

Walter Sisulu University

Presentation at the HEQC Workshop held at the Groenkloof Campus of the University of Pretoria, on 12 - 13 August 2008

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Andile Dandala & Mzolisi Payi, 13 August 2008

Theme of Workshop and Title of Presentation

Theme of the workshop -Challenges in developing a quality ethos / culture in merged institutions in South Africa

Title of Presentation – Enhancing a quality ethos / culture in community engagement at Walter Sisulu University

Andile Dandala & Mzolisi Payi, 13 August 2008

Contents of presentation

1. Background of WSU in terms of Quality Management & Community Engagement.
2. Challenges of developing a quality ethos / culture in WSU as one of the merged institutions in South Africa.
3. Enhancing a Quality ethos / culture in community engagement at WSU.
4. Efforts for WSU to address the challenges & the attempts to enhance the quality ethos at WSU.
5. Conclusion

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1. Background

- Three HDIs, BT, ECT and Unitra were merged creating this vast mega comprehensive university.
- HDTs, HBU, CU, Long Distances between campuses.
- Status of Quality Management and Community Engagement
 - at Border Technikon
 - at Eastern Cape Technikon
 - at University of Transkei
- Status of Quality Management and Community Engagement at WSU.

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2. Challenges

Quality Management Directorate

- Director of QA resigned followed by Secretary in July 2007.
- Gap with no leadership July – December 2007 (IEM decision on 28/08/2007).
- New DQA appointed with effect from January 2008.
- Finnish Project activities delayed by the above gap, hence,
- Urgency of implementing FINNISH Project put pressure to QMD staff in 2008.

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2. Challenges (continued)

Quality Management Directorate (continued)

- Appointment of three QAOs has taken almost 8 months from advert to dispatch of letters of appointment.
- National Review for M Ed, B Ed, PGCE, ACE and Internal Reviews of LLB stretched the three current QMD staff members to the limit.

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2. Challenges (*Continued*)

Community Engagement

- Dept was Co-operative Education and Office of International Linkages (OIL) at BT with different foci and reporting lines
- Dept was Co-operative Education at former ECT
- CHESP / Dept of Service Learning at former UNITRA
- Service Learning (SL) and Co-op Education merged to form Centre for Community Partnerships (CCP)
- Two separate Interim Directors (OIL and CCP) during the Interim Period
- Mergers of OIL and CCP to form CCIP in 2008

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2. Challenges (*Continued*)

Community Engagement

- SL and Work Integrated Learning (WIL) in some programmes, and not in others.
- Perception of academics: SL extra work.
- Institutionalizing SL and WIL

2. Challenges (*Continued*)

Definition:

Community engagement refers to academic integration of the core functions of a university in an application content, i.e. teaching, learning and research aimed at rendering mutually beneficial services to communities within a collaborative partnerships context.

Examples of Community Service Learning Modules

FACULTY OF BUSINESS, MANAGEMENT SCIENCES AND LAW

Introduction to Management Service Learning Module

- This service learning module falls under the Department of Business Management.
- In this module, community members are empowered on how to do business plans, basic bookkeeping, project management and they also do a computer course.
- As part of this module, the community members attend a two week computer training course at the campus.

Examples of Community Service Learning Modules

Human Rights for All Service Learning Module

- This service learning module falls under the Department of Criminal and Procedural Law.
- This module is compulsory and carries credits towards the LL B degree.
- The community members are taught issues of human rights, domestic violence and HIV/AIDS.

Examples of Community Service Learning Modules

FACULTY EDUCATION

Child & Adolescent Development Service Learning Module

- This service learning module falls under the Department of Psychology.
- This module is compulsory and carries credits towards the Bachelor of Psychology degree.
- In this module, 4th year Psychology students visit schools (within the communities mentioned in 1 above) to do counseling.
- In this module, the learners at school are also taught about the dangers of drug abuse, HIV/AIDS and teenage pregnancy.

Examples of Community Service Learning Modules

School Improvement Service Learning Module

- This service learning module falls under Department of Communication.
- This module is compulsory and is done by all students registered for Communication skills.
- In this module, communications skills students visit schools within the communities mentioned 1 above and teach learners from Grade 7-9 communication skills.

3. Enhancing a quality ethos / culture at WSU

- **Community Engagement and External Linkages Plan (in the ISP and the IOP)**
 - **Community Engagement and External Linkages**
 - **Goal 5 and Objectives 5.1 – 5.8**
 - **Goal 6 and Objectives 6.1 – 6.4**
- **Quality Management Plan (in the ISP and the IOP)**
 - **Goal 7 and Objectives 7.1, 7.2, 7.3**

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4. Efforts of WSU to address the challenges and the attempts to enhance the quality ethos.

▪ ***Goal 7 on Quality***

In the IOP and the ISP one of the 13 WSU goals reads as follows:-

TO PROMOTE A CULTURE OF QUALITY AND INTEGRITY THROUGHOUT THE INSTITUTION

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4. Efforts of WSU to address the challenges and the attempts to enhance the quality ethos (continued)

- Commitment to Quality through the Values, Goals (7) and Values
- Annual National Quality Week activities
- Students Quality Literacy Project
- Pledge to Quality with South African Quality Institute (SAQI)
- Commitment of WSU to fill in the seven QMD positions

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4. Efforts of WSU to address the challenges and the attempts to enhance the quality ethos (continued)

- Faculty based QAOs to be appointed and QATTs already working at WSU
- Engagement of entire WSU community to “incremental performance improvement” especially in PASS RATES, GRADUATION RATES and THROUGHPUT RATES.
- Commitment to following guidelines and guidance of HEQC on national reviews, national programme accreditation and Institutional Audit 2011 preparations
- Commitment of WSU to conduct internal reviews of at least two programmes in each school

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5. Conclusion

- As a newly merged Comprehensive University, WSU is committed to embrace the QUALITY ETHOS and a golden opportunity is presented to us as we develop our Quality Management and Community Engagement policies.
- As 2008/09 is our first year of implementing our ISP and IOP, and key substantive positions like Registrar , Executive Deans, Deputy Executive Deans, Heads/ Directors of Schools are still being appointed, we will take everyone on board at the same time.

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5. Conclusion (Continued)

THANK YOU!!!!!!! ENKOSI!!!!!!!
DANKIE!!!!!!!

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