



# Quality Speaks

JANUARY – OCTOBER, 2022

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**Prof. Robert Ghanney**

## **FROM THE DEPUTY DIRECTOR'S DESK**

We wish to sincerely extend our warmest appreciation to all our indefatigable patrons, readers and other stakeholders for the confidence reposed in the quality of our work as well as their immense contribution to making this issue a success.

Our last issue was in 2016, an indication that several events or activities might have taken place, not forgetting Corona Virus Disease-2019 (COVID-19) pandemic and its supposedly impact on every face of our operations. Notwithstanding this, our able skeletal staff were on course and able to execute all assigned tasks with dispatch without delay and precisely. To God alone be all the glory. We say Ayekoo to our dedicated staff including our National Service Personnel who joined the Directorate.

There has been improvement in staff strength of the Directorate. It is needful

to note that the Directorate is now blessed with a Deputy Director whose mandate is to assist or support the Director to implement the activities scheduled and has since been procured with a well-furnished office. Management, Deans and Principals for consideration.

We also report on surveys conducted at the Food Production Unit (FPU) as well as the University Clinic of the University of Education, Winneba aimed at determining how people patronize the products and services of these entities. We have captured in this issue, findings and recommendations for future operations

The Directorate's radio programme titled "Time with Quality Assurance" continues unabated. Some selected staff with requisite expertise are granted radio airtime opportunity specifically on Radio Windy Bay to inform and educate the University Community about quality issues. The programme is undertaken once every month for thirty (30). In this issue, we capture the discursive topics from February 2022 to date. The detailed topics and facilitators are subsumed here.

The Directorate has developed and/or revised its existing teaching and learning assessment instruments to align with contemporary learner centeredness in pedagogy. By this renovation, the Directorate has appraised courses and teaching in some Faculties both regular and weekend programmes in the latter part of 2021. In this issue, we capture the number of courses and the Lecturers assessed over the period.

Quality Assurance Directorate as part of its mandates organizes interactions with Faculties, Directorates and Divisions on Quality Assurance Systems. In this issue, we report of the Directorate's interaction with the Heads of Section of the

University Library and Estate Unit with the view to getting first-hand information on their activities, accomplishment, challenges and requirements. The interactions were very frank and fruitful.

COVID 19 pandemic has taught us a great lesson and the need to have virtual meetings in addition to in-person one and also paperless report or documentation through digitization. In line with this, the Directorate has liaised with the I.C.T. Directorate to assist with paperless instrument in its operation henceforth. A sensitization workshop will be organized for academic staff in due course. We entreat all academic staff to brace themselves for this initiative.

The Directorate welcome all articles from all staff which aim at improving our policies, informing and educating the University Community on improving quality standards.

Finally, we entreat you to spare us few minutes of your time to read this insightful, informative and educative issue of our latest Edition of Quality Speaks. Enjoy reading it.

## HEALTH SURVEY CONDUCTED FOR THE UNIVERSITY CLINIC, WINNEBA

The survey was a study to identify the perceptions of clients of the University Clinic staff attitude, timeliness of service delivery, environment, as well as safety and security at the Clinic. It also sought to assess the clients' satisfaction with the overall quality of service delivery at the University Clinic. A descriptive cross-sectional study design was used. The convenience sampling method was applied to select a sample size of 124 clients of the Clinic. A Likert scale questionnaire was used to collect data from clients. Data was collected over 2 weeks and both descriptive and inferential analysis was done.

The survey shows that the majority of Clinic clients are employees of the University, and aged 40 years and more. The survey showed parity among the sex of the clients. Among the clients, 70% had been educated up to the tertiary level. The survey also showed that the usual waiting period at the Clinic's service points is less than 30 minutes. Clients' responses showed that Doctors and Pharmacists explained what medications given to them are for, nonetheless, clients disagreed that Doctors and Pharmacists explained the possible side effects of the medications. The attitude



of staff was perceived to be positive towards the clients. The environment of the facility was generally agreed to be clean and conducive by the clients. The survey revealed that clients' personal and medical information was kept confidential by the staff of the facility. About 95% of the clients rated the overall quality of service provided by the Clinic as good or excellent.

