

## **CHAPTER ONE**

### **Introduction**

#### **1.1 Background of the institution**

Musoma Utalii College (MUC) – Tabora was established in 2004. Since its establishment the college has been focusing in providing certificate and Diploma for various course such as Special course in tourism and Administration management, Technician certificates in tour guiding and Administration, Technician certificate in travel studies and tour operations, Technician certificate in computer knowledge Certificate in Early child hood Education, Ordinary Diploma in Tour guiding, Ordinary Diploma in Tour operation and Travel Agent, Ordinary Diploma in Wildlife Management, Technical Certificate in Front Office Operation, Technical certificate in Accommodation Operation, Technical certificate in food production, Technical certificate in food and beverage services, Diploma in Nursery School Teaching, Certificate in ICT & Diploma in ICT, and Certificate in Secretarial and Records Management.

The first students graduated in **May 2005**. The college was opened in response to Government request and community needs for private organizations' to become involved in providing technical Education and vocational training.

At its inception, MUC was located at NSSF Building where it occupied the 2nd and 3rd floors of the building; The College conducted its functions for more than seven years at that particular building. When the process of acquiring its own piece of land completed, MUC moved to its new campus in Ipuli, adjacent to Ipuli Roman Catholic Church.

## 1.2 Mission Statement

“To become the leading international technical academic institution in imparting highly and quality professional skills”

## 1.3 Vision Statement

“To provide high quality and relevant professional and technical skills to meet the needs of Tanzanians and Foreigners”

## 1.4 Core Values

**MUC is guided by the following core values**

- i) **Excellence** - MUC will observe quality in all training and academic pursuit including teaching, field practical and public services by ensuring that standards are adhered to, quality control of assurance mechanism are institutionalized and maintained.
- ii) **Moral standards and integrity** - MUC community will uphold and observe accuracy, professional ethics, honesty, corporate, social responsibility, and human respect in all its undertakings.
- iii) **Innovation** - In performing the activities in relation to its core functions, MUC will attempt to be creative, up to date and cherish novelty.
- iv) **Equity** - MUC is an equal opportunity institution

## 1.5 Objectives

The Broad objective of MUC is to be the center of excellence in providing quality technical education through training in short and long courses and tailor made programmers in certificates and diploma

- To assume a leading role in providing technical education and professional or vocational training in centers of learning and in promoting research.

- To promote continuing education of Tanzanians in order to maintain labor productivity and global competitiveness.
- To excel in knowledge and human resource capacity building by ensuring a balance between quality and quantity.
- To provide, promote and maintain centers of excellence and management exemplary in knowledge creation, skill development and entrepreneurship.

## **CHAPTER TWO**

### **2.0 Environmental scanning**

The environmental scanning for MUC includes both external and internal environment. It covers Learning environment, Social environment, economic environment and technological developments of the college. In this chapter a number of pertinent issues have been described. As a result MUC has an obligation to respond to the resulting dynamics.

### **2.1 Learning environment**

In a bid to ensure that our students are satisfied with our learning environment Musoma Utalii College – Tabora have decided to create a very good learning environment to our students that will suit their learning desire as well as facilitating their learning process. So that the college has the modern library services (both e-library and manual library), also the college possesses the modern learning tools as well as learning equipment

### **2.2 Quality planning**

### **2.3 Evaluation**

MUC has learning and sufficient teaching facilities of its own which includes classrooms, computer labs, Studio, Library, Teaching aid room, all those equipment's are intended to support student learning, unlike that the college have no sufficient facilities for special groups such as students with Albinism and blind. Such as braille dymotape machine, speech compressor, talking computer terminal, opticon, computer driven braille printer, walking sticks and teaching staffs with special education's knowledge

The Office of the dean of students provides student leadership skills and encourage students in co-curricular activities that enhance academic learning. The office of the dean provides a

series of counseling and guidance that focuses on developing necessary skills for effective leadership as well as for overall character. Participation is free and open to all Musoma Utalii college students. For student participation, Furthermore, upon completion of their programs, students are awarded a completion certificate that is also included with their College transcripts when they transfer. In addition to that the college lacks students' first aid center which could provide immediate health services to student with problems.

