

Award of the SERVICOM Index

Report of

**SERVICOM Compliance Evaluation of
Federal College of Education
Technical, (FCET) Umunze
Anambra State**

May, 2019

EXECUTIVE SUMMARY

SUMMARY OF SERVICOM COMPLIANCE EVALUATION OF FEDERAL COLLEGE OF EDUCATION (TECHNICAL), FCET UMUNZE

Date of Evaluation:	13 – 17 May, 2019
Score:	2.0 out of 4; (50%)
Ranking:	2 Star Service
Description:	Fair

Findings

Strengths:

- Students commend the college fair credible and unbiased admission process which has greatly enhanced confidence in the system.
- Reports of performance monitoring are effectively recorded e.g. each student on teaching practice is assigned 6 supervisors to monitor them regularly and report on different aspects of cognitive skills requirements. This has led to confidence in the quality of students produced by the College.
- The FCE (T), Umunze has demonstrated its zeal in producing globally competitive teachers that are IT compliant and enable them to compete with their contemporaries through with the use of computer aided interactive boards in its micro teaching laboratory. This has led to increased efficiency and confidence amongst its students.
- The successful accreditation of the professional Diploma in Education has led to induction of over 1500 of the college graduates into the teachers' registration council of Nigeria (TRCN). This has encouraged professionalism in teaching career of the college grandaunts.
- Academic staff development and training has been on the increase in the college as records indicates that there were only 12 lecturers with Ph.D. before 2010 this number has increased to 65 in 2019 and about 50 non-teaching staff have been motivated to obtain higher qualifications and upgrade their credentials.
- SERVICOM Unit actively monitors academic and non-academic staff performance through active monitoring by having a representative in all the schools to report on performance against standards to the management and governing council. This has led to increased efficiency and productivity among the staff.
- The College NCE, degree and PDE programmes enjoy full accreditation status from NCCE, NUC and TRCN respectively. This has led to increased enrolment and an assurance of the college conformity to the required guidelines and standards for all her academic programmes.
- The Management of the FCET, Umunze actively seeks consultation with all its customer group e.g. the staff forum, the parent forum as well as the SUG forum with the provost. This has enabled the college to gather enough

- information that will help it deliver quality service to its various customer group.
- The FCET, Umunze had made enormous efforts to promote research through the acquisition of a virtual Library with over 10 million copies of books and journals from IOWA University in the USA and has made access to this virtual Library easier by making it possible for students and researchers to access it offline. This has led to increase in research work as the college can boast of over 65 associate professors in its various schools.
 - The college has its Service Charter on its website and pasted same at the entrances of all the various schools and department. This has led to an active consciousness by staff on the need to provide quality services to its various customer group and reawakened customers' expectations when they come to take service from the College
 - Information about services and how to access them are displayed for customers at various service windows e.g. the Service Charter, the orientation booklets and students' handbook are also given to students to guide them and help them access services easily.
 - Access to the College has been made easy for the public through provision of signage and extensive labelling of offices
 - Organisational charts are displayed at the various schools and departments to create awareness to customers on the hierarchy of the college and who has the final say in their matter.
 - There are enough utility vehicles to support monitoring of quality services at the various service centres. Shuttle buses are also available to convey students from one campus to the other. This encourages timeliness to lectures by students
 - Students confirmed that during registration, the College through ICT Centre provides a platform used to assist them to generate Remita code and to also register for courses. This reduces the stress and cost relying on Cyber Cafes for registration
 - There is a harmonious relationship between management and staff due to the commitment of management on staff welfare issues. This has led to improved motivation and high staff morale towards their job.
 - The FCET, Umunze have a strong student alumni association that strives to ensure the reputation the school had built over the years does not diminish through active donations and activities that would promote academic excellence

Weaknesses:

- There are no sufficient lecture halls to accommodate the students as most students complained that this has led to sharing of lecture halls by different department during lectures facing opposite directions. This leads to poor learning and reduction in students' academic performance.
- The problem of unstable power supply to the college brings a huge drain on available resources as the college rakes in huge bill from procuring gas for generating plants at the two campuses of the college.
- There is a dearth of bed spaces in students' hostel as it was observed that the hostels were overcrowded. This has made some of the students to lodge in private hostels with exorbitant rates.

