

MBEYA UNIVERSITY OF SCIENCE AND TECHNOLOGY



STUDENTS GUIDE

AUGUST, 2019

WELCOME NOTE FROM THE VICE CHANCELLOR

On behalf of the Council, Management and University community, I wish to warmly welcome you all to the Mbeya University of Science and Technology (MUST). Since 1986, when the University was known as the Mbeya Technical College (MTC) offering Full Technician Certificate (FTC) courses, MUST has come a long way to educating Tanzania citizens to become responsible members and leaders of the society. The University proudly welcomes you to this unique institution. When you join us, you will be embarking on an educational journey that is meant to transform you not only academically but socially and personally as well. This Student Guide is designed to guide you throughout your University life. It contains some information on academic and social matters to enable you make the right academic choices and adjust to the University life in general.

University life has so many challenges but your main purpose here is to acquire knowledge. Therefore, it is my hope that you will all take your studies seriously and do all that is required of you as students of MUST. Above and beyond this Guide, there are many other relevant persons, documents and resources to help you abide by the values and standards of our University. As members of MUST, we all share the responsibility for upholding these standards.

We hope that you will read this Guide carefully and use it to find the support you need. We also hope that as stakeholders of MUST, you will also support the University vision of becoming the leading centre of excellence for knowledge, skills and knowledge creation in Science and Technology.

You are warmly welcome!

Prof. Aloys Mvuma
The Vice Chancellor

**KEY OFFICERS IN RELATION TO YOUR STUDY AT MBEYA UNIVERSITY OF
SCIENCE AND TECHNOLOGY**

The Chancellor:

Hon. Pius Msekwa

Chairperson to the University Council:

Hon. Zakia Meghji

Vice Chancellor (VC):

Prof. Aloys N. Mvuma

Deputy Vice Chancellor – Academic, Research and Consultancy (DVC-ARC)

Prof. Godliving Y. S. Mtui

Deputy Vice Chancellor - Planning, Finance and Administration (DVC-PFA)

Prof. Justinian R. Anatory

Dean of Students

Mr. Augustine P. Matem

Principal of the College of Engineering and Technology (CET)

Dr. Zacharia S. Katambara

**Ag. Principal of the College of Architecture and Construction Technology
(CoACT)**

Dr. Alexander N. Mtawa

Ag. Principal of the College of Science and Technical Education (CoSTE)

Dr. John P. John

**Ag. Principal of the College of Information and Communication Technology
(CoICT)**

Dr. Julius Rwakarambi

Ag. Principal of the Rukwa Campus College (MRCC)

Prof. Osmund Kaunde

Ag. Principal of the College of Humanities and Business Studies (CoHBS)

Dr. Visent T. Kipene

Ag. Director of Undergraduate Studies (DUS)

Dr. Idas M. Kiondo

Ag. Director of Postgraduate Studies, Research and Publications (DPS-RP)

Dr. Asheri M. Mwidege

Director of Library Services (DLS)

Mr. Novatus Luanda

Ag. Director of the Centre for Innovation and Technology Transfer (CITT)

Dr. Juma Mpangule

Ag. Director of the Rural Technology Park (RTP)

Dr. Duncan Mwakipesile

Ag. Director of Finance (DF)

Mr. Shwaibu K. Shaban

Ag. Director of Quality Assurance

Dr. Lulu C. Luflenge

Head of Students Accommodation Bureau (MUSTSAB)

Mr. Keneth J. Mwampashe

Head of Student Government, Judicatory and Control Services (SGJCS)

Mr. Daliko C. Mhule

Ag. Head of Centre for Industrial Linkage and Labour Market (CILLM)

Dr. Arthur Omar

Ag. Director of ICT Services and Statistics

Mr. Imani Mwalumbwe

1. BACKGROUND INFORMATION

1.1 INTRODUCTION

This Students' Guide is intended to help students during their studies at Mbeya University of Science and Technology. The Guide will provide information on various aspects pertaining to matters related to academic, administration and general students' life at the University and where more information is needed, the Guide will direct you to other relevant guidelines, policies and documents.

1.2 SHORT HISTORY OF MUST

Mbeya University of Science and Technology (MUST) is a result of two successive transformations. The first transformation involved the transformation of the Mbeya Technical College (MTC) established in 1986 to Mbeya Institute of Science and Technology (MIST) in 2005. MTC was offering four Full Technician's Certificate (FTC) programmes in the fields of Civil, Mechanical, Architecture and Electrical Engineering. The second restructuring involved transformation of MIST to MUST in 2012 through the MUST Charter which was signed by Hon. Dr. Jakaya M. Kikwete, the President of the United Republic of Tanzania on 19th August 2013.

