



### Annual Self-Evaluation Document for Non-Academic Service and Support Units

#### Introduction

As integral components of the University's structure, University of Benin's non-academic service and support units are subject to the Quality Assurance programme. Therefore, in setting and pursuing the University's priorities directed at a quality teaching, learning and research environment, the Quality Assurance Directorate evaluates annual reviews by non-academic service and support units. Of specific concern are those planned or systematic actions necessary to provide adequate confidence that the service(s) provided by the non-academic service and support units are of the type and quality needed and expected by the University. This means the process(es) and outcome(s) related to UNIBEN's non-academic unit quality assurance reviews must be co-ordinated and integrated with other institutional activities, including planning, priorities and budget cycles.

This evaluation should be as detailed as possible and submitted with **Policies, procedures and guidelines** under which the unit functions.

#### The Unit's Mandate

- *Is the mandate of the unit in keeping with the generally accepted norms of like units found at peer institutions? Comment on the justification of any marked deviations from such generally accepted norms. Add comments*
  
  
  
  
  
  
  
  
  
  
- *Do the unit's staff members understand the unit's mandate? Add comments*

#### Programs and Services Provided

- *Are the programmes and services provided by the unit in keeping with its mandate?*

#### Structure, Responsibilities and Effectiveness of the Unit

- *Is the structure of the unit suitable given its mandate?*
  
  
  
  
  
  
  
  
  
  
- *Does the unit's organization chart match its de facto structure?*
  
  
  
  
  
  
  
  
  
  
- *Do staff understand the structure and how they fit into that structure?*

- *Do those who deal with the unit on a regular basis know and understand its structure in the context of how that structure affects their dealings with the unit?*
- *Does each staff member have and understand their job description and responsibilities and does the description properly define their work?*
- *In the context of the unit's mandate, are staff members assigned responsibilities appropriately*

**Summary – Programme strengths, weaknesses, opportunities and threats**

- *Give a SWOT analysis for the programme based on your Unit's Policy, UNIBEN QA Policy and best practices related to your Unit.*

**STRENGTHS:**

**WEAKNESSES:**

**OPPORTUNITIES:**

**THREATS:**

### **Future intentions and strategy**

- **Indicate** *general intentions and any more strategic vision for the future development of the unit*

### **Authors of ASED and date of preparation**

- *Please indicate who has written this ASED, and the date of the current version.*

### **Objectives for Periodic Review**

- *Give specific terms of reference for what this review should set out to achieve.*

### **Summary Action Plan**

- *Set out summary outcomes as a programme action plan using the table below*

**The Unit's Mandate**

Action Number	Reason for Action	Planned Action	Person Responsible	Timeline	Outcomes	Commencement Date	Remarks
1.							
2.							
3.							
4.							
5.							

**Programmes and Services Provided**

Action Number	Reason for Action	Planned Action	Person Responsible	Timeline	Outcomes	Commencement Date	Remarks
1.							
2.							
3.							
4.							
5.							

**Structure, responsibilities and Effectiveness of the Unit**

Action Number	Reason for Action	Planned Action	Person Responsible	Timeline	Outcomes	Commencement Date	Remarks
1.							
2.							
3.							
4.							
5.							