



Office of Quality Assurance

23 August, 2022

Dear Students,

The QA Division and the Office of VP Academic Affairs are about to administer the DWU Satisfaction Ratings Survey for services offered at DWU. This exercise is tied to meeting the KPIs outlined in the DWU Third Decade Strategic Master Plan and is aligned with the 2020 DWU Quality Assurance (QA) Policy.

Our QA Policy is informed by the Theory of Change, which calls for evidence-based data (statistical and narrative) for purposes of continuous improvement and ultimately to bring about change. The policies and practices we have adopted are bench marked and modelled on good to best practices elsewhere. But that does not mean we become complacent and fall slaves to them. We must be mindful of the context in which these policies and practices operate or are meant to guide and safeguard us. If they no longer are applicable, or appear to be limiting, then they must be adjusted to suit the work environment. The work environment is made up of People - all of us - the community members (students and staff), hence the need to capture your voices through the Satisfaction Ratings Survey.

We are pleased to report that this process will begin next week - Monday 29 August and continue to the end of November. The time frame of 3-months data collection is to adequately cater for all divisions that provide services for staff and students.

Survey questionnaires will be sent to staff and students to rate their satisfaction for services offered and seek their views as to what they would like to see done differently or to do better for purposes of helping us to be of service to members of our community. If we do this well from within or 'at home', then we will be able to extend this beyond the gates of DWU with the wider community and our external partners.

Next week we begin with Friendship Library, Centre for Learning and Teaching (CLT), Information Communication Technology (ICT), Staff Dining Hall and the Student Dining Hall. So expect to receive the surveys and kindly complete them.

After we have received the anticipated number of responses, we will then administer surveys for Students Support Services (F-2-F & FL), Clinic, Security, Diwai Mart, Grounds and Beautification, Reception & Hospitality (Main Admin, AA Building, Faculty & Admin EOs/Admin Assistants/Front desks), Department Programs (F-2-F & FL) and the Registrar's Student Administration Division (registration, enrolments, records etc.).

The last surveys, only for staff, will be for services by HRM, Finance, Marketing, Maintenance, Global Travel and Diwai Pacific Ltd.

We seek your support and look forward to your invaluable feedback so that we can be sure of running this race to Win Together.

With sincere thanks as always.

The Quality Assurance Division in collaboration with the Office of VP Academic Affairs.