## CHAPTER THREE

### Admission report

The admission of students at Musoma Utalii College – Tabora is guided by the college admission Policy, The admission Policy of Musoma Utalii College – Tabora provides the criteria needed for a student to be admitted to undertake a certain course.

YEAR	APPLICATIONS	CERTIFICATE AND DIPLOMA PROGRAMMES			TOTAL
		Sex	Certificate	Diploma	
2015/16	Sex/Programes				
	Applicants	F	53	23	76
		M	46	19	67
	Total applicants		99	42	143
	Admitted Applicants	F	50	19	69
		M	41	17	58
	Total Admitted Applicants		91	36	127
% Admitted		92%	86%	89%	
2016/17	Applicants	F	122	15	137
		M	95	32	127
	Total applicants		217	47	264
	Admitted Applicants	F	108	12	120
		M	76	20	96
	Total Admitted Applicants		184	32	216
	% Admitted		85%	68%	82%

## CHAPTER FOUR

### Academic report

#### SOCIAL SCIENCES DEPARTMENT

#### 1. JOURNALISM AND BROADCASTING COURSE

##### NTA LEVEL 4

##### 1<sup>ST</sup> SEMESTER CERTIFICATE IN JOURNALISM AND BROADCASTING

SN	CODE	MODULE NAME	NO. OF STUDENTS	PASS	FAIL
1	JST 04101	HISTORY OF JOURNALISM	29	28	1
2	JST 04103	JOURNALISM ETHICS AND PRACTICE	29	28	1
3	JST 04104	NEWS CONCEPT AND VALUES	29	28	1
4	JST 04110	KISWAHILI	29	28	1
5	JST 04109	BASIC COMPUTER APPLICATIONS	29	28	1
6	JST 04108	ENGLISH FOR JOURNALIST	29	28	1

##### 2<sup>ND</sup> SEMESTER CERTIFICATE IN JOURNALISM AND BROADCASTING

SN	CODE	MODULE NAME	NO. OF STUDENTS	PASS	FAIL
1	JST 04202	JOURNALISM AND SOCIETY	8	8	0
2	JST 04205	INTERVIEW AND NEWS GATHERING	8	8	0
3	JST 04206	NEWS WRITING	8	8	0
4	JST 04207	INTRODUCTION TO MEDIA LAW	8	8	0

##### NTA LEVEL 5

##### 1<sup>ST</sup> SEMESTER DIPLOMA IN JOURNALISM AND BROADCASTING

SN	CODE	MODULE NAME	NO. OF STUDENTS	PASS	FAIL
1	JST 05101	MEDIA ETHICS	5	5	0
2	JST 05102	MEDIA LAW & POLICY	5	5	0
3	JST 05103	RADIO BROADCASTING	5	5	0
4	JST 05105	NEWS WRITING	5	5	0
5	JST 05107	PHOTOJOURNALISM	5	5	0
6	JST 05111	ENTERPRENEURSHIP	5	5	0

**2<sup>ND</sup> SEMESTER DIPLOMA IN JOURNALISM AND BROADCASTING**

<b>SN</b>	<b>CODE</b>	<b>MODULE NAME</b>	<b>NO. OF STUDENTS</b>	<b>PASS</b>	<b>FAIL</b>
1	JST 05204	TV BROADCASTING	8	7	1
2	JST 05206	MEDIA AND DEMOCRACY	8	7	1
3	JST 05208	ON-LINE JOURNALISM	8	7	1
4	JST 05209	ENVIRONMENT, GENDER & HIV/AIDS	8	7	1
5	JST 05210	PR & ADVERTISING	8	7	1

**NTA LEVEL 6****1<sup>ST</sup> SEMESTER DIPLOMA IN JOURNALISM AND BROADCASTING**

<b>SN</b>	<b>CODE</b>	<b>MODULE NAME</b>	<b>NO. OF STUDENTS</b>	<b>PASS</b>	<b>FAIL</b>
1	JST 06101	BASIC CONCEPT OF FINANCE AND ACCOUNTING	3	3	0
2	JST 06102	NEWS MEDIA MANAGEMENT	3	3	0
3	JST 06103	EDITING FOR PRINT MEDIA	3	3	0
4	JST 06105	NEWS SOURCES AND GATHERING	3	3	0
5	JST 06106	FEATURE AND SPORT WRITING	3	3	0

