student from MUHC to government hospitals when need be
- iv. The University shall set aside some funds from medical capitation fee for transport to referral health facilities, or other expenses not covered by health insurance for the needy students.
- v. Food support costs shall be from their caution money

### **3.5.4 Strategies:**

- i) Advocate for establishment of system for preferential handling sick students attending health facilities.
- ii) Employ social workers for caring the sick students and other related issues.

## **3.6 Games and Sports**

### **3.6.1 Situational Analysis**

Currently the University owns three football and three volleyball pitch<sup>1</sup>. In addition, the university has four basketballs courts, three netball courts and one tennis court<sup>2</sup>, which are old and need rehabilitation. The University does not have indoor sports and games facilities. Generally, the University does not have adequate sporting facilities, and the few that are there need major rehabilitation.

### **3.6.2 Policy issue**

Inadequate sporting facilities

### **3.6.3 Policy statement**

- i) MU shall strive to renovate existing sports facilities, establish new ones including those for indoor games.
- ii) MU shall ensure that sports equipment are available for all games,
- iii) MU shall encourage all students and staff to participate in sports, games and physical exercises

### **3.6.4 Strategies**

Advocate for allocation of more funds for sports and games in the University budget.

Establish alternative source of funds to top up budget allocated for running sports from the government.

## **3.7 Students' Government and Disiplinary measures**

### **3.7.1 Situational Analysis**

MU has a students' organization called the Mzumbe University Students' Organization (MUSO) and its operations are guided by a constitution, which has

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<sup>1</sup> Two football pitch and one volleyball pitch at the Main campus, One fooball and two volleyball pitch at MCC none at DCC

<sup>2</sup> Two basketball, 1 netball and 1 tennis courts are at the Main campus. 2 basketball, 2 netaball courts are in MCC none at DCC

been approved by the University Council. The Director of Students, Welfare is the Chief advisor of the students' organization and the link between MUSO and University Management. Through MUSO, the students participate in decision-making processes in various organs at the University. Students are also engaged in a variety of activities especially through their professional organizations and clubs. They also participate in various community social responsibilities.

The University has also the task of maintaining peace and harmony among students and the entire MU community. Experience shows that some students misbehave and needs arise of disciplinary action. The Students' By-Laws 2010 prescribe the disciplinary offenses, penalties and procedures to be followed for students who commit offences.

### **3.7.2 Policy Issues**

- i) Lack of accountability and transparency in some of the MUSO operations.
- ii) Lack of long term plans and programmes by the MUSO body that show what the student body aspires to achieve in the medium and long term perspective
- iii) Weak communication and feedback between student leadership and students in general
- iv) Financial constraints.

### **3.7.3 Policy Statements**

- i) MU shall ensure that the Students' Government operations demonstrate accountability and are transparent as prescribed in the MUSO constitution.
- ii) MU shall ensure that there is smooth communication among and between MUSO leaders and other students

### **3.7.4 Strategies**

- i) Ensure that there is accountability and transparency in the operations of MUSO activities as stipulated in the MUSO constitution.
- ii) Ensure that students' leaders and other students comply with Students' By-Laws and other rules and regulations governing their conduct at the University.
- iii) Ensure that the MUSO funds are audited in line with University financial regulations.
- iv) Conduct induction seminars for newly elected students' government leaders.

### **3.8 International Students Services**

#### **3.8.1 Situational Analysis**

MU has in several years enrolled few international students notably from Uganda, Kenya, Zambia and from European countries through exchange programmes. While the University strives to create a conducive learning environment for international students, much needs to be done to provide quality students' welfare services to this special group. Currently, handling of foreign students is done through the International office. However, there is no guideline that provides guidance on how to handle foreign students with respect to social welfare services.

#### **3.8.2 Policy Issue**

Lack of guidelines for provision of students' welfare services to international students.

#### **3.8.3 Policy Statement**

MU shall endeavour to provide quality social welfare services to facilitate smooth settling and progression of foreign students.

#### **3.8.4 Strategies**

Establish clear guidelines for handling matters concerning international students.

### **3.9 Students' Funeral Services**

#### **3.9.1 Situational Analysis**

MU has experienced several incidents of deaths involving students. The experience shows that once a student passes away, the University Management through DSW office is responsible to ensure that all bereavement arrangements and transportation of the body are done effectively. Students' organization and other members of MU community contribute condolence, which is given to the family of the deceased. All these experiences are guided by MU funeral Policy.

However, there is no clear guideline on how to handle students funeral when they are off session i.e. vacation or fieldwork.

#### **3.9.2 Policy Issue:**

Lack of guidelines on how to handle students' bereavement and related matters when they are off session

### **3.9.3 Policy Statements**

- i. In case a student passes away, her/his body shall be transported to his/her domicile or elsewhere as may be proposed by the family members.
- ii. MU shall also cover other costs like body preservation, coffin and its accessories, grave preparation, condolence as stipulated in the funeral policy
- iii. MU shall also ensure transport of a representative from DSW office and a student representative elected by MUSO from MU to the place where burial services shall be held.
- iv. Given the diversity of the students' backgrounds, MU community shall respect family's decision on how to handle one's funeral services.

### **3.9.4 Strategies**

#### **3.9.4.1 Financing**

- i. The University shall set aside funds in the annual budget for supporting students' funerals
- ii. Contributions from students and staff shall also be used to support funeral arrangements

#### **3.9.4.2 Participation in burial ceremony**

- i. MU through DSW shall attend burial ceremony at all stages provided that it will not prolong the permission granted to the representatives
- ii. The representative shall be obliged to pay condolence to the deceases family.

#### **3.9.4.3 Eligibility to Funeral services**

- (i) All registered students either on session or off session
- (ii) Students who are off session shall receive condolence only.

It should be noted that eligibility in (i) and (ii) shall cease immediately after graduation

## **CHAPTER FOUR: GOVERNANCE OF THE POLICY**

### **4.1 Organization and Mandate**

In implementing the Students' Welfare Policy there is a need for active participation of all University stakeholders. Responsibilities and actions will require collaboration and effective linkages at all levels. Moreover, the implementation of the Policy will also require allocation of adequate financial resources to achieve all the desired objectives. The Office of the Directorate of Students Welfare shall coordinate the implementation of this Policy.

## 4.2 The Role of Different Stakeholders at MU

Successful implementation of this Students' Welfare Policy depends on commitment of every member of the MU community. Some key stakeholders with their responsibilities to spearhead the implementation of Students' Welfare Policy are shown in table 1 below.

**TABLE 1**

### **The Role of Different Stakeholders in Implementation of the Students' Welfare Policy**

<b>Responsibilities</b>	<b>Responsible Organ(s)</b>
Allocating adequate financial resources for the implementation of the Policy.	<ul style="list-style-type: none"><li>• VC</li><li>• DVC- AF</li></ul>
Coordination of the implementation of the Policy.	<ul style="list-style-type: none"><li>• DVC- AF</li><li>• DSW</li><li>• MUSO</li></ul>
Monitoring and Evaluation of all Students' Welfare services within the University	<ul style="list-style-type: none"><li>• DSW</li><li>• Directorate of Quality Assurance</li><li>• MUSO</li></ul>
Establish guidelines for handling international students	<ul style="list-style-type: none"><li>• International Office Coordinator</li><li>• DVC AF</li></ul>
Review of the Students' Welfare Policy	DVC-AF, DSW

## 4.3 Review of the Policy:

MU Students' Welfare Policy and Procedures shall be reviewed when need be.