






The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR COMMUNITY SERVICE (CUEA/VC/CSC/01)	COMMUNITY SERVICE COMMITTEE
	NO. OF APPENDICES:
	4 (FOUR) (A-D)
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
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NOTE: <ol style="list-style-type: none">1. Write amendments on the page provided (Clause 0.2)2. Controlled copies of this document will be in the Vice Chancellor's office, DVC Administration and the Chairperson, Community Service Committee.	

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0. CONTENTS AND RECORD OF CHANGES

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0.2 Record of Changes

No.	Date <i>(dd-mm-yy)</i>	Details of Changes		Authorization
		Page	Clause/sub clause	Title

0.3 Distribution / Circulation

This Community Service Procedure is available at relevant function for authorized users.


1.0 PURPOSE

This procedure outlines the organizational process of Community Service activities for efficient and effective impact to the community in line with the vision and mission of CUEA.

2.0 SCOPE

This procedure applies to all community service activities by the University in the areas of economic, socio-cultural, political, ecological and spiritual issues covering the AMECEA Region.

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3.0 TERMS AND DEFINITIONS

For the purpose of this procedure the following terms shall apply in addition to those already defined in the CUEA Quality Management Manual.

- 4.1 **AMECEA** - Association of Member Episcopal Conferences in Eastern Africa
- 4.2 **CS** – Community Service
- 4.3 **CSC** – Community Service Committee
- 4.4 **DVC-ADM** – The Deputy Vice Chancellor, Administration
- 4.5 **Community Service** – This is an activity(ies) of Corporate Social Responsibility undertaken by the University.

4.0 REFERENCES

This procedure makes reference to the following documents:

- 4.1 The Catholic Identity Booklet
- 4.2 The Student Handbook
- 4.3 CUEA Staffing Manual
- 4.4 The University Strategic Plan
- 4.5 CUEA Quality Management Manual
- 4.6 CUEASO Constitution


5.0 PRINCIPAL RESPONSIBILITIES

The DVC – Administration has the overall responsibility of ensuring that this procedure is adhered to. The Chairperson of the Community Service Committee shall ensure that all Faculties, Centres, Campuses, Institutes/Divisions of the University shall adhere to this procedure in relation to any community service activity of the University.

6.0 METHOD

- 6.1 Corresponding Heads of Faculties, Centres, Campuses, Institute/Divisions shall ensure deliberation and prioritization of community activity(ies) and come up with a tentative schedule and budget for the respective academic year by the end of March.
- 6.2 The Chairperson CSC shall convene a committee meeting to consider meeting to consider the schedule and budgets to prepare proposed corporate schedule before the end of April of the respective year.
- 6.3 The Chairperson CSC shall forward the proposed corporate schedule (CUEA/VC/CSC/01/fm01) and budget to the Financial Administrator for approval before the end of April.

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- 6.3.1 If the budget is not approved, the Chairperson CSC shall communicate to the respective officers for revision and respond within two weeks. The Chairperson shall forward corrected schedule and budget to the Financial Administrator for approval.
- 6.3.2 If the budget is approved the Chairperson CSC shall communicate to all the Faculty Deans for the planning and implementation of the activities.
- 6.4 The Chairperson CSC shall compile the final University Community Service Schedule within one month.
- 6.5 The Chairperson CSC shall forward the approved final university community service schedule for implementation by the Heads of Faculties, Centres, Campuses, Institutes/Divisions and submit the community service report by end of June. (CUEA/VC/CSC/01/fm01).
- 6.6 The Chairperson CSC shall receive quarterly report(s) of all the executed community service activities of dispensation following the CSC format.
- 6.7 The Community Service Committee shall receive the report(s) and hold quarterly meetings to discuss the outcome. (CUEA/VC/CSC/01/fm 02)
- 6.8 If there is an emergency Community Service Activity, the respective Head of Faculty, Department, Centre, Campus, Institute / Division shall communicate to the Chairperson CSC and include the foreseen budget or proposed expenditure.
- 6.8.1 The Chairperson shall approve the budget in (6.8 above) or forward it to the DVC Admin for approval as guided by the Finance policy.
- 6.8.2 The Chairperson shall communicate the feedback to the relevant faculty, department, Centre, campus, Institute / Division immediately.