**2<sup>ND</sup> SEMESTER DIPLOMA IN JOURNALISM AND BROADCASTING**

<b>SN</b>	<b>CODE</b>	<b>MODULE NAME</b>	<b>NO. OF STUDENTS</b>	<b>PASS</b>	<b>FAIL</b>
1	JST 06204		8	8	0
2	JST 06208		8	8	0
3	JST 06207		8	8	0



## 2. INFORMATION TECHNOLOGY TECHNICIAN

### NTA LEVEL 4

#### 1<sup>ST</sup> SEMESTER CERTIFICATE IN INFORMATION TECHNOLOGY TECHNICIAN

SN	CODE	MODULE NAME	NO. OF STUDENTS	PASS	FAIL
1	ITT 04101	COMPUTER BASICS	47	44	3
2	ITT 04102	SOFTWARE INSTALATION AND MAINTENANCE	47	44	3
3	ITT 04103	ESSENTIAL OF COMPUTING MATHEMATICS	47	44	3
4	ITT 04104	BASIC COMMUNICATION SKILLS	47	44	3
5	ITT 04105	BASIC COMPUTER APPLICATION	47	44	3
6	ITT 04106	BASIC ELECTRICITY ELECTRONICS	47	44	3

#### 2<sup>ND</sup> SEMESTER CERTIFICATE IN INFORMATION TECHNOLOGY TECHNICIAN

SN	CODE	MODULE NAME	NO. OF STUDENTS	PASS	FAIL
1	ITT 04201	HARDWARE INSTALLATION, TROUBLESHOOTING & MAINTENANCE	75	68	7
2	ITT 04202	NETWORKING BASICS	75	68	7
3	ITT 04203	CUSTOMER CARE	75	68	7
4	ITT 04204	WEB TECHNOLOGIES BASICS	75	68	7
5	ITT 04205	BASIC ENTREPRENEURSHIP	75	68	7
6	ITT 04206	INDUSTRIAL PRACTICAL TRAINING	75	68	7

### NTA LEVEL 5

#### 1<sup>ST</sup> SEMESTER DIPLOMA IN INFORMATION TECHNOLOGY TECHNICIAN

SN	CODE	MODULE NAME	NO. OF STUDENTS	PASS	FAIL
1	ITT 05101	OPERATING SYSTEM	2	2	0
2	ITT 05102	COMPUTER MAINTENANCE AND REPAIR	2	2	0
3	ITT 05103	COMPUTER NETWORKING	2	2	0
4	ITT 05104	INTRODUCTION TO INTERNET PROGRAMING	2	2	0
5	ITT 05105	INTRODUCTION TO CUSTOMER CARE	2	2	0
6	ITT 05106	COMPUTER MATHEMATICS	2	2	0

7	ITT 05107	COMMUNICATION SKILLS	2	2	0
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## **2<sup>ND</sup> SEMESTER DIPLOMA IN INFORMATION TECHNOLOGY TECHNICIAN**

<b>SN</b>	<b>CODE</b>	<b>MODULE NAME</b>	<b>NO. OF STUDENTS</b>	<b>PASS</b>	<b>FAIL</b>
1	ITT 05201	INTRODUCTION TO PROGRAMING	8	7	1
2	ITT 05202	SERVER MAINTENANCE & REPAIR	8	7	1
3	ITT 05203	ELECTRONICS & COMPUTER REPAIR	8	7	1
4	ITT 05204	INTRO. ENTREPRENEURSHIP	8	7	1
5	ITT 05205	INTRO TO SUPERVISORY SKILLS	8	7	1
6	ITT 05206	COMPUTING APPLICATIONS	8	7	1
7	ITT 05207	INDUSTRIAL PRACTICAL TRAINING	8	7	1