1.3 VISION AND MISSION OF MUST

1.3.1 VISION

The Vision of MUST is to become the leading center of excellence for knowledge, skills and applied education in Science and Technology.

1.3.2 MISSION

The Mission of MUST is to develop academically, technologically and socially competent students, staff and other stakeholders who will be responsive to the broader needs and challenges of the society specified by:

- i. Facilitating appropriate tuition, practical training and support according to the needs of students and other customers;
- ii. Encouraging staff commitment to quality education and services including research, consultancy and innovation;
- iii. Fostering lifelong learning, honesty and responsibility;
- iv. Promoting an environment conducive to human development;
- v. Promoting effective entrepreneurship and usage of appropriate technology that meet national and international needs and standards through skills and practical oriented training, research and consultancy.

1.4 UNIVERSITY OBJECTIVES

- i. To offer training in science and technology, technical education and other training, thus developing a critical mass of highly trained manpower.

- ii. To formulate plans for the promotion, technological development and improvement of the quality of education and training being offered to students and other stakeholders.
- iii. To promote and encourage innovation, initiative and readiness amongst staff and students in their fields of specialization and study.
- iv. To collaborate with other institutions nationally and internationally in the initiation, promotion and conduct of technical education, science and technology programmes.
- v. To carry out any other assignments given by the Government through its various organs.

1.5 ACCREDITATION

Mbeya University of Science and Technology is fully registered and accredited by the Tanzania Commission for Universities (TCU) to conduct Higher Education Programmes.

1.6 MEMBERSHIP

Mbeya University of Science and Technology is a member of the following Institutions.

- i. The Commonwealth Association of Polytechnics in Africa (CAPA)
- ii. Inter University Council for East Africa (IUCEA)
- iii. African Network of Scientific and Technical Institutions (ANSTI).
- iv. WaterNet

2. STUDENTS' ACADEMIC AFFAIRS

2.1 COLLEGES, DIRECTORATES AND CENTRES

The University has eight (8) colleges, four (4) directorates and three (3) centres and students will be registered and offered services in any one of them. In addition to the general University wide regulations; students will also be subject to the rules and regulations pertaining to the relevant college, directorate or centre. For more information on guidelines and regulations pertaining to the respective college/directorate/centre, please contact the Principal/Director. The academic programmes in the colleges are offered under the departments as outlined below:

2.1.1 THE COLLEGE OF ENGINEERING AND TECHNOLOGY (CET)

This College comprises of the following departments:

- i. Department of Civil Engineering;
- ii. Department of Electrical and Power Engineering;
- iii. Department of Mechanical and Industrial Engineering;
- iv. Department of Geosciences and Mining Technology; and
- v. Department of Chemical and Environmental Engineering.

2.1.2 THE COLLEGE OF SCIENCE AND TECHNICAL EDUCATION (CoSTE)

This College comprises of the following departments:

- i. Department of Natural Sciences;
- ii. Department of Technical Education;
- iii. Department of Mathematics and Statistics;
- iv. Department of Applied Sciences; and
- v. Department of Earth Sciences.

2.1.3 THE COLLEGE OF HUMANITIES AND BUSINESS STUDIES (CoHBS)

This College comprises of the following departments:

- i. Department of Business Management;
- ii. Department of Humanities; and
- iii. Department of Law.

2.1.4 THE COLLEGE OF ARCHITECTURE AND CONSTRUCTION TECHNOLOGY (CoACT)

This College comprises of the following departments:

- i. Department of Architecture and Art Design;
- ii. Department of Urban Planning and Real Estate Studies; and
- iii. Department of Construction Management and Technology.

2.1.5 THE COLLEGE OF AGRICULTURAL SCIENCES AND TECHNOLOGY (CoAST)

- i. Department of Agricultural Engineering;
- ii. Department of Crop Science and Horticulture;
- iii. Department of Food Science and Technology;
- iv. Department of Natural Resources;
- v. Department of Veterinary Medicine and Animal Science; and
- vi. Department of Agronomy and Soil Science.

2.1.6 THE COLLEGE OF HEALTH SCIENCES AND TECHNOLOGY (CHST)

This College comprises of the following departments:

- i. Department of Pharmacy and Pharmaceutical Sciences
- ii. Department of Nursing and Midwifery
- iii. Department of Medical Sciences and Technology
- iv. Department of Dental Health
- v. Department of Public Health

2.1.7 THE COLLEGE OF INFORMATION AND COMMUNICATION TECHNOLOGY (CoICT)

This College comprises of the following departments:

- i. Department of Computer Science and Engineering;
- ii. Department of Information Technology Systems;
- iii. Department of Electronics and Telecommunications Engineering;
- iv. Department of Content Engineering and Multimedia Technology; and
- v. Department of Informatics.