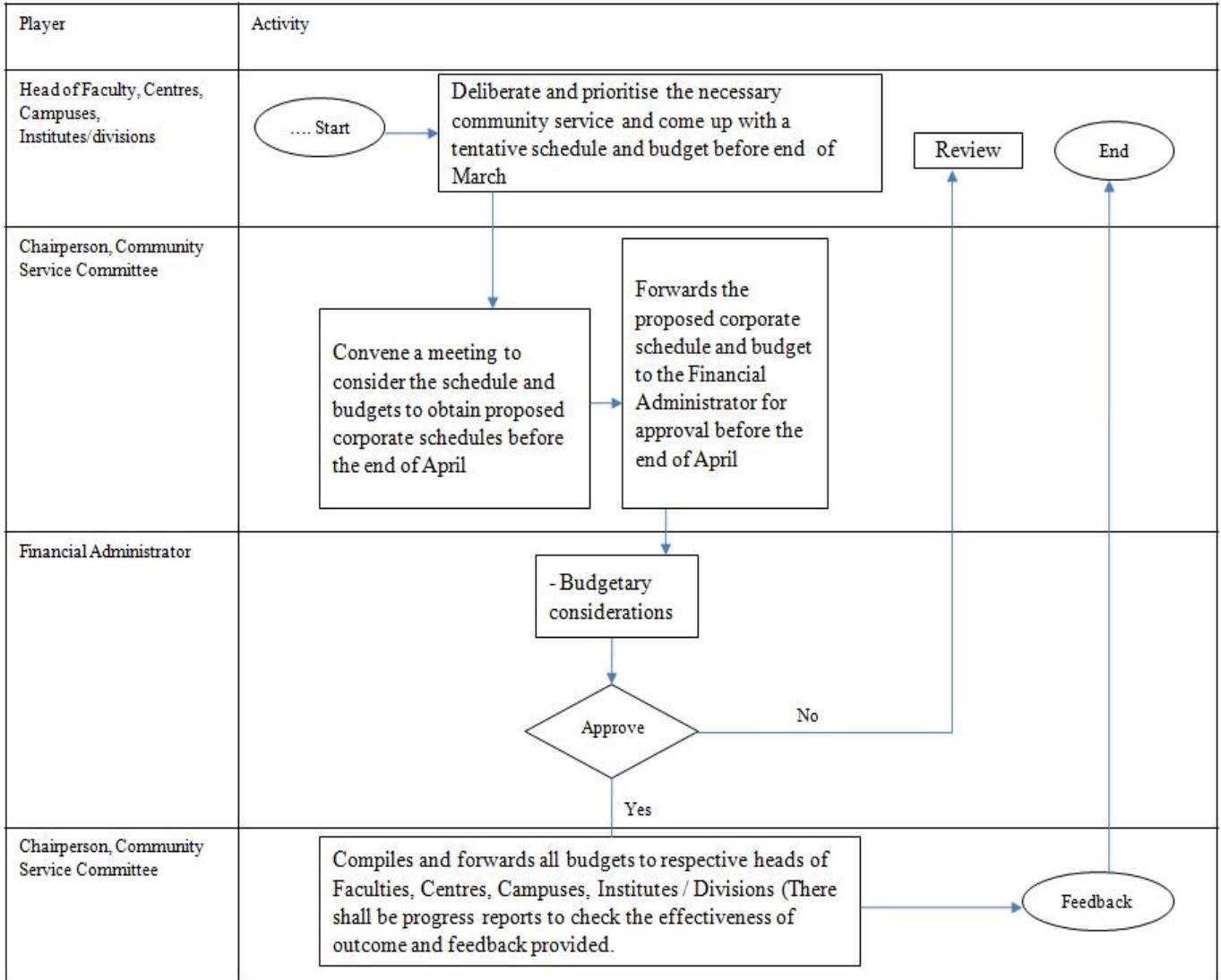
7.0 APPENDICES

- 7.1 Appendix A: Process Map
- 7.2 Appendix B: Work Instruction for Emergency Community Service
- 7.3 Appendix C: Forwarding and Acknowledgement Form
- 7.4 Appendix D: Community Service Internal Evaluation Questionnaire
- 7.5 Appendix E: Community Service External Evaluation Questionnaire