It is recommended that the washrooms of the facility should be split into gender-based washrooms or additional washrooms be provided, and also a directional chart should be mounted at the Clinic's entrance to make it easy for new clients to find their way around the facility.

## CATERING SERVICES SURVEY CONDUCTED FOR THE FOOD PRODUCTION UNIT

The QAD has been carrying out monitoring, survey, and reporting exercises of academic and non-academic activities as part of its operations to achieve the highest standards for U.E.W.. According to Maslow (1954), the biological requirements for human survival referred to as physiological needs include air, food, drink, shelter, clothing, warmth, sex and sleep. The human body only functions optimally when these needs are satisfied. Physiological needs are considered the most important as all other needs become secondary until these needs are met (Maslow, 1954). The Quality Assurance Directorate conducted a survey to propose means of improving on the services rendered by the Food Production Unit (FPU) of the University of Education, Winneba.

The response from the survey demonstrates real interest of customers in the provision of catering services at the University of Education, Winneba (UEW) by the Food Production Unit (FPU) of the Faculty of Home Economics Education (FHEE). A total of one hundred and thirty-eight (138) customers of the FPU participated in the survey.

Sixty-four percent (64%) of the respondents are male and thirty-six percent (36%) female. Sixty-six percent (66%) of the respondents are employees of UEW, seventeen percent (17%) being students of the University and seventeen percent (17%) also being patrons from outside the University. The analysis and the results indicated that Senior Members (Academic) had the highest percentage (40%) of Staff who patronize the FPU services customers, while Junior Staff had the lowest (6%) Senior

Members (Administration) and Senior Staff constituted 22% and 32% of the customers respectively. Undergraduates (68%) made up a larger percentage of the restaurant's student clients whereas graduate students constituted 32%. The North Campus was home to the majority of the FPU's clients (67%). The restaurant has the fewest number of workers and students from Central Campus (5%) patronizing its services.

The majority of respondents (79%) ranked FPU staff's civility to customers as outstanding or exceptional, and 78% said the restaurant's employees had good or excellent understanding of product and service availability. More than half of the respondents (55%) said the time spent in receiving food orders is good or extraordinary, while 15% said staff knowledge is inadequate.

Around 60% of the respondents thought that the taste of food provided at the restaurant is outstanding or excellent whereas 40% thought it is rather poor. Similarly, 65% of the respondents thought the quantity of food sold is good or excellent. About 80% of the respondents thought that the temperature of food and beverage served at the restaurant is satisfactory or excellent.

The majority of the respondents thought the value of restaurant services and products is good, meanwhile, a little over 40% said it is either poor or fair.

More than 55% of the respondents thought the restaurant is poorly ventilated whilst 19% of the respondents thought the availability of gender-specific washrooms is unsatisfactory. Again, 34% of the respondents thought that the rate at which toiletries and sanitary items are supplied at the restaurant is fairly inadequate.

89% of the respondents said they are likely to patronize the products and services of the restaurant again, while 11% said otherwise.



Seventy percent (70%) of respondents indicated they would enthusiastically suggest the restaurant's products and services to others, while twenty-one percent (21%) were pessimistic.

Regarding the overall quality of services provided by the FPU, 76% of the respondents were satisfied whereas 24% were dissatisfied with services provided.

The study discovered that the taste and quality of food changes with time, and that food costs do not always reflect the quantity and quality of some meals. Ventilation is not of very good standard as the restaurant lacks a kitchen extractor to improve the ventilation in the restaurant. The main door into the restaurant is too small to allow easy entry as it is always half-closed. It is worth noting that the restaurant only serves a few Ghanaian local/traditional dishes. Furthermore,

payment by cash only service rendered at the restaurant is problematic to most patrons of the restaurant with its associated long waiting for food delivery.

The Directorate recommends the following based on the response received from customers:

- FPU should improve ventilation at the restaurant
- The main entrance to the restaurant should be expanded to ease movements
- FPU should introduce delivery services
- There should be consistency in taste of food
- New varieties of foods such as rice balls and TZ should be introduced
- Payment methods should be digitized

## A REPORT ON “TIME WITH QUALITY ASSURANCE”

The Office of the Registrar approved of a memo submitted by the Directorate to enable University community get some sensitization on some issues that will improve on quality standards. The programme which is held on every last Thursday of the month at Radio Windy Bay from 9:00 a.m. to 9:30 a.m. has so far been successful.