- Access road to the main campus is in a deplorable state and is usually difficult to ply during the rainy season.
- Some departments in the main campus are bushy and untidy as a result of outsourcing of the task of cleaning to contractors with little or no provision of overhead to pay them. This could lead to reptiles finding their way into the campus and is not safe for both staff and students
- The college does not have staff quarters or provost lodge as all staff live outside the campus. This could hamper productivity and quality service delivery.
- The College had not conducted customer satisfaction surveys to assess the perception of the different stakeholders on quality of service provided by FCET Umunze.
- There was no evidence to show that summary of complaints received over a certain period are reviewed, analysed and published for customers to know that their complaints are being resolved
- The College had not produced and published a customer care policy to guide its staff on how to treat students and potential stakeholders
- Some frontline staff have not been trained on customer care to equip them on how to handle customers and potential customers

Recommendations:

- The Management of FCET Umunze should make efforts to raise new classroom structures to solve the challenge of insufficient lecture halls to accommodate the students. This will lead to a more conducive atmosphere for learning and an improvement in students' academic performance.
- The Management of FCET Umunze should make concerted efforts to seek for alternative source of energy that is cost effective to boost power supply to the college this will reduce the huge drain on available resources and channelling of such resources to more fruitful ventures.
- The College should make efforts in building more hostel blocks to increase bed spaces for students within the campus by partnering more with TETFUND. This will reduce the cost of hostel accommodations to the students.
- Access road to the main campus should be addressed through sustainable partnership with host communities as is currently done and more solicitation for intervention by other partners. This will make access to the main campus easy for both students and staff.
- There is need for proper landscaping of the main campus of the college and tarring of the network of road within the college. This would create a more serene environment for learning that would be safe for both students and staff.
- The college should collaborate more with its development partners to build staff quarters or provost lodge. This could motivate staff and increase productivity and quality service delivery.
- The College should use a variety of means to assess the quality of its services e.g. customer satisfaction surveys, use of comment cards by students. This will enable it gather information on the perception of the different customer groups on the quality of service provided by FCET Umunze.
- The College should summarise and analyse the records of complaints it has received from its customers. This will facilitate a quicker grievance redress

- mechanism.
- The College should endeavor to produce and publish a customer care policy. This will guide its staff on how to treat customers and potential customers
 - All frontline staff that have not been trained on customer care should be trained to equip them with the necessary skills to handle customers and potential customers

Conclusion

The SERVICOM Index score awarded to the Federal College of Education (Technical) Umuze, Anambra is **2.0 out of 4 (50%)** which represent **Two Star** and indicates **'Fair' service**. Although this is still far from praiseworthy, it is our belief that the Federal College of Education (Technical) Umuze would aim at continuous improvement on the quality of service delivered to the citizen if the recommendations contained in this report are faithfully implemented.

MAIN REPORT

1.0 Introduction

This is a report on the findings of a SERVICOM Compliance Evaluation of The Federal College of Education (Technical) Umunze; Compliance has been measured against the SERVICOM Index, a yardstick for measuring the quality of service as delivered by Government through its various Ministries, Departments, and Agencies (MDAs).

The SERVICOM Index is predicated on the facts that:

- the ultimate purpose of governance is to serve citizens;
- citizens have the right to be served right;
- service is well delivered only when citizens are satisfied; and
- The federal government is committed to the provisions of SERVICOM (Service Compact with All Nigerians) as a programme to improve service delivery throughout the country.

Customer satisfaction is the overriding consideration of service delivery.

Extensive research, consultations and surveys have shown that customer satisfaction is broadly driven by several drivers, listed below. The Federal College of Education (Technical) Umunze, has been evaluated for each of these drivers through customer interviews, discussions with staff, discussions with partners, review of key documents and observations made at service windows. The overall Index score for The Federal College of Education (Technical) Umunze, has been calculated as a weighted average of the scores evaluated for each driver. The weight of importance attached to each driver is as follows:

- | | | |
|--------------------|---|-----|
| • Service Delivery | - | 30% |
| • Timeliness | - | 24% |
| • Information | - | 18% |
| • Professionalism | - | 16% |
| • Staff Attitude | - | 12% |

2.0 Acknowledgement

We acknowledge the co-operation of the following for their contributions in the course of the evaluation exercise.

