

## 1. BURSARY DEPARTMENT

<b>ZIMBABWE OPEN UNIVERSITY</b>			
<b>Programme name:</b> Bursary Department			
<b>Programme period:</b> 01 January to 31 December 2021			
<b>Programme purpose and objective:</b>			
<b>Purpose:</b>			
<p>The Bursar shall act as the Accountant of the University and shall be responsible for the safeguarding of its funds, in accordance with the general directions of the Vice-Chancellor, for authorizing its investments and expenditure. The Bursar shall perform such additional functions as may be specified in the statutes.</p>			
<b>Objectives:</b> To achieve the listed and tabled output			
Output Ref	Output	Weightage %age	Outcome Ref
1.	Annual budget produced	15	1, 2
2.	Accurate financial records kept	30	1, 2
3.	Budgets funded	25	1 & 2
4.	Quarterly management accounts produced	15	1 & 2

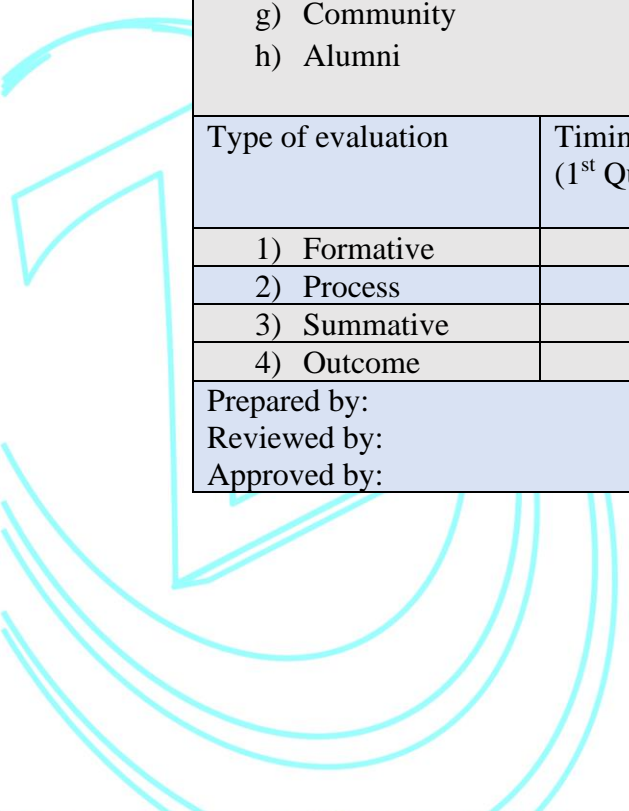


5.	Audited financial statements produced	15	1, 2
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**Stakeholders:**

- a) Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development
- b) Students
- c) ZOU Council
- d) Zimbabwe Council for Higher Education (ZIMCHE)
- e) Commerce and Industry
- f) Suppliers
- g) Community
- h) Alumni

Type of evaluation	Timing (1 <sup>st</sup> Quarter 2021)	Timing (2 <sup>nd</sup> Quarter 2021)	Timing (3 <sup>rd</sup> Quarter 2021)	Timing (4 <sup>th</sup> Quarter 20)
1) Formative				
2) Process				
3) Summative				
4) Outcome				
Prepared by:	Designation:			Date:
Reviewed by:	Designation:			Date:
Approved by:	Designation:			Date:



## 2. ICT DEPARTMENT

<b>ZIMBABWE OPEN UNIVERSITY</b>			
<b>Programme name:</b> Information Communication Technology (ICT) Department			
<b>Programme period:</b> 01 January – 31 December 2021			
<b>Programme purpose and objective:</b>			
<b>Purpose:</b>			
<div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 0 auto;"> <p>The department exists to provide the University with a robust infrastructure and integrated information system to support business processes.</p> </div>			
<b>Objectives:</b> To achieve the listed and tabled output			
<b>Output Ref</b>	<b>Output</b>	<b>Weightage</b>	<b>Outcome Ref</b>
1.	ICT Services provided (start-end semester, sync services, website template, internet bandwidth, support & maintenance)	50%	1,2
2.	ICT Infrastructure operationalized (Firewall, SSL certificate, Voip, Wi-Fi, servers, new LANs, laptops, PCs )	25%	1,2
3.	ZOU Printing Press commercial plan refined	5%	1,2
4.	ICT System Integrations developed (Mobile app, SMS, USSD, WhatsApp, Online exams, payments, thesis)	10%	1,2
5.	Printing Services provided (exam printing, graduation paraphernalia, business cards, walk-in jobs etc)	10%	1,2
<b>Stakeholders:</b>			

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- g) Community
- h) Alumni

Type of evaluation	Timing (1 <sup>st</sup> Quarter 2021)	Timing (2 <sup>nd</sup> Quarter 2021)	Timing (3 <sup>rd</sup> Quarter 2021)	Timing (4 <sup>th</sup> Quarter 20)
1) Formative				
2) Process				
3) Summative				
4) Outcome				
Prepared by:	Designation:			Date:
Reviewed by:	Designation:			Date:
Approved by:	Designation:			Date:

### 3. LIS DEPARTMENT

<b>ZIMBABWE OPEN UNIVERSITY</b>
Programme name: Library Information Services Department
Programme period: 01 January – 31 December 2021
Programme purpose and objective: Purpose:

The library is at the centre of learning in the ZOU system of learning. It provides learning resources and other platforms to provide research resources.