The following Facilitators have made time off their busy schedules to sensitize Staff and Students of the University. Below is the schedule used for the period under review:

S/N	Month	Topic	Facilitator
1	February	Role of Quality Assurance	Prof. Emmanuel Obed Acquah (Director, QAD)
2	March	Assessment of Teaching and Learning	Dr. Robert Ghanney (Deputy Director, QAD)
3	May	Examinations	Dr. Yayra Dzakadzie (Vice-Dean, Faculty of Educational Studies)
4	June	Work Ethics	Mrs. Deborah Afful (Deputy Registrar, Division of Human Resource)
5	July	Health and Sanitation	Mr. Cecil Randolph Tetteh (Nurse Manager, University Clinic)
6	August	Graduate Handbook	<i>Postponed</i>
7	September	The Internal Auditor: Your Trusted Friend	Mr. John K. Obed Biney (Head, Audit Quality Assurance)

# THE OFFICE OF THE SRC PRO

## MAIDEN ORIENTATION AND SENSITISATION PROGRAMME

ORGANISED MAIDEN ORIENTATION AND SENSITISATION PROGRAMME FOR P.R.O's, STUDENT BLOGGERS, AND STUDENT JOURNALISTS ON CAMPUS

The SRC P.R.O office organised its maiden orientation and sensitisation programme for all PR officers, student bloggers and student journalists on campus on February 7, 2022. The purpose of this all-important programme was to equip the P.R. Os in information dissemination, curbing false information to the public, communicating as a P.R.O, and raising awareness of the duties and responsibilities of a P.R.O.

The student bloggers, on the other hand, were oriented on how to put positive content about the university online, and the need to protect the image of the SRC and the university at large. An advanced method of content creation and blogging were also taught. The student journalists were trained in professional journalism and journalistic media ethics.

The event was graced by experienced speakers in the field of communications and related topics. The speakers were Augustus Kyei popularly known as Kobby Kyei, a renowned blogger and social media influencer; the Ag. Dean of Students Affairs Dr. B.B.B Bingab; the Head of the UEW Public relations, Mr. Ernest Azutiga; H.E Akudugu Issak, UEW GRASAG President; H.E Felix Donkor, UEW SRC President who also doubled as the chairman of the occasion, and Mr. Evans Owu Junior, the former UEW SRC Chief Justice.

The speakers were very effective as the attendees were given the opportunity to share their experiences at the event during an open forum session. They were given the opportunity to ask questions and have their doubts cleared on various issues.

The participants were very grateful to the the Council especially the P.R.O, Mr. Shadrach Appiah, for being so thoughtful in organizing such a programme, as it is the first of its kind.



"Quality Speaks" IS A NEWSLETTER OF THE QUALITY ASSURANCE DIRECTORATE, UEW



## UEW-GRASAG



### ASSESSMENT OF TEACHING AND LEARNING

The Directorate in the later part of 2021 assessed thirty-five (35) Teaching Staff and forty (40) academic courses in the various Departments of the University. This assessment covered both regular and weekend programmes. Though the Directorate aimed at assessing more Teaching Staff, the UTAG and SSA-UoG strike actions became a hindrance. Reports on these assessments have been submitted for consideration.

In 2022, the Directorate assessed one hundred and three (103) Teaching Staff and one hundred and seven (107) undergraduate courses. The data inputting and analyses have been done. Reports for all nine (9) Faculties have been generated and submitted accordingly. It is hoped that in subsequent years, assessment of teaching and learning can be done for all Lecturers and courses at least in each academic year.

Assessment of Courses and Teaching is a requirement for re-accreditation of programmes by the Ghana Tertiary Education Commission (GTEC) as well as a requirement for promotion of Teaching Staff.

## INTERACTION WITH HEADS OF SECTIONS OF UEW LIBRARY

On 22nd February 2022, the Director led the Quality Assurance team to have an interaction with the Heads of Sections of the University Library. In attendance were the University Librarian, Sectional Heads, Faculty Librarians and the Library's Administrator.

The interaction brought to light some of the achievements of the University Library, namely, establishment of the Central Campus library, procurement of the plagiarism checker, and braille library set-up.