- | | | |
|-----|-----------------------------|---|
| 1. | Mallam Adamu Adamu | Minister, Federal Ministry of Education |
| 2. | Prof Anthony G. Anwukah | Hon Minister of State, Education |
| 3. | Arc. Sunday S.T. Echono | Permanent Secretary, Education |
| 4. | Prof. Bappa Aliyu Muhammadu | Executive Secretary, NCCE |
| 5. | Dr. Tessy Okoli | Provost, FCET Umunze |
| 6. | Sir, A. I. Udensi | Registrar, |
| 7. | Sir, P M. Omile | Bursar, |
| 8. | Dr. A. A. Ugwuanyi | College Librarian |
| 9. | Mrs. R.N. Ofodile | Dean, Student Affairs |
| 10. | Dr. Akamobi N.L. | Focal Officer, FCET, Umunze (SERVICOM) |
| 11. | Mrs Blessing Eberechukwu | FCET Umunze (SERVICOM) |

3.0 Terms of Reference

The FCET Umunze was selected for evaluation following a Presidential directive that all Government Departments and Agencies be evaluated for SERVICOM Index Compliance.

The Mandate of the SERVICOM Compliance Evaluation team is to identify those areas of actions that can bring immediate or urgent improvement in services to citizens.

4.0 Methodology

The Federal College of Education (Technical), Umunze was established in 1989 by Decree 4 of 1986. Although conceived during the Military regime, the initiative was widely applauded following the increasing quest for skilled and technically-oriented manpower resources for the efficient running of the 6-3-3-4 policy on education.

The College was therefore established as a response to the pressing need for well qualified middle-level manpower for teaching in the primary and lower forms of post-primary institutions in Nigeria. The College is primarily charged with the responsibility of effective teaching, research and community service. FCET Umunze presently awards NCE, Degree, and PDE Programmes and provides services through the following schools:

- a. School of Agriculture & Home Economics Education
- b. Scholl of Business Education
- c. School of Education & General Studies
- d. School of Fine and Applied Arts Education
- e. School of Industrial Technical Education
- f. Scholl of Sciences
- g. School of Languages

FCET, Umunze is responsible for ensuring the following services amongst others:

- a. Teaching
- b. Research
- c. Community Service

The service windows of FCET, Umunze vary significantly. To get a good representation, we considered that we should inspect service windows that vary in:

1. Sizes (Large or small)
2. Volume of customers (High or Low)
3. Range of services provided (provide full range or limited range of service)

Therefore, the following service windows /departments were selected for evaluation:

1. Academics:
 - Teaching Practice Department
 - Early Childhood Education
 - Elementary Education
 - Basic school
 - Graduate Program Education
2. Registrar's Office (Admissions)
3. Examinations and Records
4. Hostel Accommodation
5. Library Information and Media Studies

The SERVICOM team for this evaluation consisted of Two SERVICOM Officers, Focal Officer, FCET, Umunze and his staff who facilitated the process.

Evidence was gathered at the service windows through Customer Interviews, discussions with staff and partners, review of key documents and general observations.

Given the peculiar nature of the services provided by, FCET Umunze, it was also important to evaluate further evidence by administering questionnaires and conducting interviews with its staff and partners which included The Host Community, demonstration Secondary School Nawpija and Community Secondary School Umuokpu etc. The websites of SERVICOM office: www.SERVICOM.gov.ng, FCE Umunze: www.fcetumunze.edu.ng and that of Min. of Education: www.edu.org.ng were also used for the research.

The key documents reviewed include:

- FCET Umunze Reviewed Service Charter 2017
- FCET Umunze Students handbook
- Students Handbook for (Degree Programme) in affiliation with UNIZIK
- FCET Umunze five year strategic plan 2012-2016
- Provisional Academic Calendar for 2018/2019 session
- Minutes of meeting of Parent/Management Forum