2.1.8 MUST RUKWA CAMPUS COLLEGE (MRCC)

This College comprises of the following departments:

- i. Department of Mechanical and Industrial Engineering;
- ii. Department of Agricultural Science and Technology;
- iii. Department of Humanities and Business Studies;
- iv. Department of Built Environment Engineering;
- v. Department of Electrical Engineering and Information Technology; and
- vi. Rural Technology Park.

2.1.9 DIRECTORATE OF UNDERGRADUATE STUDIES (DUS)

This Directorate comprises of the following departments:

- i. Department of Admission;
- ii. Department of Examination; and
- iii. Department of Loans and Scholarships.

2.1.10 DIRECTORATE OF POSTGRADUATE STUDIES, RESEARCH AND PUBLICATIONS (DPGS-RP)

This Directorate comprises of the following departments:

- i. Department of Postgraduate Studies; and
- ii. Department of Research and Publication.

2.1.11 DIRECTORATE OF LIBRARY SERVICES (DLS)

This Directorate comprises of the following departments:

- i. Department of Knowledge Management;
- ii. Department of Information and Records Studies; and
- iii. Department of Reference and Community Information Services.

2.1.12 DIRECTORATE FOR PUBLIC SERVICES AND EXTERNAL LINKS (DPSEL)

This Directorate comprises of the following departments:

- i. Department of Consultancy;
- ii. Department of Outreach Services and Marketing;
- iii. Department of External Links; and
- iv. Department of Industrial Linkage and Labour Market

2.1.13 CENTRE FOR INNOVATION AND TECHNOLOGY TRANSFER (CITT)

This Centre comprises of the following departments:

- i. Department of Innovations and Incubation;
- ii. Department of Entrepreneurship and Business Management.

2.1.14 CENTRE FOR VIRTUAL AND CONTINUING EDUCATION (CVCE)

This Directorate comprises of the following departments:

- i. Department of Continuing Education; and
- ii. Department of Virtual Education.

2.1.15 CENTRE FOR GENDER STUDIES (CGS)

This Directorate comprises of the following departments:

- i. Department of Gender Advocacy; and
- ii. Department of Gender Training & Research.

2.2 THE UNIVERSITY LIBRARY

The MUST Library contain various book collections catering for various courses in the fields of Engineering, Science, Technology, Business and Economics. The Library publishes quarterly access information as well as Library rules and guidelines. The guidelines are distributed to readers and to new students during the orientation week. All readers are required to abide by the Library rules and regulations.

There are a number of services available which will support your studies. The services include:

- i. Computers which you can use for browsing materials from databases, internet, as well as email services.
- ii. Wireless fidelity (Wi-Fi) Internet access; you can get the password from the System Administration office.
- iii. Provision for access to online library resources (e-Library) and a collection of Compact Disc Reads Only Memory (CD-ROMs) database services.

In order to use the Library lending services, you will be issued a ticket by the Library staff.

It is advisable to always carry your ID card. You may need it to borrow and read within the library books that are in high demand such as dictionaries, encyclopaedias, handbooks, manuals, bibliographies and referral text books.

The University Library is open all days during the Semesters at the following times:-

Monday – Friday:	0830 - 2100 hrs
Saturdays:	0830 - 1230 hrs
Sundays:	1400 - 1800 hrs

During Vacation

Monday – Friday:	0830 - 1530 hrs
Saturdays & Sundays:	Closed

During Public Holidays: Closed

For inquiries and general rules visit the helpdesk at the Library entrance.

2.3 THE DIRECTORATE OF INFORMATION, COMMUNICATION AND TECHNOLOGY (DICT)

The directorate of information communication and technology is dedicated to provide Information and Communication Technology (ICT) services to the Staff and students for the entire University.

Among the services that the directorate provides to the University include:

- i. Users support
- ii. Email services to staff and students
- iii. LAN and WLAN (wireless LAN) installation and Maintenance
- iv. Computer Repair and maintenance
- v. Website administration and hosting
- vi. Systems Administration
- vii. Other ICT related activities at MUST

As a student of MUST, you will be provided with MUST IT accounts (login and email) that allow you to access computing services for your academic uses at the University. The account registration is free of charge. All users (staff and students) of the University's computing facilities must ensure that they use the IT facilities responsibly without violating any of the University regulations, as well as the Tanzania's laws and statutes governing IT use.

2.4 QUALITY ASSURANCE

In the University, there is a Directorate of Quality Assurance for monitoring quality of training and services offered. Students are required to attend all class sessions, do all continuous assessments and semester examinations. Also students are required to fill-in course evaluation form at the end of semester.