Some of the obstructions to the quality delivery of the University Library were mentioned as delays in requisition processes, inadequate support from Teaching Staff, need for a new ultra-modern University Library, poor education on Information Literacy, non-usage of the Central Campus Library, dilapidated bookshelves, inadequate

Staff, and lack of adequate furniture.

## INTERACTION WITH ESTATE STAFF

The Quality Assurance Directorate held another interaction with the Estate Officer and the Heads of Units of the Estate Section on 17th March, 2022. The Directorate organized the meeting in order to get firsthand information from the Estate Section on their activities, accomplishments, challenges and requirements.

Among the achievements of the Estate Section mentioned were successful valuation of all bungalows of the University, success in carrying out its responsibilities in the organization of various significant University events such as matriculation, congregation, public lectures, etc. It was noted that the Estate Section always performs outstandingly before, during and after these ceremonies.

The challenges highlighted by the Estate Section include mobility challenges, inadequate office space and human resource, issues of overtime payment and inadequate imprest. Other issues raised which were noteworthy include the non-regularization of casual and part-time staff who have served the University for more than 10 years, and the excruciating retirement package for these same group of workers.

## INTERACTION WITH GRADUATE COORDINATORS

Quality Assurance Directorate (QAD) on Thursday 5<sup>th</sup> May 2022, had an interaction with Graduate Coordinators of the University.

The meeting was necessitated by the need to understand the work schedule of the Graduate Coordinator, and challenges, and propose recommendations to help improve the quality of service delivered to our graduate students. A total of twenty-three (23) Graduate Coordinators were present.

Members were warmly welcomed by QAD's Director, Prof. Emmanuel Obed Acquah. He appreciated them for the good work done over the years and encouraged the newly appointed

Graduate Coordinators to learn from the experienced ones. He emphasized the need for Graduate Coordinators to support the work of the Directorate to enhance all graduate programmes.

## 2.0 Discussion

### 2.1. Graduate Students Completion Rate

It was noted that some graduate students have been on their programmes for more than seven (7) years and are yet to graduate. The challenges are enormous such as some students start the programme without study leave, and hence, find it difficult committing time to it. Others are not given the needed attention by Supervisors whereas some are also reluctant due to the flexible and no-sanction nature of the University's graduate programmes. Though there is a policy in place to check this, implementation is the problem. It was discussed that the Graduate School should put in place measures with the various Departments to address this challenge.

### 2.2 Ethical Clearance

The University has a plan in place to set up an office to give ethical approval to all research work to prevent litigation in the years to come. Implementation of the office is yet to be done. Quality Assurance Directorate was charged to collaborate with Directorate of Research, Innovation and Development (DRID) and Graduate School to ensure quality standards in ethical research are met.

### 2.3 Graduate Research

It was mentioned that graduate students are not receiving practical research tutorials which will help them deliver timely and quality research. Some are

relying on others to develop their thesis for them and this can be seen clearly during Viva Voce. Graduate Coordinators were tasked to engage students on regular basis and assist where possible as well as their Supervisors.

### 2.4 Assessment of Graduate Teaching and Learning

The Quality Assurance Director educated Graduate Coordinators on the need to assess all Courses, Lecturers, and Students who are on their programmes. Though they agreed the assessment is very important, the Directorate mentioned that it is handicapped with human resource. Graduate Coordinators were tasked to assess and submit copies of the assessed instruments to the Directorate. Members were given copies of the assessment instruments.

### 3.0 Action Items

3.1 The meeting agreed that Graduate Coordinators compile a list of all graduate students who are still on programmes after three to five years of term expiration.

3.2 Creation of a WhatsApp platform to share common practices that are helping experienced ones in their various Departments.

3.3 Utilize six (6) credit hours allocated for Seminars for graduate students well. This can help build their practical knowledge of research.

3.4 Graduate Coordinators to assess Courses, Teaching, and Learning at their various Departments and submit data to QAD.

### 4.0 Recommendations

4.1 The Graduate School should put in place systems to prevent delays in the graduation of their graduate students. Though the challenge can be from either

the Student or Supervisor, systems can be put in place to address these sometimes-unnecessary delays. All students whose studentship expire on graduate programmes should be communicated to by Departments through the Graduate School.

