



# UNIVERSITY OF ABUJA

University of National Unity

U of A of Nigeria

*(Office of the Vice-Chancellor)*

**CENTRE FOR SIWES AND STUDENT EMPLOYMENT (CSSE)**

**INTRODUCING THE CSSE SERVICE BOXES**

## **PREAMBLE**

The Centre has devised strategies to deliver services to students and the University Community to ensure the safety of both staff and students from COVID-19 Pandemic. One of such changes/strategies is discussed below. Students and staff will be updated from time to time on several other changes aimed at serving you better while keeping safe and healthy.

## **GUIDE TO USAGE CHART**

There are eight boxes coded for different services placed on a wall fitting by the Centre's Office for SIWES/SES /SMS students and for staff use in disseminating/ despatching and communicating information, instructions, advices, feedbacks and receiving feedback from students, staff and the public complimenting all online channels for these services. These are viz:

1. SIWES/SES logbook/Handbook E-receipt submission box.
2. Feedback box
3. SMS/SES Application submission box
4. Incoming mails box
5. Outgoing mails box
6. Complaints/Suggestion box
7. SES Register box
8. CSSE forms store box

There shall be no more queues for e-receipt submission, and other SIWES/SES/SMS related services:

The Table below summarizes the role of each box;

<b>S/N</b>	<b>BOX</b>	<b>ROLE</b>	<b>PROCEDURE/STEPS</b>
1.	Logbook/Handbook E-receipt submission box	Receives E-receipt submission forms and E-receipts of SIWES/SES logbooks/Handbook payment.  The procedures for submission must be	<ol style="list-style-type: none"><li>i. Download E-receipt submission form from the CSSE website.</li><li>ii. Complete or fill the form</li><li>iii. Attach E-receipt submission form to E-receipt printed upon payment via</li></ol>

		followed before dropping form and receipt in the box	<ul style="list-style-type: none"> <li>iv. the University Remita platform</li> <li>v. Drop both in the box. The CSSE will notify students via the University email if documents require further attention</li> <li>vi. Processed to cash office for confirmation.</li> <li>vii. logbooks/Handbooks Delivery/Despatch to respective students' Department for pick up.</li> </ul>
2.	Feedback box	Despatches Centre's feedback to students/staff on SIWES/SES & other SES related instructors	<ul style="list-style-type: none"> <li>i. Concerned/affected students will be informed via the University students email if they are required to pick any document or feedback from the box.</li> <li>ii. Note that general feedbacks will be communicated to students and staff via University email.</li> </ul>
3.	SES/SMS Application submission box	Receive students SES/SMS Applications. This will usually open when there is a call for applications and closes by the deadline of such calls	<ul style="list-style-type: none"> <li>i. Drop hard copies of application and supporting documents in the box.</li> <li>ii. CSSE will pick them up daily to process and record</li> <li>iii. Feedback will be communicated via University email.</li> </ul>
4.	Incoming mails box	Receives incoming mails	<ul style="list-style-type: none"> <li>i. Mails for the CSSE are dropped in this box.</li> <li>ii. The CSSE shall pick up mails and send an acknowledgment copy.</li> <li>iii. Where a staff attention is required, notify the Secretary CSSE to receive the mail.</li> </ul>

5.	Outgoing mail box	Used to process outgoing mails for despatch strictly for the Centre's use.	
6.	Complaints/ Suggestion box	<ul style="list-style-type: none"> <li>i. Receives students/staff complaints / suggestion on service delivery with respects to the Centre's activities and general observations.</li> <li>ii. Will also receive appointment bookings to see the Director on SIWES/SES and other matters that cannot be resolved via all our electronic channels</li> </ul>	<ul style="list-style-type: none"> <li>i. Drop in written complaints or suggestions.</li> <li>ii. CSSE will pick up and process for feedback</li> <li>iii. Feedback can either be communicated via the University email or in the feedback box if specific to students/staff. Then they will be notified if they have any feedback to pick up which can be done at their time and convenience.</li> <li>iv. For appointments, CSSE will email individuals if an email address was dropped or send an SMS text if a mobile number was dropped of time and date of appointment.</li> <li>v. If there are no details, CSSE will book the requested appointment and leave a note in the feedback box for pick up; in such cases, students/staff will only see an email on the general University mail drawing affected individual's attention to the feedback box.</li> </ul>
7.	SES Register submission box	Receives completed and signed monthly SES workers: registers	<ul style="list-style-type: none"> <li>i. Students are to download this form online or obtain a copy from the CSSE form box.</li> <li>ii. Complete form with their names, SES</li> </ul>

			<p>identity number, daily hours worked and total monthly hours worked</p> <p>iii. Get form endorsed by their Unit 's Head</p> <p>iv. Drop form in the box</p> <p>v. CSSE will pick up and process for payment.</p>
8.	CSSE form box	<p>Stores hard copies of frequently used forms for urgent or emergency uses. However, students/staff are advised to use the Centre's online channels to obtain these forms</p>	<p>i. Pick forms from the dispensing outlet of the box</p> <p>ii. If a wrong form was picked, then return to the box forms not needed via the opening on the top of the box.</p>

Feedback box contact point and all boxes are regularly disinfected using the spray disinfectant deposited on the box rail. There is a provision of in-let and outlet openings on the boxes to allow individuals drop in papers and pick up as in the case of the feedback box. The instructions tags/ charts and inscription on the wall above the boxes will inform and guide users on appropriate usage of the boxes. All users are advised to follow the prescribed safety measures for preventing the spread of corona virus. In addition to this measure hand washing facility are available at the extreme corner outside the Senate Building reception to enable hand washing in addition to the use of hand sanitizers. Students are to ensure that they wash their hands before and after using the service boxes. This strategy will reduce person to person contacts occasioned by submission of documents, making enquiries, complaints and suggestions from students, staff and the public.

Take responsibility! Stay safe and help keep U of A N COVID-19 free!!

I look forward to meeting you soon.

Many thanks and God bless you all.

Dr Grace Oyiza Anibasa

Director, Centre for SIWES and Student Employment