**Objectives:** To achieve the listed and tabled output

Output Ref	Output	Weightage	Outcome Ref
1.	E-Resources provided	30%	Ref 1
2.	Print materials provided	20%	Ref 1
3.	Information literacy skills training conducted	20%	Ref 1
4.	Research output archived	15%	Ref 1, Ref 2
5.	eJournals' portal developed	15%	Ref 1, Ref 2

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- g) Community
- h) Alumni

Type of evaluation	Timing (1 <sup>st</sup> Quarter 2021)	Timing (2 <sup>nd</sup> Quarter 2021)	Timing (3 <sup>rd</sup> Quarter 2021)	Timing (4 <sup>th</sup> Quarter 20)
5) Formative				
6) Process				
7) Summative				
8) Outcome				
Prepared by: Reviewed by: Approved by:	Designation: Designation: Designation:		Date: Date: Date:	

#### 4. PVC: AA DEPARTMENT

<b>ZIMBABWE OPEN UNIVERSITY</b>
Programme name: PVC: AA DEPARTMENT
Programme period: 01 January – 31 December 2021
Programme purpose and objective: a) Purpose
<div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"> <p>The Pro Vice-Chancellor (Academic affairs) is mandated to assist the Vice Chancellor in the performance of his academic functions. To that effect, the PVC (AA) directs the development and implementation of academic plans, policies, and regulations. PVC (AA) Ensures that University programmes are of the highest quality and superintends the work of Faculties, Directorates and Regional Campuses. The Departmental Key Result Areas are, Teaching and learning, Research, Community Engagement and Innovation, Corporate governance, and Quality Assurance. The department of the Pro Vice Chancellor (Academic Affairs) comprises of 20 units, namely, seven (7) Faculties, ten (10) Regional campuses, Materials Development Unit, Student Affairs Unit, and the International Relations Office. The PVC (AA) departmental mission is Empowerment Through Provision of Academic Excellence in ODeL.</p> </div>
b) Objectives: To achieve the listed and tabled outputs

<b>Output Ref</b>	<b>Output</b>	<b>Weightage</b>	<b>Outcome Ref</b>
1	Learning materials produced	10	1,2 & 3
2	New market-driven programmes submitted to ZIMCHE for accreditation	5	1,2 & 3
3.	Part-Time Tutors “E” Policy produced	8	1,2 & 3
4.	ZOU District Centre Policy produced	8	1,2 & 3
5.	Learning materials revised	8	1,2 & 3
6.	Teaching and Learning Centre established	10	1,2 & 3
7.	Students registered	10	1,2 & 3
8..	Students inducted	8	1,2 & 3
9.	Student Support Services provided	10	1,2 & 3
10.	Tutorials conducted	7	1,2 & 3
11.	Students’ work assessed	5	1,2 & 3
12.	Graduates produced	5	1,2 & 3
13.	Graduation Ceremony held	10	1,2 & 3
14.	Consultancies conducted	5	1,2 & 3

15.	International partnerships and collaborations implemented	10	1,2 & 3
16.	Students, exchange programme implemented	8	1,2 & 3
17.	Staff exchange programme implemented	8	1,2 & 3
18.	Graduate Tracer Studies conducted (SMU)	8	1,2 & 3
19.	Media Centre established	8	1,2 & 3
20.	Community engagement projects established	8	1,2 & 3

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- h) Alumni

Type of evaluation	Timing (1 <sup>st</sup> Quarter 2021)	Timing (2 <sup>nd</sup> Quarter 2021)	Timing (3 <sup>rd</sup> Quarter 2021)	Timing (4 <sup>th</sup> Quarter 2021)
a) Formative				
b) Process				
c) Outcome				
d) Summative				
Prepared by:	Designation:			Date:



Reviewed by:	Designation:	Date:
Approved by:	Designation:	Date:

## 5. PVC: RIED DEPARTMENT

ZIMBABWE OPEN UNIVERSITY			
Programme name: PVC: RIED DEPARTMENT			
Programme period: 01 January – 31 December 2021			
<b>Programme purpose and objective:</b>			
<b>a) Purpose</b>			
<p>The Department comprises of the following units:</p> <ul style="list-style-type: none"> <li>ii) Directorate of Research, Innovation and Technology Transfer (RITT)</li> <li>iii) Post-graduate Research Office</li> <li>iv) Business Development Unit (Farms)</li> <li>v) Alumni Stakeholder Relations</li> </ul> <p>Apart from the above units, the Department (RIED) works closely with all the seven faculties in the University. Its function is to coordinate research, innovation, and enterprise development activities in the University.</p>			
<b>b) Objectives: To achieve the listed and tabled outputs</b>			
Output Ref	Output	Weightage (%)	Outcome Ref
1.	University Research Activities Coordinated	10	1 & 2
2.	Research grants (funding) application submitted	2	1 & 2
3.	RTGS 5.9m-Farm Enterprises revenue generated	10	1 & 2

4.	Postgraduate Programme Managed	10	1 & 2
5.	Alumni database created	3	1 & 5
6.	Alumni functions organised	3	1 & 5
7.	Alumni chapters launched	3	1 & 5
8.	Alumni communication done	3	1 & 5
9.	Paraphernalia sold	3	5
10.	University Research Policy Developed	2	1 & 2
11.	University Research Strategy Developed	2	1 & 2
12.	Heritage based virtual International Research and Innovation Conference organised	5	1 & 2
13.	Intellectual Property Policy Developed	2	1 & 2
14.	Technology Transfer and Strategy Developed	2	1 & 2
15.	Heritage-based Community Research Projects implemented	10	1 & 2
16.	University Innovation Hub Constructed	5	1 & 2
17.	RTGS 4,080,160-maize revenue generated	10	1 & 2

**Stakeholders:**

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Type of evaluation	Timing (1 <sup>st</sup> Quarter 2021)	Timing (2 <sup>nd</sup> Quarter 2021)	Timing (3 <sup>rd</sup> Quarter 2021)	Timing (4 <sup>th</sup> Quarter 2021)
a) Formative				
b) Process				
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Prepared by:	Designation:		Date:	
Reviewed by:	Designation:		Date:	
Approved by:	Designation:		Date:	

**6. REGISTRAR DEPARTMENT**

<b>ZIMBABWE OPEN UNIVERSITY</b>
Programme name: REGISTRAR DEPARTMENT
Programme period: 01 January – 31 December 2021
Programme purpose and objective:
<p>a) Purpose</p> <div style="border: 1px solid black; padding: 5px;"> <p>The Registrar’s Office is composed of five Units namely, Infrastructure and Estates Management, Academic Registry, Human Resources, Security and Records Management. The Department is tasked with ensuring the integrity of University records and examinations, interpreting, and enforcing University policies, maintaining the University’s property, providing excellent student services, and assisting the University deliver its mandate through human resources. The Department is also mandated to make recommendations for existing University processes, policies, and procedures to enhance efficiency and effectiveness.</p> </div>

c) Objectives: To achieve the listed and tabled outputs

Output Ref	Output	Weightage	Outcome Ref
OP 1	Mash West Regional Campus Refurbished (Boundary wall)	5%	OUC 2
OP 2	Michael Court repainted	5%	OUC 2
OP 3	Hatcliffe Multipurpose and Innovation Hub building constructed	5%	OUC 2
OP 4	Corner House Closed Circuit Television commissioned	2%	OUC 2
OP 5	Harare Regional Campus Admin Block constructed	5%	OUC 2
OP 6	Matabeleland North Regional Campus infrastructure refurbished	5%	OUC 2
OP 7	Faculties from rented properties relocated to Corner House completed (7)	3%	OUC 2
OP 8	Regional Campus solarised	3%	OUC 2
OP 9	Manicaland Regional Campus fenced	5%	OUC 2
OP 10	Contractual vehicles purchased	5%	OUC 2
OP 11	Operational vehicles purchased	4%	OUC 2
OP 12	Vacant Undesignated staff posts filled	5%	OUC 2
OP 13	Staff payroll produced	2%	OUC 2
OP 14	Staff exempted from paying fees educated	2%	OUC 1

OP 15	Undesignated staff retired	2%	OUC 1
OP 16	Academic Staff promoted/tenured	2%	OUC 1
OP 17	Pension Fund administered	2%	OUC 2
OP 18	Wellness programme conducted	2%	OUC 2
OP 19	Staff disciplinary cases conducted	2%	OUC 2
OP 20	Resolutions of Council and Senate meetings actioned	10%	OUC 2
OP 21	Vacant designated post filled	2%	OUC 2
OP 22	Quarterly reports produced	2%	OUC 2
OP 23	Security services provided	2%	OUC 2
OP 24	Records management System maintained	2%	OUC 2
OP 25	Council members payroll produced	2%	OUC 2
OP 26	Students examinations administered	5%	OUC 2
OP 27	Security unit capacitated	9%	OUC 2