## **NTA LEVEL 6**

## **1<sup>ST</sup> SEMESTER DIPLOMA IN INFORMATION TECHNOLOGY TECHNICIAN**

<b>SN</b>	<b>CODE</b>	<b>MODULE NAME</b>	<b>NO. OF STUDENTS</b>	<b>PASS</b>	<b>FAIL</b>
1	ITT 06101	OBJECT ORIENTED PROGRAMING	8	8	0
2	ITT 06102	WEB TECHNOLOGY	8	8	0
3	ITT 06103	SYSTEM ANALYSIS AND DESIGN	8	8	0
4	ITT 06104	SYSTEM ADMINISTRATION AND SECURITY	8	8	0
5	ITT 06105	PROJECT PROPOSAL	8	8	0

### 3. RECORDS MANAGEMENT

#### NTA LEVEL 4

#### 1<sup>ST</sup> SEMESTER CERTIFICATE IN RECORDS MANAGEMENT

S N	CODE	MODULE NAME	NO. OF STUDENTS	PASS	FAIL
1	BCRM 04101	INTRODUCTION TO OFFICE PRACTICE	35	35	0
2	BCRM 04102	ENGLISH FOR BUSINESS COMMUNICATION	35	35	0
3	BCRM 04103	INTRODUCTION TO REGISTRY MANAGEMENT	35	35	0
4	BCRM 04104	COMMERCIAL ARITHMETICS	35	35	0

#### 1<sup>ST</sup> SEMESTER CERTIFICATE IN RECORDS MANAGEMENT

S N	CODE	MODULE NAME	NO. OF STUDENTS	PASS	FAIL
1	BCRM 04205	STRUCTURE OF THE GOV'T	6	6	6
2	BCRM 04206	COMMUNICATION SKILLS	6	6	6
3	BCRM 04207	BASIC PRINCIPLES OF RECORDS MANAGEMENT	6	6	6
4	BCRM 04208	FIELD PRACTICES	6	6	6

#### NTA LEVEL 5

#### 1<sup>ST</sup> SEMESTER DIPLOMA IN RECORDS MANAGEMENT

SN	CODE	MODULE NAME	NO. OF STUDENTS	PASS	FAIL
1	DRM 511	PRINCIPLE OF RECORD MANAGEMENT	1	1	0
2	DRM 512	COMMUNICATION SKILLS	1	1	0
3	DRM 513	INTRODUCTION TO STATISTICS	1	1	0
4	DRM 514	REGISTRY PROCEDURES	1	1	0
5	DRM 515	INTRODUCTION TO INFORMATION TO SOCIETY	1	1	0

**2<sup>ND</sup> SEMESTER DIPLOMA IN RECORDS MANAGEMENT**

<b>S N</b>	<b>CODE</b>	<b>MODULE NAME</b>	<b>NO. OF STUDENTS</b>	<b>PASS</b>	<b>FAIL</b>
1	DRM 05201	RECORD OFFICE PROCEDURES AND PRACTICES	9	9	0
2	DRM 05202	INTRODUCTION TO ARCHIEVS MANAGEMENT	9	9	0
3	DRM 05203	CONSEVATION AND PRESERVATIONOF RECORDS AND ARCHIVAL	9	9	0
4	DRM 05204	GENERAL STUDIES	9	9	0
5	DRM 05205	COMMUNICATION AND INTERPERSONAL SKILLS	9	9	

**TOURISM DEPARTMENT**

**TOUR GUIDING**

**NTA LEVEL 4**

**1<sup>ST</sup> SEMESTER CERTIFICATE IN TOUR GUIDING**

<b>S N</b>	<b>CODE</b>	<b>MODULE NAME</b>	<b>NO. OF STUDENTS</b>	<b>PASS</b>	<b>FAIL</b>
1	GST 04101	BASIC COMPUTITION IN BUSINESS OPERATION	55	49	6
2	GST 04103	BASIC ENGLISH GRAMMAR AND STRUCTURE	55	49	6
3	TGT 04101	PERFORM BASIC OPERATION OF A TOUR GUIDE	55	49	6
4	TGT 04104	DEVELOPING PERSONAL SKILLS AND ATTITUDE IN A PROFESSIONAL WAY IN TOUR GUIDING	55	49	6

