Community Service/Engagement Draft Quality Assurance Policy



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| **Responsible Executive** | **Vice Chancellor** |
| **Responsible Division** | **Directorate of Quality Assurance** |
| **Approved By** |  |
| **Date Approved** |  |
| **Review Date** | **After every four (4) years** |
| **Stakeholders affected by this policy** | **All categories of staff and students of University of Nigeria Nsukka as well as their partners (JAMB, ALUMINI, FGN and local and International**  **collaborators)** |

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# 1. Introduction

The University is dedicated to fostering a strong sense of community engagement and social responsibility among its students, faculty, and staff. This Quality Assurance (QA) Policy outlines the principles and procedures for ensuring that community service initiatives are effective, impactful, and aligned with the University’s mission to serve the public good. Through this policy, the University aims to enhance the quality of community engagement activities and ensure meaningful contributions to the community.

# 2. Objectives

The key objectives of this policy are:

* To establish a framework for the planning, implementation, and evaluation of community service initiatives.
* To promote the integration of community service into the educational experience of students, fostering civic responsibility and leadership skills.
* To enhance collaboration between the University and community organizations, ensuring mutual benefit and impact.
* To assess and continuously improve the quality and effectiveness of community service programs.

# 3. Principles

## 3.1. Commitment to Community

* The University recognizes its responsibility to contribute positively to the community and to address social, economic, and environmental challenges.

## 3.2. Collaboration and Partnership

* Community engagement will be pursued through partnerships with local organizations, government agencies, and other stakeholders to ensure the sustainability and relevance of service initiatives.

## 3.3. Inclusivity and Diversity

* The University values diversity and inclusivity in all community service activities, ensuring that programs are accessible to all members of the university community and reflect the needs of the community served.

## 3.4. Student-Centered Approach

* Community service initiatives will be designed to enhance the educational experience of students, providing opportunities for hands-on learning, personal development, and skills enhancement.

# 4. Community Service/Engagement Procedures

## 4.1. Planning and Development

* **Identifying Community Needs**: The University will conduct regular assessments of community needs to inform the development of service initiatives. Input will be gathered from community stakeholders, students, and faculty to ensure relevance and effectiveness.
* **Program Development**: Community service programs will be developed in alignment with the University’s academic mission and strategic goals. Faculty, staff, and students will be encouraged to collaborate in the design and implementation of programs.

## 4.2. Implementation

* **Training and Support**: The University will provide training and resources for students and faculty involved in community service projects, ensuring that they are well-prepared and supported in their roles.
* **Resource Allocation**: Adequate resources, including funding, materials, and personnel, will be allocated to support community service initiatives effectively.

## 4.3. Evaluation and Assessment

* **Monitoring and Evaluation**: Community service programs will be regularly monitored and evaluated to assess their impact, effectiveness, and alignment with community needs. Evaluation metrics will include participation rates, feedback from community partners, and measurable outcomes related to community benefit.
* **Feedback Mechanisms**: The University will establish mechanisms for collecting feedback from participants, community partners, and beneficiaries to inform program improvement and adaptation.

## 4.4. Recognition and Incentives

* **Acknowledging Contributions**: The University will recognize and celebrate the contributions of students, faculty, and staff involved in community service. Awards, certificates, and other forms of recognition will be used to encourage participation and highlight achievements.
* **Incentives for Participation**: Programs will be established to incentivize student engagement in community service, including academic credit, scholarships, or recognition on transcripts.

# 5. Roles and Responsibilities

## 5.1. University Administration

* Provide overall leadership and support for community service initiatives, ensuring alignment with the University’s mission and strategic goals.

## 5.2. Faculty and Staff

* Encourage student involvement in community service through course integration, mentorship, and collaboration with community organizations.

## 5.3. Students

* Actively participate in community service initiatives, providing feedback and suggestions for improvement.

## 5.4. Community Partners

* Collaborate with the University to identify needs, co-develop programs, and provide feedback on the effectiveness of service initiatives.

# 6. Continuous Improvement

## 6.1. Regular Review of Programs

* Community service programs will be reviewed periodically to ensure they remain relevant and effective in addressing community needs. The University will adapt programs based on evaluation findings and feedback.

## 6.2. Best Practices

* The University will stay informed of best practices in community engagement and service-learning, integrating new ideas and approaches into its programs.

## 6.3. Research and Innovation

* The University will encourage research into community service practices and outcomes, fostering innovation and sharing successful models with the broader educational community.

# 7. Policy Review and Updates

This policy will be reviewed annually to ensure its continued relevance and effectiveness. Feedback from students, faculty, community partners, and other stakeholders will be considered in the review process.

# 8. Conclusion

This Quality Assurance Policy for Community Service/Engagement underscores the University’s commitment to making meaningful contributions to the community while enriching the educational experience of its students. Through effective planning, implementation, and evaluation of community service initiatives, the University aims to foster a culture of civic responsibility and community engagement.