2.5 RESEARCH AND INNOVATION WEEK

In improving and recognising students' innovation activities/works, the University has set a week for the exhibition of students' innovation works. Students are encouraged to participate in the **Innovation week** in which Innovated Activities/works are presented.

2.6 UNIVERSITY PRIZES

MUST acknowledges the academic achievements acquired by students on their way to build their careers. There are a number of University prizes that are offered by the University such as:

- Chancellor's Prize: Awarded to the best overall finalists for diploma and degree programmes;
- University Prize: Awarded to the best overall finalists female students for diploma and degree programmes; and
- Other awards set by the University

2.6.1 Departmental Prizes

The Department prizes are awarded to students based on criteria and award set by the departments.

Also, there are other prizes from individuals or institutions given to students based on criteria and award set by the donor.

You will be informed of the date of the Prize giving day which is also an important occasion during the graduation season.

2.7 CONVOCAATION AND GRADUATION

After two, three or four years of studies depending on the programme you are pursuing, you will be graduating. The Graduation Day is one of the important dates on the University calendar and you may consult the University Almanac on the MUST Website to get information on the exact dates of the Graduation Ceremony.

You will only be allowed to graduate if you have passed all your examinations, obtained a diploma or degree classification in your results and do not have any outstanding tuition fee debts to the University.

The Graduation day will be announced on the University website and other media including; newspapers, radio and the television. You will be asked to confirm your attendance and pay for hiring the Graduation

Gown. Once you pay the fees you will receive your Gown under agreed terms.

Further information related to conduct on the Graduation and rehearsals will be issued by the Director of Undergraduate Studies (DUS) Office.

Certificates to those who attended the graduation ceremony will be issued from the graduation day awards.

2.8 ALUMNI

After graduation, the University hopes to see you again not only as a student pursuing further studies but also as a continued member of the MUST community. As a former student of MUST, you inevitably belong to the MUST Alumni network. You may participate in the Convocation activities of the University after registering online.

For further information on how to become a member of the MUST Alumni, visit the MUST Convocation webpage at the MUST Website www.mustnet.ac.tz.

3. STUDENTS' ADMINISTRATIVE AFFAIRS

The following are activities that are done by the Admission and Dean of Students offices that are relevant to your registration and study at the University. Many of the activities are carried out by the Dean of Students office:

3.1 RECEIVING NEW STUDENTS

At the beginning of the academic year, the University through the Admission and Dean of Students offices receive new students, as shown in the Joining Instructions. The following activities will take place:

- i. You will visit the office of Admission to confirm your names as per the data base.
- ii. You will be required to go through the Students By-Laws (2014) document which is available at the University Website (www.mustnet.ac.tz). You are strongly advised to read it thoroughly and you will be required to abide to the by-laws as well as other University regulations which will govern your stay at the University during your studentship.
- iii. There will be an Orientation Week during the first week to orient students with the University environment and what you are supposed to **DO** and **DO NOT DO**. Also, you will be introduced and oriented to various key leaders of the University, main services and hear relevant speeches from various key facilitators.

3.2 THE REGISTRATION PROCESS

After students have been received, they have to go through the registration process. Joining instructions can be downloaded from the University website (www.mustnet.ac.tz). However, you must fill student's basic information into students' account online using your Admission number. The Registration number will be obtained after payment of the prescribed fees.

The link to online registration and the User Manual on how to register is provided on the MUST Website and in the admission office. Names must be written consistently starting with the surname, first name and other names (if any). In addition, during the registration process, the following requirements must be adhered to:

- i. You will only use names that appear in the O-level certificates.
- ii. Copies of academic and birth certificates and the Medical Examination Form must be attached to the Registration Form.
- iii. You must have the original certificates for verification by the Admission office.
- iv. You will not be allowed to change names for the entire period of your study at the University.

NOTE: Unless you pay all mandatory fees, the registration process is not complete.

Only fully registered students will be considered as MUST students, and will be issued identity cards, allowed to use library facilities and take loans (if you are loan beneficiary). Students are required to register with the University for each semester of an academic year. Registration period is during the first two weeks of the beginning of a semester.

3.3 BURSARIES AND FEES FOR UNDERGRADUATES AND POSTGRADUATES PROGRAMMES

At the beginning of the academic year, you will be required to pay full prescribed semester University fees before permitted to use the University facilities.

For more information on fees payment, please visit the University Website www.mustnet.ac.tz on the area of fee structure.

3.4 STUDENT IDENTITY CARDS

Students will be issued an identity card (ID) once and used throughout studentship by the Admission office. The fee of the ID card is TShs. **5,000.00**. The charge of **TShs. 5,000.00** may be reviewed from time to time.