**2<sup>ND</sup> SEMESTER CERTIFICATE IN TOUR GUIDING**

<b>S N</b>	<b>CODE</b>	<b>MODULE NAME</b>	<b>NO. OF STUDENTS</b>	<b>PASS</b>	<b>FAIL</b>
1	GST 04204	ENTREPRENEURSHIP	42	38	4
2	GST 04205	APPLICATION OF ENGLISH GRAMMAR	42	38	4
3	TGT 04202	PERFORM BUSINESS ACTIVITIES AS TOUR GUIDE	42	38	4
4	TGT 04203	RULES AND REGULATIONS OF TOUR ORGANIZATION	42	38	4

**NTA LEVEL 5**

**1<sup>ST</sup> SEMESTER DIPLOMA IN TOUR GUIDING**

<b>S N</b>	<b>CODE</b>	<b>MODULE NAME</b>	<b>NO. OF STUDENTS</b>	<b>PASS</b>	<b>FAIL</b>
1	GST 05101	COMPUTER SOFTWARE AND INTERNET APPLICATION	3	3	0
2	GST 05103	LEARNING HOW TO LEARN	3	3	0
3	TGT 05101	PERFORM OPERATION OF A TOUR GUIDE	3	3	0
4	TGT 05104	UNDERSTAND THE RULES AND REGULATION OF THE TOUR ORGANIZATION	3	3	0

## **2<sup>ND</sup> SEMESTER DIPLOMA IN TOUR GUIDING**

<b>S N</b>	<b>CODE</b>	<b>MODULE NAME</b>	<b>NO. OF STUDENTS</b>	<b>PASS</b>	<b>FAIL</b>
1	GST 05202	ENGLISH FOR BUSINESS COMMUNICATION	3	3	0
2	GST 05205	ESTABLISHING AND OPERATING A SMALL SCALE ENTERPRISE	3	3	0
3	TGT 05205	DEVELOPING PERSONAL SKILLS AND ATTITUDES IN A PROFESSIONAL WAY FOR THE TOUR GUIDING	3	3	0
4	TGT 05206	DESCRIBE THE MEANING OF THE TOURISM INDUSTRY	3	3	0

## **NTA LEVEL SIX**

## **1<sup>ST</sup> SEMESTER DIPLOMA IN TOUR GUIDING**

<b>S N</b>	<b>CODE</b>	<b>MODULE NAME</b>	<b>NO. OF STUDENTS</b>	<b>PASS</b>	<b>FAIL</b>
1	GST 06105	COMPUTING APPLICATIONS	7	6	1
2	GST 06106	ENTREPRENEURSHIP	7	6	1
3	THT 06101	FOOD AND BEVERAGE MANAGEMENT	7	6	1
4	THT 06102	TOURISM MARKETING AND HOSPITALITY	7	6	1
5	THT 06103	TRAVEL AGENCY MANAGEMENT	7	6	1
6	THT 06104	TOURISM LAW	7	6	1

## **2<sup>ND</sup> SEMESTER DIPLOMA IN TOUR GUIDING**

<b>S N</b>	<b>CODE</b>	<b>MODULE NAME</b>	<b>NO. OF STUDENTS</b>	<b>PASS</b>	<b>FAIL</b>
1	THT 06201	ECO-TOURISM	5	5	0
2	THT 06202	TOURISM POLICY AND PLANNING	5	5	0
3	GST 06203	PRINCIPLES OF MANAGEMENT AND ADMINISTRATION	5	5	0
4	GST 06204	COMMUNICATION SKILLS	5	5	0

## **CHAPTER FIVE**

### **Evaluation Report**

#### **5.0 FINDINGS**

This part presents the analysis of the findings from the field about the study on “evaluation of students’ satisfaction on the courses offered at the college as well as their learning environment” through the use of Questioner method

The findings were collected in line with the following objectives:-

1. To discover where the tutors at MUC give the students the course outline on their respective subjects
2. To measure the student satisfaction on the way the tutors deliver their courses as demonstrated in the course outlines
3. To discover the that tutors are supposed to improve while delivering their contents
4. To measure students satisfaction on the learning environment at the college

#### **5.1 FINDINGS FROM THE STUDENTS**

**The findings was guided by six questions that were presented in the questioner**

##### **Q.1 what do you like the most about this course?**

The evaluation found most of the students at the college prefer practical learning rather than theoretical, this can be proved with how they respond to the evaluation forms that was given to them by the evaluation team.