4.2 Students should be allowed to select their Supervisors where possible to facilitate the speed of work.

4.3 Review of research courses to introduce practical data analysis. Students largely face challenges with analyzing data collected and a review of the course to support such areas will be of help.

4.4 Departments under various Faculties should come together to harness the varied expertise to train Graduate Students of the Faculty.

4.5 There is the need for a review of the Graduate Handbook to clearly spell out procedures for resit of examinations, grading systems for OSIS and ITS, and assessment timelines for Internal and External Assessors.

4.6 Graduate School to collaborate with DRID to ensure all dissertations have ethical approval and clearance.

4.7 Need for mentoring and succession plans especially with graduate programmes.

4.8 Review of assessment rates especially for Internal Assessors to make it motivational enough to prevent delays.

4.9 Designate some lecture halls for graduate students and learning.

4.10 There is the need to introduce semester conferences that will allow Graduate Students to present their work Chapter by Chapter. This will help put Supervisors and Students on their toes.

## 5.0 Closing

The Deputy Director of QAD (Dr. Robert Ghanney) summarized key issues raised and some agreements reached at the meeting for members to note. He also informed members that Viva Voce is now to be made open and that all students or even people from the public can choose to sit in hence a lot of preparation should go into it. He added the need for Graduate Coordinators to make good use of the Plagiarism software checker that has been purchased by the University. He concluded by applauding members for making the meeting very interactive, insightful, and meaningful.

## GOODWILL MESSAGE FROM THE IMMEDIATE PAST DIRECTOR

### PROFESSOR EMMANUEL OBED ACQUAH

Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.

#### William A. Foster

It is a trite thought that the role of Quality Assurance in educational delivery is sine qua non as much as higher education is becoming rather more competitive globally. While Quality Assurance Directorate of the University gives effect to the various activities that safeguard

confidence for the major stakeholders of our institution, it also covers virtually all of the quality operational systems in one fashion to ensure that there is quality management in the University in its entirety. These two-fold primary function of the Quality Assurance Directorate (externally to customers & third parties and internally to management) places huge task on the Directorate to inevitably plan systematic activities coupled with its implementation ideals to fulfil requirements for quality. It then calls for high intention, sincere effort, intelligent direction and skillful execution as espoused by William Foster.

Against the backdrop of just few staff, for the period under review, the high intention was created, sincere effort cultivated, intelligent direction activated and skillful execution instigated, leading to success. We want to express our profound gratitude to the staff who have worked tirelessly to support the Directorate and the University at large. That is not to say that the Directorate will be resting on the laurels at a time when the stipulated mandate of the University is being accredited for lots more of other Universities and Colleges, creating moments of competitions that pose threat to us as an institution. We appreciate the commitment and the support from the initiated Quality Assurance Associates who represented the Faculties and the various Units. We thank all Heads of Department, Unit, Directorate and lecturers who became the focus of our assessments within the period.

There is more room for improvement, for, as adjunct quality assurance officers in the various Faculties, Schools, Directorates, Departments, Units and Sections, we still need time to reflect on the obstacles, take stock of our actions and inactions that have the propensity

to annul the progress of our quality assurance systems in the University and employ the necessary measures to mitigate against the consequences. This release of the Quality Speaks should kindle in us the desire to make assessment of ourselves and identify areas we can improve to make our university more enviable. We encourage Faculties and Departments to be robust in their research, accompanied by publication of high-quality papers as well as pioneering vigorous and imaginative ways of growing postgraduate programmes.

We finally pay tribute to Professor Grace Yawo Gadagbui, Professor Mawuadem Koku Amedeker and Professor Yaw Ameyaw who have fought tirelessly and ensured continuity and growth of the Quality Assurance Directorate of the University. As we stand for Excellence, it is our fervent hope that every individual of this University continues to focus on quality driven operations that gear towards producing highly qualified professional teachers for the country and beyond.



KINDLY SEND YOUR COMMENTS AND SUGGESTIONS ON ISSUE 27; AND CONTRIBUTIONS FOR THE NEXT ISSUE OF "QUALITY SPEAKS" to [qualityassurance@uew.edu.gh](mailto:qualityassurance@uew.edu.gh) or call 0241119272

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