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7.1 APPENDIX A – PROCESS MAP



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APPENDIX B – FORWARDING AND ACKNOWLEDGMENT FORM

FORWARDING AND ACKNOWLEDGEMENT FORM

Date: _____

From: Faculty/Centre/Campus/Institute/ Division: _____

Report No _____


Issued by: _____

Received by: _____

Date: _____

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**APPENDIX C – COMMUNITY SERVICE INTERNAL EVALUATION QUESTIONNAIRE
THE CATHOLIC UNIVERSITY OF EASTERN AFRICA**

COMMUNITY SERVICE EXTERNAL EVALUATION QUESTIONNAIRE

The is conducting an assessment to ascertain the opinions of the members of the university community concerning the community service that took place on We would appreciate your response to the questions below.

Instruction

Please read each question carefully and answer as honestly and accurately as you can. Place a tick () in the bracket in the most appropriate response and where comment(s) is required, use the space provided.

A. BACKGROUND INFORMATION

1. Status: **Staff:**

Academic staff () Non academic Staff () Senior Administrative Staff ()

Student

Undergraduate: Regular () Part Time () School Focused () Short Courses ()


Postgraduate: Regular () Part Time () School Focused () Short Courses ()

B. COMMUNITY SERVICE INFORMATION

2. Rate your opinion about the following:

#	Item	Rating				
		Excellent	Good	I can't tell	Fair	Poor
(a)	Organization of the community service activity	()	()	()	()	()
(b)	Overall turn up of participants	()	()	()	()	()
(c)	Reporting time (punctuality)	()	()	()	()	()
(d)	Time management of activities	()	()	()	()	()

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#	Item	Rating				
		Excellent	Good	I can't tell	Fair	Poor
(e)	Address by university official	()	()	()	()	()
(f)	Entertainment by the Musician	()	()	()	()	()
(g)	Publicity / Awareness creation	()	()	()	()	()
(h)	Active Participation by participants	()	()	()	()	()
(i)	Refreshments	()	()	()	()	()

C. GENERAL INFORMATION

1. What did you like most about this community service?

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____


2. What did you like **least** about this community service?

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

3. What are your general comments on this community service programme?

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

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4. Suggestions for improvement on university's future community service activities?

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____


5. In what other areas do you recommend community service?

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

Thank you very much

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**APPENDIX D – COMMUNITY SERVICE INTERNAL EVALUATION QUESTIONNAIRE
THE CATHOLIC UNIVERSITY OF EASTERN AFRICA**

COMMUNITY SERVICE INTERNAL EVALUATION QUESTIONNAIRE

The is conducting an assessment to ascertain the opinions of the members of the university community concerning the community service that took place on We would appreciate your response to the questions below.

Instruction

Please read each question carefully and answer as honestly and accurately as you can. Place a tick () in the bracket in the most appropriate response and where comment(s) is required, use the space provided.


A. BACKGROUND INFORMATION

1. Name of the organization
2. Years of operation
3. Designation
4. Size of the organization

B. COMMUNITY SERVICE INFORMATION

1. What did you like **most** about this community service?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
2. What did you like **least** about this community service?
 - a. _____
 - b. _____
 - c. _____

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- d. _____
- e. _____
- 3. What are your general comments on this community service programme?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
- 4. Suggestions for improvement on university's future community service activities?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
- 5. In what other areas do you recommend community service?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____

Thank you very much

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