Example from Tourism department all the respondent prefers either practical cooking or rather visiting the tourist areas, likewise Journalism students were delighted with the practical learning in both news writing (through the college newspaper) and broadcasting (via the college Radio)

On the side of ITT students they prefer the most on practical aspect as the college give them an independent computer room for ITT student that do not interfere with other courses, unlike that they are in high demand of internet services at the college as internet and networking is the part of their studies.

In contrast to the afore mentioned courses students from Records and Secretarial department likes how their tutors teach them but to some extent they are not happy with the absence of typewriting machines at the college so they ask the college top management to consider them as typewriter is the one of the most useful tool in their profession

**Q.2 Do you have the course outline of this course (referring to the subject a student opt to evaluate)?**

The evaluation found that most of the tutors give their students the course outlines of their respective courses although there are some of the tutors who didn't as demonstrated in the figure bellow

COURSE NAME	NO. QUESTIONEERS	YES	NO
NURSERY SCHOOL TEACHING	100	72	28
JOURNALISM AND BROADCASTING	20	19	1
TOURISM AND HOTEL MANAGEMENT	20	17	3
RECORDS MANAGEMENT	40	32	8
ITT	20	19	1
<b>TOTAL</b>	<b>200</b>	<b>159</b>	<b>41</b>

**Table I**



**Q.3 Do you usually understand what is expected of you as demonstrated in the course outline**

The evaluation team found that most of the students understand what they expect to understand as demonstrated in the course outline given to them by their tutors, but to some extent some of them condemn their tutors for not following the course outline as well as spending much of their time in class to talk about their personal and other life instead of concentrating to deliver what their students expect them to deliver during classes.

Unlike the first three questions the fourth, Fifth and sixth aim at getting students' opinion on different measures to be taken by their tutors as well as top management at the college so as to improve their learning environment

**I. What specific advice would you give to help your instructor improve your learning in this course**

Students at Musoma Utalii College advice their tutors to give them the assignments regularly, both practical and theoretical one, also they advise their tutors to have the tendency of marking the assignments and return to them on time so as to get the time to review the given assignments.

Also hardworking to the tutors is highly demanded by the respondents who advise the tutors to be in class on time and spend their time in class wisely, together with that the use of polite language to the tutors while in class is highly recommended by students from all courses.

**II. What other ideas would you suggest to improve this course (e.g., changes in course structure, assignments or exams)?**

In some courses the students suggest the additional of some topics in their course although they are not in the course outline as well as their module so as to improve

their professional, example from ITT course students suggest to be taught coding and developing of Mobile Apps (part of programming) while in Journalism students suggests Media and development topic (part of media and Society) to taught as independent course, likewise to Tourism Students who suggest Wildlife management topic in PBO to be taught as an independent course

Others suggest to the management to add the number of tutors in their respective courses so as to reduce the burden to the present tutors at the college, they believe that increasing the number of tutors will lead to the increase in specialization that will encourage competence among the tutors in their respective subjects

All the students who responded to our evaluation questioners suggest to be given more assignments (both group assignments and individual assignments) so as to improve their competence on what they are taught in class

### **III. What is your comment about the learning environment at this college?**

The evaluation team found that most of the student commented on improvement of learning environment at the college through adding more learning facilities such as books, journals as well as College brochures that will make them aware about what is going on at the college.

Also students comment on the surrounding environment at the college as most of them condemn about the scarcity of water and irregular power cut off specifically during the weekends and ask the top management to work on those issues

## **5.2 Recommendation**

### **i) To the Tutors**

The evaluation team recommends that in order for the students to be satisfied with what they deliver to them, there is a need for improving accountability among the tutors and everyone to work under minimum supervision

### **ii) To the college top management**

The evaluation team recommends that the top management should work on the areas that need to be improved so as to give the students total satisfactions.