- Minutes of meeting of the congress by student Union
- Minutes of meeting of the management committee meeting
- Minutes of the emergency meeting of the management of the academic board
- Minutes of SERVICOM Committee Meetings
- Minutes of staff Meetings
- Organogram of FCET Umunze
- Orientation manual for fresh Students
- Report from fresh Students Orientation
- Report of accreditation from NUC
- Admission list for 2016/2017 and 2018/2019
- Curriculum vitae and appraisal sheet for Academic and non – teaching staff
- Training policy
- Academic calendar and Time table
- List of TETFUND sponsored training development, conference Attendance
- Report of SERVICOM monitoring of teaching practice and Examinations
- Revised conditions of service for Colleges of Education
- FCET Umunze library Handbook
- FCET Umunze College News Magazine
- FCET Umunze teaching practice manual for students
- Publication of teaching practice unit.
- Micro teaching workbook
- Principles and practice of practicum in early childhood education
- Practicum workbook in early childhood education
- Students outline of lesson plan
- Annual report Magazines publications by the College
- Report of audited Account

5.0 Findings

The findings presented in this section comprise of an index score, observations on the Service Charter and on the quality of service delivery at FCET, Umunze

5.1 Charter Evaluation

The evaluated Service Charter of the FCET, Umunze is suitable, however the following findings on the Service Charter should be noted and effected in reviewing the Charter.

5.1.1 Findings on Service Charter

- Foreword
 - There is no foreword by the provost of the college to indicate ownership of the charter
- Service provision and delivery
 - The mechanism for measuring performance of services delivered e.g. monthly reporting is not stated in the Service Charter

5.1.2 Recommendations for improving Service Charter

- Foreword

- The Charter should include a foreword signed by the provost of the college to indicate ownership of the Charter
- Service provision and delivery
 - The mechanism for measuring performance of services delivered e.g. monthly reporting should be stated in the Service Charter

5.2 Index Score

The table below summarises the result of the evaluation of the FCET, Umunze service window. Based on the evaluation, we have calculated a score for Federal College of Education (Technical), Umunze.

The overall Index score awarded to the Federal College of Education (Technical), Umunze, is: **2.0 out of 4 (50%)**

Two Star Service

Description: Fair

	Score for FCET, Umunze
Overall Index score	2.0
Service Delivery	2.1
1 - Standards & practices / performance	2.2
2 – Reception experience	2.0
3 – Complaints & grievance redress	2.1
Timeliness	2.1
1 – Standards & practice/performance	2.2
2 – Customer friendliness	2.0
Information	1.9
1 – Information	2.2
2 - Customer feedback	1.6
Professionalism	2.0
1 – Transparency	1.7
2 – Efficiency	2.3
Staff Attitude	1.6

* Scores are rounded to 1 decimal place

5.3 Key Findings

The following observations have been made on the quality of service delivery provided by FCET, Umunze, which we feel need to be addressed as a matter of urgency.

5.3.1 Service Delivery

- There are no sufficient lecture halls to accommodate the students as most students complained that this has led to sharing of lecture halls by different department during lectures facing opposite directions. This they believe could lead to poor learning and reduction in students' academic performance.
- The problem of unstable power supply in the college brings a huge drain on available resources as the college rakes in huge bill from procuring gas for generating plants at the two campuses of the college. This could also hamper learning as most students may not be able to read at night.
- There is a dearth of bed spaces in students' hostel as it was observed that the hostels were overcrowded. This has made some of the students to lodge in private hostels with exorbitant rates.
- Access road to the main campus is in a deplorable state and is usually difficult to ply during the rainy season. This could hinder access to potential students. Some departments in the main campus are bushy and untidy. This could lead to reptiles finding their way into the campus and is not safe for both staff and students
- The college does not have staff quarters or provost lodge as all staff live outside the campus. This could hamper productivity and quality service delivery.
- There are no adequate seats around the college for students to seat while waiting for the next lecture to commence. This gives room for rowdiness and disturbance of those having lectures at the time
- There was no evidence to show that summary of complaints received over a certain period are reviewed, analysed and published for customers to know that their complaints are being resolved. This could discourage them from complaining or making suggestions on how the college could improve its services

5.3.2 Timeliness

- Timelines for resolution of students' complaints is not stated in the service charter displayed at service windows. This may hinder prompt service delivery by staff to its students
- Late releases of funds to the college has led to delay in completing projects that will facilitate service delivery e.g. the ongoing construction of lecture halls in the college

5.3.3 Information

- The College does not use comments cards and customer satisfaction surveys are not carried out on all customers' group to gauge the perception of the different customer groups on quality of service provided by FCET Umunze.
- Results of feedbacks collated by the college were not analysed and regularly

reported to management. This could lead to lack of information on how the college could improve on its services

5.3.4 Professionalism

- The College should summarise and analyse the records of complaints it has received from its customers. This will facilitate a quicker grievance redress mechanism.