All University students, must carry/put on the ID card at all times and produce them upon request by the appropriate University officers and when

using University facilities, such as the Library and E-library. The identity card is not transferable and any fraudulent use may result in the loss of student privileged or suspension. In case of loss of the ID card, you will be required to report to the office of the Dean of Students for an introduction letter that will be used to obtain a Loss Report from the Central Police Station, Mbeya. After these procedures, you will get a replacement upon proof of payment of a fee of TShs. **5,000.00** at the Cashier's office. The replacement cost may be reviewed from time to time.

3.5 POSTPONEMENT OF STUDIES

There may come a time when you may need to postpone your studies due to various reasons. A student who under any circumstances is forced to postpone studies should collect the Postponement Form from the Loans office. If you are a loans beneficiary, send a copy of the approved letter of your postponement to the Executive Director – Higher Education Students' Loans Board (HESLB).

When you postpone your studies on medical grounds, you must obtain medical reports from a hospital and other relevant documents (if any) supporting your request and these should be attached to the letter. The medical report should also be endorsed by the MUST Dispensary In-charge. A student will be considered to have postponed studies after getting a response letter from the Deputy Vice Chancellor (Academic, Research and Consultancy, DVC ARC) allowing him/her to postpone studies. You should **NOT LEAVE** the University before receiving the permission letter. If you specify the time of resuming studies but you are unable to report back, you may write to the DVC ARC for an extension. Make sure that you write the correct and current address to avoid misplacement of the response letter.

3.6 RESUMING STUDIES

A student who has postponed and wants to resume studies must write a letter with a copy of approval of postponement of studies to the DVC ARC three months before commencement of the new semester. You are also advised to send a copy of the University response to the Executive Director-HESLB (if you are a loan beneficiary).

A student who postponed studies on medical grounds must obtain proof from the doctor showing that he/she is fit to continue with studies. This, together with a response letter from the DVC ARC, should be attached to the letter.

3.7 PERMISSION TO BE OUT OF THE UNIVERSITY

The following have to be adhered to if you want to be out of the University:

- i. No student shall travel outside Mbeya Region during semester time without permission;

- ii. Permission for travel for a weekend outside Mbeya Region may be granted by the Dean of Students;
- iii. Permission for travel for less than a week and involving missing lectures, seminars and/or laboratory work may be obtained in writing from the Principal/Dean of the relevant College/Institute/School and notified to the Dean of Students and the Warden; and
- iv. Permission for travel for more than a week shall be obtained from the DVC ARC through the Principal of the relevant College/Institute/School and notified to the Dean of Students and the Warden.

Collect Permission Form from the Dean of Students office. The forms are filled in triplicate. The first part of the Form will be filled by the student stating name, registration number, department, date, date of being absent from the University, reason for being absent, place to attend the problem, date of resuming studies, signature and date. The form will be sent to the Head of the Department, Dean of Students for endorsement and the Principal/Dean for approval. Upon acceptance of the request, one copy of the signed Form will be issued to the student and the second copy will be filed to the student file. Upon obtaining permission from the appropriate authority, you will be deemed lawfully out of the University.

3.8 EXAMINATIONS

At the University, you will be expected to sit for all the University examinations at the end of each semester. You will be required to complete the coursework before you are allowed to sit for the semester examination. You will find more information on your eligibility for the examinations in the University Prospectus, as well as the General University Examination Guidelines. These documents are found on the MUST Website and Prospectus issued to each student.

3.8.1 APPEAL PROCEDURE

You are expected to pass your examinations; however, due to various conditions students may fail the examinations. When you think and it is evident that the released results are not fair, you have the right to appeal. An appeal letter will be addressed to the DVC ARC stating reasons for the appeal, number and name of subjects failed or unfairly marked and what one requests to be done, for example; *Re-marking and summation of marks* or any other. Every appeal is paid for. A copy of receipt in respect of appeal fee must be attached to the appeal letter and submitted to the University Examination officer for compilation.

3.9 ACADEMIC INTEGRITY AND CONDUCT

As a MUST student, you are expected to conduct yourself as responsible member of the community both in and out of the classrooms. The resources that you can use to understand the rules and regulations at the University include the Student By-laws, Examinations Rules and Regulations which will be provided to you. Furthermore, both can be accessed on the MUST website. It is your responsibility to adhere to all the rules and By-laws related to academic and non-academic matters.

Students are expected to:

- a. Abide to all public laws;
- b. Comply with the policies, procedures, and rules of the University;
- c. Obey any lawful directive of an authorized member of the University administration;
- d. Provide true and complete information to the University when called upon to do so;
- e. Promote the safety of the University community; and
- f. Demonstrate a positive attitude, diligence, and courtesy toward staff, and fellow students.

