



TRUST ACADEMY
Training...for Excellence!!!

POLICY STATEMENT ON MONITORING LECTURING

1. Introduction

At Trust Academy, we seek to ensure that everything we do enables each student to fill his or her academic and social potential. To ensure that this happens, it is vital that the Head of Department monitors and evaluates the practice, strategies and initiatives that enhances quality of tuition. This monitoring and evaluation inform us about how effective our actions are and gives us a base from which we can identify and plan future developments.

Monitoring is the means by which we gather information. We do this systematically across a range of activities within our college.

We believe that effective monitoring:

- promotes excellent learning and teaching throughout the college;
- ensures excellent planning and delivery of the curriculum;
- identifies the strengths and needs for professional development;
- offers an opportunity to celebrate progress and success;
- provides information to support self-evaluation;
- ensures consistency throughout the college;
- ensures that every student is making good progress and is appropriately challenged.

Evaluation is the judgement on the effectiveness of actions taken, based on their impact on the quality of the student's learning.

2. Monitoring and Evaluation framework

2.1 Monitoring and Evaluation in our college are part of a planned process and involve a range of different people over the course of the college year.



2.2 Our primary tool for college self-evaluation is the Evaluation Questionnaire. This questionnaire is given to each student to complete and remain anonymous.

3. Roles and Responsibilities

3.1 Monitoring and Evaluation by the Head of Department

- The Head of Department will normally do scheduled and unscheduled class visits
- Scheduled visits are done once per month for each class. During the scheduled visits students are given the opportunity to assess the performance of their lecturers and other services
- Unscheduled visits are usually done after receiving reports or complains that needs urgent attention or feedback.

The Head of Department's role in monitoring is to:-

- arrange the overall programme and timetable for monitoring each class
- provide resources to enable monitoring to take place
- ensure planning is effectively monitored
- undertake general observations of lecturing
- undertake appropriate focused observations of teaching
- discuss successes and areas for improvement with lecturers
- evaluate the implementation of the monitoring programme

3.2 Monitoring and Evaluation by the Customer Service

The Customer Service Department monitors the quality of tuition delivery through the following:

- Appointing class representatives for each class and have weekly meetings with the class representatives



- Provide feedback to all sections as soon as the issues are raised
- Conduct end of semester written evaluations
- Process and share evaluation results with the different sections.
- Provide feedback to students on actions taken from each area of concern raised



TRUST ACADEMY STAFF PERFORMANCE EVALUATION



SECTION A [LECTURER EVALUATION]

LECTURER CLASS SUBJECT

We value your feedback on the performance of our lecturers and staff and hereby afford you the opportunity to assist us assess their performance. May you please complete the questionnaire below?

EXCELLENT 5	GOOD 4	AVERAGE 3	POOR 2	UNSATISFACTORY 1
1. The lecturer came well prepared for each class session			2. The lecturer's explanations were clear	
3. The lecturer demonstrated knowledge of the subject			4. The lecturer stimulated my interest for the subject	
5. The lecturer provided opportunities for students to ask questions			6. Student work was returned with constructive feedback within 7 days	
7. The lecturer covered syllabus in accordance to the breakdown			8. The lecturer was punctual for lectures	
9. The lecturer used relevant and practical examples			10. The lecturer gave detailed quality notes	

SECTION B [ADMIN EVALUATION]

EXCELLENT 5	GOOD 4	AVERAGE 3	POOR 2	UNSATISFACTORY 1
		Provided an environment for scholarly excellence	Makes excellent administrative decisions	Makes effort to assist students and follow up on complains
Principal (Mr Dembure)				
Admin Accountant (Mr Mugona)				
Ass Admin Accountant (Mr Dzenu)				
HOD Business School (Mr Chidembo)				
HOD ICT (Mrs Chamanga)				
Head Customer Service (Mr Chitunhu)				



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Loss Control Officer (Mr Sumbururu)			
Exam Officer (Mrs Wambe)			

SECTION C [SUPPORT STAFF EVALUATION]

	Treated me as a Valued Customer	Provided information that addressed my needs	Makes an effort to help
Information Desk staff			
Library staff			
Exam staff			
Security staff			
Cleaning staff			
Cashiers			
Time Officer			

WORKED EXAMPLE

1. If for instance students rate the lecturer lowly across all assessment grade, the college will visit the class, engage the students face to face on their proposed action. Students may request that the college talk to the lecturer to improve on the areas or may request for a replacement.