5.3.5 Staff Attitude

- The College should endeavor to produce and publish a customer care policy. This will guide its staff on how to treat customers and potential customers
- All frontline staff that have not been trained on customer care should be trained to equip them with the necessary skills to handle customers and potential customers

5.4 Additional findings

The following additional observations were also made on the quality of services delivered, which may also need attention:

5.4.1 Service delivery

- The proliferation of other colleges of education satellite campuses that run their NCE programme for 9 months against the conventional three years as ran by FCET, Umunze is a major setback on the quality of teachers produced in the long run. This also takes a toll on the quality of basic education, which is the bed rock of our educational system

6.0 Recommendations

The following recommendations are provided in order to suggest actions that can be taken which could directly lead to improvements in service delivery. In this report, we are unable to comment on general constraint relating to physical or human resources, or structural or systemic issues which may impinge on effective delivery of services to the public.

6.1 Key Recommendations

6.1.1 Service Delivery

- The College should actively engage with TETFUND to complete the on gong 1000 capacity lecture theatre to accommodate the students during lectures. This will lead to improved learning and higher students' academic performance.
- The College should make efforts to seek for alternative power supply e.g. solar energy or other renewable sources of generating electricity to reduce the huge drain on available resources caused by unstable power supply to the college. This will also encourage students to read at night especially during exams period.
- The College should seek for alternative sources of funds e.g. internally

generated revenue to build more hostels for the students. This will reduce the crowdedness in its hostel and encourage more students to live within the campus

- The management of FCET, Umunze should continue to appeal to the state government to reconstruct the link road to the main campus. This will increase access to the college and facilitate movement in the area.
- The college should also continue to actively engage with TETFUND and other development partners to build staff quarters or provost lodge. This will encourage staff to live within the campus and boost productivity and quality service delivery.
- The College should put up waiting areas for students to seat while waiting for the next lecture to commence. This will reduce rowdiness and improved learning during lectures.

6.1.2 Timeliness

- Timelines for resolution of students' complaints should be stated in the service charter displayed at service windows. This will facilitate prompt service delivery by staff to its students
- Timely release of funds to the college will go a long way in facilitating the timely completion of ongoing projects that will facilitate service delivery e.g. the ongoing construction of lecture halls in the college

6.1.3 Information

- The College should regularly conduct a customer satisfaction survey and encourage the use of comments cards to generate data for analysing its customers' comments on the quality of its services. This will help the college gather information on the perception of different customer groups on quality of service provided by the college.
- Results of feedbacks collated by the college should be analysed and regularly reported to management. This will give management enough information for better decision making that puts the customers interest into consideration

6.1.4 Professionalism

- Summary of complaints received over a certain period should be reviewed, analysed and published for customers to know that their complaints are being resolved. This will encourage them to make suggestions on how the college could improve its services
- Training for non-teaching staff of the college should be more regular to equip them with relevant skills for professional service delivery.

6.1.5 Staff Attitude

- The College should endeavor to produce and publish a customer care policy. This will guide its staff on how to treat customers and potential customers
- All frontline staff that have not been trained on customer care should be trained to equip them with the necessary skills to handle customers and potential customers

6.2 Additional Recommendations

6.2.1 Service Delivery

- The NCCE should make efforts in curbing the proliferation of colleges of education satellite campuses that run their NCE programme for 9 months within the same vicinity with the conventional colleges of education that run two years programmes. This will improve the quality of teachers produced in the long run and improve on the quality of basic education, which is the bed rock of our educational system

6.3 Service Improvement Planning

Although the question of how these recommendations might best be implemented is a management issue for FCET, Umunze, SERVICOM Office through the SERVICOM Institute will work with the management of FCET, Umunze and its SERVICOM Unit to develop and guide the implementation of appropriate Service Improvement Plans.

6.4 Conclusion

The SERVICOM Index score awarded to the Federal College of Education (Technical), Umunze, is: 2.0 out of 4 (50%) which represent **Two Star Service** and indicates '**Fair**' service. Although this is still far from praiseworthy, it is our belief that FCET, Umunze would aim at continuous improvement on the quality of service delivered to its customers if the recommendations contained in this report are faithfully implemented.