The University reserves the right to take disciplinary action including suspension or dismissal against any student who violates any public law or any of University rule, policy, or procedure; for instance of he/she:

- a. Disobeys such lawful directive;
- b. Knowingly provides false, incomplete, or deceptive information to the University, including but not limited to inaccurate financial information or work-study time records;
- c. Harasses, intimidates, or endangers the safety, security, or welfare of the University or any member of the University community; or
- d. Otherwise interferes with the orderly and continuous administration and operation of the University or any of its units.

For more information on the Student by-laws, please visit the University Website at www.mustnet.ac.tz.

3.10 STUDENT DRESS CODE

The University believes that proper manners, social customs and good grooming are a definite part of the educational process and that a student's conduct is related to his/her dress. In this, the University requires students to dress in a manner that will create a positive self reflection. Inappropriately dressed students shall not be permitted to attend classes and/or to use any University facilities. Students enrolled in University fields (IPT) are required to follow the participating company's dress code.

3.11 LOSS OF DOCUMENT(S)

If a student loses any valuable document such as a University Identity Card, Bank ATM card, NHIF card and Certificates; he/she should obtain an introduction letter from the Dean of Students office and send the letter to the Central Police Station, Mbeya in order to get a Loss report. You will be required to take the Loss Report to the issuing authority of the lost document. It is, however, worthy to note that certificates are offered once, so in case you lose them, they are extremely irreplaceable.

3.12 RESIDENCE PERMIT

All foreign students studying at MUST need to have a Residence Permit for the whole period that they will be staying in Tanzania. Registered foreign students should report to the Admissions office for recording names, programme admitted in, nationalities and registration numbers.

An introductory letter will be issued whereby the students with their passports will take their requests to the Immigration office. In case the permit expires, renewal request should be sent to the Immigration offices as well.

3.13 UNIVERSITY CLEARANCE

After completing their studies, all students are required to fill a special Clearance Form issued by the Dean of Students office. This Form will be circulated to various offices where responsible staff will give comments and sign. Students will submit the duly filled Form to the Student's Registry office for filing and other procedures. Caution money will be refunded through **Bank Account** and not otherwise. The ID Card shall be submitted to the Director of Undergraduate Studies during collection of academic transcript/certificate.

3.14 BANKING SERVICES

Banking services are available outside the University campus but if you want to withdraw money from CRDB or NMB, there are ATM machines at the main gate in 24 hours for such services. Students who have no bank accounts are advised to open bank accounts for keeping their money and for doing financial transactions. Students will collect a special Form for opening bank account from the Dean of Students office that will introduce them to the relevant bank. A passport-size photo should be affixed in the Form. The Form will be signed and stamped by the Dean of Students and then the student will take it to the bank. For security reasons, do not show your confidential bank information to anybody.

3.15 HEALTH INSURANCE

Every MUST registered student is required to pay a total of **Tsh. 50,400/=** as a contribution towards students joining National Health Insurance Fund (NHIF) at the beginning in **every** academic year. This amount is paid directly to the University's Bank Account. Students who own NHIF cards are not required to pay the contribution of **Tsh. 50,400/=**.

NHIF offers Health Insurance Card to students of Higher Learning Institutions for the period of studentship. A student who is a member of NHIF will access medical services with his/her NHIF card at any accredited facility throughout Tanzania. This health insurance covers for students only and does not involve student's dependents.

NOTE:

- Students who own NHIF cards are required to get validation/ verification of their cards at the Mbeya Regional NHIF's office and submit the verified copies to the Accounts and Dean of Students office.
- Continuing students, who joined the NHIF through the University, are required to report to the Dean of Students office for activation the NHIF card after being registered in the beginning of each academic year.

3.15.1 MEDICAL CAPITATION FUND

Students are required to pay Medical Capitation Fund which is **Tsh. 10,000/=**.

3.15.2 NHIF MEMBERSHIP REGISTRATION PROCESS

Fresh students will be required to follow the following procedures in order to be registered with NHIF:

- i. Visit the Dean of Students office/NHIF Desk for registration;
- ii. Fill the NHIF registration forms for personal information. Forms are also available at the NHIF offices and the NHIF Website (**www.nhif.or.tz**)
- iii. Forms must be attached with one (1) coloured passport size recent photos; and
- iv. Duly filled forms should be submitted to the Dean of Students office for endorsement and other procedures.

The NHIF ID cards that will be issued once and used throughout your studentship will be collected from the Dean of Students office. At the beginning of every academic year, you will be required to activate your membership by paying the requisite fees, short of which you will not be able to access medical services under NHIF scheme.