**Stakeholders:**

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- b) Students
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d) Zimbabwe Council for Higher Education (ZIMCHE) e) Commerce and Industry f) Suppliers g) Community h) Alumni				
Type of evaluation	Timing (1 <sup>st</sup> Quarter 2021)	Timing (2 <sup>nd</sup> Quarter 2021)	Timing (3 <sup>rd</sup> Quarter 2021)	Timing (4 <sup>th</sup> Quarter 2021)
a) Formative				
b) Process				
c) Outcome				
d) Summative				
Prepared by:		Designation:		Date:
Reviewed by:		Designation:		Date:
Approved by:		Designation:		Date:

## 7. VC DEPARTMENT

<b>ZIMBABWE OPEN UNIVERSITY</b>
<b>Programme name:</b> VC's DEPARTMENT
<b>Programme period:</b> 01 January – 31 December 2021
<b>Programme purpose and objective:</b>
<b>a) Purpose:</b> The Vice Chancellor is the chief academic, administrative and disciplinary officer of the University, with general responsibility for maintaining and promoting the efficiency, effectiveness, and good order of the University. The Vice-Chancellor's Department is composed of the Procurement Management Unit, Quality Assurance Unit, Corporate Planning and Risk Management Unit, Audit Unit, Legal Services and Marketing and Information Services Unit. The 2020 performance of each of these units is illustrated hereunder.

**b). Objectives: To achieve the listed and tabled outputs**

Output Ref	Output	Weightage %age	Outcome Ref
1.	2019 – 2023 Strategic Plan aligned with National Development Strategy1 2021 - 2025	5	1 & 2
2.	2021 ZOU Integrated Performance Agreement produced (ZOUIPA)	5	1 & 2
3.	2021 Departmental Integrated Performance Agreement (DIPA) produced	4	1 & 2
4.	2021 Departmental Work and Performance Monitoring Plan (DW&PMP) produced	4	1 & 2
5.	Quality Management System Certified- Stage 1: Certification contract signed	5	1 & 2
6.	Corporate Communications and Marketing strategy aligned with 2019 – 2023 Strategic Plan	5	1 & 2
7.	2021 ZOU Annual Corporate Communications and Marketing activities defined	3	1 & 2
8.	2021 Departmental Integrated Performance Agreement (DIPA) produced	3	1 & 2
9.	2021 Departmental Work and Performance Monitoring Plan produced	4	1 & 2
10.	2022 Departmental Work and Performance Monitoring Plan produced (CC&M)	3	1 & 2
11.	Bi-Annual Performance Monitoring and Evaluation report produced	4	1 & 2
12.	Annual Performance Monitoring and Evaluation report produced	4	1 & 2
13.	Quality Assurance activities report produced	5	1 & 2

14.	Procurement Plan produced	3	1 & 2
15.	University requirements procured, as contained in the Procurement Plan	5	1 & 2
16.	Risk Management Report Produced	4	1 & 2
17.	University requirements procured, as contained in the Procurement Plan	4	1 & 2
18.	Audit Report Produced	5	1 & 2
19.	Legal and compliance report produced	5	1 & 2
20.	Legal and compliance report produced	3	1 & 2
21.	Partnerships and collaborative agreements signed	4	1 & 2
22.	2022 Zimbabwe Open University Integrated Performance Agreement (ZOUIPA) produced	5	1 & 2
23.	2022 Departmental Integrated Performance Agreements produced	5	1 & 2
24.	2022 Departmental Work and Performance Monitoring Plan (DW&PMP) produced	4	1 & 2

**Stakeholders:**

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- b) Students
- c) ZOU Council
- d) Zimbabwe Council for Higher Education (ZIMCHE)
- e) Commerce and Industry





f) Suppliers				
g) Community				
h) Alumni				
Type of evaluation	Timing (1 <sup>st</sup> Quarter 2021)	Timing (2 <sup>nd</sup> Quarter 2021)	Timing (3 <sup>rd</sup> Quarter 2021)	Timing (4 <sup>th</sup> Quarter 2021)
a) Formative				
b) Process				
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d) Summative				
Prepared by:		Designation:		Date:
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Approved by:		Designation:		Date:

**Types of Evaluation**

**Formative**

- Evaluates a programme during development to refine or improve the programme during the early stages

**Summative**

- Provides information on programme effectiveness
- Conducted after the completion of the programme or project

**Process**

- Determines if specific programme activities were implemented as planned
- Focuses on programme implementation

**Outcome**

- Focuses on the changes in, for example, comprehension, attitudes, behaviour, and practices that result from programme activities

**Impact**

- Focuses on long-term, sustainable change due to the programme’s activities, both positive/negative and intended/unintended



Evaluation Plan 2021 – 2023: Approved/Not approved

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Professor Paul Henry Gundani  
Vice Chancellor

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Date

