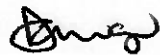




Students Ser

Title:	Students Service Charter
Policy Number:	
Compiled by:	Student Affairs Committee
Recommended by:	Student Affairs Committee
Approved by:	Senate
Date of Approval:	5 June 2024
Senate Chairperson's Signature:	





GWANDA STATE UNIVERSITY

DIVISION OF STUDENT AFFAIRS

STUDENTS SERVICE CHARTER

Preamble

The Division of Student Affairs is committed to support the holistic development and well-being of students through providing comprehensive support services that address their social needs. The services include, provision of effective and efficient channels of communication, health facilities, guidance and counselling, nurturing and developing student talents, catering, accommodation, recreation opportunities, sporting activities as well as promoting a diverse religious culture.

Vision

The Student Affairs Division's aim is to provide students with quality services in relation to students' social welfare.

Mission

To provide quality social services to students through the provision of effective and efficient channels of communication, health facilities, guidance and counselling, nurturing and developing student talents, catering, accommodation, recreation opportunities, sporting activities as well as promoting religious practice.

Core Functions

- Providing quality social services to students such as health facilities, guidance and counselling, catering, accommodation, recreation opportunities, sporting activities as well as promoting religious practice.
- Moulding and grooming students to become responsible citizens.
- Providing life and leadership skills.
- Development of sound public relations among students and the community.
- Promoting partnerships and twinning with stakeholders.
- Upholding sound social interaction among students.
- Reviewing programmes related to students' welfare.
- Procurement and management of divisional resources.
- Creating an inclusive environment that caters for diversity.

Core values

- | | |
|--------------|------------------|
| - Integrity | - Innovativeness |
| - Ubuntu | - Equity |
| - Excellence | - Accountability |

Our Commitment

We promise to:

- Provide friendly, helpful and knowledgeable staff
- Respond to your queries and concerns promptly
- Offer accessible and inclusive services
- Keep you informed about University news and updates
- Support your academic and personal success

Service Standards

- Enquiries and feedback:
 - Respond to emails and phone calls within 24 hours
 - Respond to complaints within five (5) days
 - Provide clear and accurate information
- Student Support Services:
 - Offer confidential counselling and academic support
 - Provide access to resources and facilities
 - Offer spiritual guidance
 - Develop students holistically
 - Provide health and well being
 - Promote inclusiveness in governance and development of the University
 - Provide relevant opportunities for human capital development
 - Provide quality catering services
 - Enhance a safe environment with quality accommodation
- Administrative Services:
 - Process requests and applications efficiently
 - Keep you updated on the status of your requests
 - Being persistently focused on quality service delivery

Students' Rights and Responsibilities

- Right to respectful and professional service
- Right to access support services
- Right to feedback and complaints procedures
- Responsibility to treat staff with respect and courtesy
- Responsibility to treat each other with respect and courtesy
- Report any wrong-doing to University authorities for corrective measures to be taken
- Responsibility to follow University rules and regulations
- Complying with the laws of Zimbabwe
- Abide by your obligations

Feedback and Complaints

- We value your feedback and suggestions
- We have a clear and accessible complaints procedure
- We will investigate and respond to your complaints promptly

Review and Revision

- We will review and revise this charter after a period of three (3) years or when necessary
- We will involve students, staff and faculty in the revision process

Recommended
Chairperson, Student Affairs Committee

Date 03/06/2024

Approved
Chairperson, Senate

Date 23/07/2024