The University will be responsible for collection of student's annual contributions at the beginning of every academic year. Your membership will cease once you leave the University.

3.16 HIGHER EDUCATION STUDENTS LOANS

Financial support for your study can be available through the Higher Education Students' Loans Board (HESLB). The loan is granted to the needy students who secure admission in accredited higher learning institutions, but cannot afford to pay for the costs of their education. The University has a Loan Officer who will assist you in following up on your loan and disbursement of funds, as well as the loan application. You can also visit the Boards website at www.heslb.go.tz for more information.

4. STUDENTS' WELFARE SERVICES

4.1 ACCOMMODATION

One of the most important welfares to the students is accommodation services. The University has established Students Accommodation Bureau to manage accommodation facilities and its maintenance. The bureau is manned by the Bureau Manager and monitored by the Bureau Board. However, the University has limited number of bed spaces to accommodate all students on-campus. The situation necessitates therefore that students who do not secure on-campus accommodation be advised to look for off-campus accommodation in residential areas near the University or elsewhere. There are a number of private houses and few hostels near the University to cater for both female and male students.

Fees for on-campus accommodation are set by the University and reviewed from time to time while off-campus accommodation fees are negotiable between the owner of the house/hostel and the student.

4.1.1 Room Allocation

Students are allocated room space after applying for on-campus accommodation and decision is made as per criteria for allocating to students in accommodation to the Students Accommodation Policy (2016). The rooms in the University hostel blocks will be furnished with beds, mattress and few tables and chairs. You are not allowed to remove fittings in the rooms and you are responsible for the proper care of all the property. Any damage or loss must be reported immediately to the Warden/Bureau Manager. The MUST Students By-Laws (2014) and Students Accommodation guidelines (2017) stipulate all accommodation disciplinary offences.

4.1.2 Harmonious Living

You will be expected to live peacefully with one another in their allocated rooms. If at all you are found to be misbehaving towards your roommate you shall be evicted from the room. Misbehaving includes but is not limited to being drunk, smoking and/or drug abuse inside the room, bringing unauthorized guests into the room, and immoral acts in the presence of roommates in the room and/or within the hostel block premises. Some students find it challenging to live in harmony with a new roommate(s). In case of serious interpersonal conflicts you should report to the warden/janitor and Bureau Manager so that a resolution may be found.

4.1.3 Safety and Security

The University is generally a safe environment; however you are advised not to entertain strangers in your rooms. In case of theft or suspicious activity you should report to the warden/security office located at the reception.

4.2 FOOD SERVICES

At the University there is a Cafeteria used to serve meals to Government and private sponsored Ordinary Diploma students who paid the prescribed fees for meal services at the University cafeteria. Other students get meal services at the MUST Social Club, Baba/Mamalishe sheds and from food vendors around the University at a reasonable price. The MUST Social Club and Baba/Mamalishe sheds are regularly evaluated for food safety and quality standards and control of the prices. However, the University cannot assure you of the food safety, quality and standards of foods served by food vendors around the University.

4.3 HEALTH SERVICES

Mbeya University of Science and Technology has a Dispensary/Health Centre where you can access health services in through NHIF scheme. The services offered include medical consultation, laboratory services, HIV Test and Voluntary Counseling, family planning, reproductive and child health services.

4.4 STUDENT COUNSELLING AND GENERAL PSYCHOSOCIAL SUPPORT

The University Management understands that there may be a problem of adjustment to University social life and that you may also face difficulties during the course of academic studying. Students who are in need of counselling/advice in academic or non-academic matters may report to the Dean of Students (DoS), Students' Counselors or Wardens.

At the University, you may be guided or counselled by the relevant offices in the following areas:

- i. General guidance and counselling
- ii. Spiritual guidance and counselling
- iii. Counselling on health related problems
- iv. Career guidance and counselling
- v. Peer education
- vi. Relationships and misunderstanding among students, etc.

You are advised to consult the DoS office for further information on the services mentioned above.

Any matter/conflict that arises due to unlawful actions which are linked to any student should be reported to the DoS office. This includes police or similar cases.

4.5 ACADEMIC ADVISORS

Each student after registered shall be assigned an Academic Adviser from respective academic department. An Academic Advisor will mentor you throughout your studies and be there to assist once you face academic or social challenges.

4.6 RELIGIOUS SERVICES

The University is a non-religious institution but yet, it provides opportunities to allow students to participate in various religious faiths. Students are free to join in one of the following religious groups existing in the University: Tanzania Movement of Catholic Students (TMCS), Tanzania Fellowship of Evangelical Students (TAFES), Universities Students Christian Fellowship (USCF), Tanzania Muslim Students and Youths Association (TAMSYA), Tanzania Universities and Colleges Adventists Students Association (TUCASA), Christ Ambassadors Students Fellowship Tanzania (CASFETA), Efatha Intellectual Organization (EIO-MUST) and CASFETA TAYOMI.

Worship at the University is done in **common rooms**; Christians in block 6A and Muslims in block 6B. There is also spiritual guidance and counselling done by volunteer students from among the dominations.

4.7 SPORTS AND GAMES

Sports and Games activities are coordinated by the sports and games tutors through the Dean of Students office. The University has facilities for sports and recreation which allow students to participate in various games. Sports and games activities include; football, basketball, Volleyball, Netball, Pool table, Athletics, Table Tennis, Tennis, Darts and traditional games. A student can choose games that he/she is interested in.

The University has four play grounds located around the University compound, these include:

- i. Football pitch
- ii. Volleyball and netball court
- iii. Basketball play ground
- iv. Long tennis playing ground

On special occasions, students can also arrange through MUST Students Organisation (MUSTSO) Social Welfare Ministry, social functions such as fresher's bash, MR and MISS MUST, Cultural functions (singing, dancing, tag of war, etc) and University bash.

4.7.1 How to Join the Sports and Games

MUST has various Sports and Games activities. All Sports activities are led by Captains of the respective games under supervision of Sports and Games tutors. All students are free to join any sport activity of their interest. The procedure is only that a student has to register at the Sports and Games office and will start attending training session as will be arranged by Sports and Games tutors.

4.7.2 SPORTS AND GAMES COMPETITIONS

Students participate in sports and games competitions organized by federations of which MUST is a member. These include home, away and national Sports and Games competitions.

4.8 SHOPPING

When you need to shop for personal items/needs at the main campus, there are many mini-shops surrounding the University. If you need stationery items and Personal Computer (PC) accessories you may get them at the Mwanjelwa and Uhindini shopping centers.

4.9 THE MBEYA UNIVERSITY OF SCIENCE AND TECHNOLOGY STUDENTS ORGANISATION (MUSTSO)

MUSTSO is a Students' Organisation that is established with the main purpose of upholding students' interests.

MUSTSO government is composed of three independent organs which are: the Executive (Cabinet), Students Parliament and Judiciary.

- a. The Cabinet is composed of MUSTSO President, Vice President, Prime Minister, Ministers and Ministerial Secretaries
- b. Students Parliament is composed of the Speaker of University Students Representative Council (USRC), Deputy Speaker, and

Secretary to the USRC, Block Managers, Female Representatives, Class Representatives (CR) and Ministers.

- c. Judiciary is made up of Chairpersons and Secretaries from each College.

MUSTSO leaders are elected annually in the General Students' Elections. MUSTSO President and Prime Minister's office is located at the ground floor and first floor of Block 6B, respectively.

MUSTSO elections normally take place during the sixth week of the second semester. All students have the right to vote and to be voted for. Posts to be contested for are President, Vice President, USRC Speaker, and USRC Deputy Speaker. College and Female Representatives, Block Managers and Class representatives are also elected at College, hostel blocks and class levels.

The MUSTSO General Elections is coordinated and managed by an independent Electoral Committee. Members of the Electoral Committee are two (2) selected representatives from each College except MUST Rukwa Campus College. The Chairperson of the Electoral Committee announces the results after the counting of votes is complete.

5. REFERENCES

The following are Policies, Guidelines and Rules and Regulations in which students are required to go throughout:

1. Undergraduate and Postgraduate Studies Prospectus
2. Students By-laws
3. Constitution of MUST Students Organisation (MUSTSO)
4. Industrial Practical Training (IPT) Regulations
5. Admission Regulation
6. Examinations Rules and Regulations
7. Library Policy and Operational Procedures
8. Students Accommodation Policy and Guidelines
9. Students Dress Code Guidelines
10. Health Policy and Operational Procedures
11. Quality Assurance Policy
12. Guidelines of Monitoring and Evaluation of Quality Teaching and Learning
13. Postgraduate Studies General Guidelines and Regulations
14. Guidelines for issuing Academic Transcripts, Certificates, Provisional Statement of Results and Academic Progress Reports
15. <https://www.heslb.go.tz>

APPROVAL

According to the **19th Council Meeting** of Mbeya University of Science and Technology (MUST) held on **26th August, 2019**, item **4.2**; this **DRESS CODE GUIDELINES** for MUST students have been read and approved.

Hon. Zakia Hamdani Meghji
MUST COUNCIL CHAIRPERSON

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Date

Mr. Geofray Ngulla
Ag. COUNCIL SECRETARY