

ST AUGUSTINE UNIVERSITY OF TANZANIA

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OFFICE OF THE DEPUTY VICE CHANCELLOR FOR ACADEMIC AFFAIRS DIRECTORATE FOR UNDERGRADUATE STUDIES

STUDENTS' ORIENTATION SERVICES

SN	MAIN ISSUES	WHAT IS THE NATURE OF YOUR PROBLEM?	CONDITIONS/REQUIREMENTS	WHO SHOULD YOU SEE?	FOR FURTHER HELP
1	REGISTRATION ISSUES				
i	Verification of Certificate	i. I did my studies outside Tanzania. ii. I lost my "O" or "A" Level Certificate or both.	Verification letter from TCU	Admissions Desk Verification Section	Admissions Officer 0756643595
ii	Payment/Financial issues	i. I have already deposited money in the university account. ii. I don't have the whole stated amount for registration. iii. I am a loan beneficiary. How much should I pay? iv. I don't have any money for registration. v. I don't have any money for tuition fee. vi. I am sponsored by an organisation that needs some document/university account.	i. Payment receipt ii. Proof of government loan allocation iii. Sponsorship letter	Admissions Desk Finance section	Bursar or Financial Controller
iii.	Transfer to another Faculty/Programme	i. I need to transfer to another Faculty within SAUT Main Campus. ii. I need to transfer to a SAUT Centre. iii. I need to transfer to another SAUT affiliate College.	Complete the registration process up to the point of having college ID.	Admissions Desk Transfer Section	Admissions Officer 0756643595

iv.	Transfer to/from another University	<ul style="list-style-type: none"> i. I need to transfer to another university. ii. I have a friend who needs to transfer to SAUT Malimbe Campus. 	You must be a fully registered student with registration number and SAUT university ID.		Admissions Officer 0756643595
v.	Teaching subject Specialization (BAED and B.Phil.ED)	<ul style="list-style-type: none"> i. I need to choose my teaching subjects specialization. ii. I am not sure of which teaching subjects I should choose. 	<p>For BAED Consideration is given to your TWO best scores in your Advanced level examinations results.</p> <p>For B.PHIL.ED consideration is given to your best score in the Advanced level examinations results.</p>	Mr. Ocham Collins Olonda 0756676851	Admissions Officer 0756643595
vi.	University ID	<ul style="list-style-type: none"> i. I don't have a university ID card. ii. I already got an ID card but I have shifted to another Faculty/Programme. iii. I have lost my university ID card. 			
vii.	SIMS Account/IT	<ul style="list-style-type: none"> i. I don't have a SIMS account. ii. I have forgotten my SIMS account password. iii. I don't know how to operate my SIMS account. iv. I cannot access my SIMS account. v. I don't know how to register for a course. vi. My SIMS account does not display the courses I have opted for. 	You must be a fully registered student with registration number and SAUT university ID.	IT Personnel at the Registration Desk	Head of Department IT Unit 0767130886
2	HIGHER EDUCATION STUDENTS' LOANS BOARD (HESLB) ISSUES				
i.	Loan application	<ul style="list-style-type: none"> i. I need to apply for a HESLB loan. ii. I need to appeal for my loan application outcome. iii. I don't understand my loan application status. iv. I don't understand the loan allocation details. 	You must be a fully registered student with registration number and SAUT university ID.		
ii.	Loan appeal	<ul style="list-style-type: none"> i. I applied for a loan but was not successful. How do I appeal? ii. I have appealed. What next should I do? 	You must be a fully registered student with registration number and SAUT university ID.		
3	STUDENTS' SERVICES ISSUES				
i.	Accommodation/Hostel	<ul style="list-style-type: none"> i. I need to stay in one of the university hostels. ii. I need to leave the university hostel. Who should I see and what should I do? iii. I need an off campus hostel. 	You must be a fully registered student with registration number and SAUT university ID.	Admissions Desk Dean of Students Office	Office of the Dean of Students 0755423430
ii.	Health Insurance/NHIF	<ul style="list-style-type: none"> i. I need to get the NHIF medical cover. ii. I already have a medical cover. iii. I don't have money for NHIF cover. 	You must be a fully registered student with registration number and SAUT university ID.	Admissions Desk NHIF Secion	Office of the Dean of Students 0755423430

iii.	Chaplaincy and Counselling Services				
a	Counselling Services	<ul style="list-style-type: none"> i. I need some spiritual guidance. ii. I need some guidance on how to live university life. iii. I have relationships problems. iv. I feel suicidal (like killing myself). v. I am frustrated about my studies. 	You must be a fully registered student with registration number and SAUT university ID.		The Chaplain Fr. Charles Bundu
b	Religious Groups and Organisations				
i.	Tanzania Movement of Catholic Students (TMCS)	<ul style="list-style-type: none"> i. I am a Catholic student and was a member of TYCS in secondary/high school. ii. I would like to join the Catholic choir. iii. Where do I go for daily and Sunday Holy Mass and how do I meet my church members? iv. How do I join Jumuiya Ndogo Ndogo? v. How do I join any one of the existing church choir? 	You must be a fully registered student with registration number and SAUT university ID.	The Secretary TMCS Msumeno 0748757691	Chair TMCS Sindanotano 0787401586
ii.	CASFETA	<ul style="list-style-type: none"> i. I belong to the Pentecostal churches. ii. I was a member of CASFETA in secondary/high school. iii. Where do I go for daily and Sunday prayers and how do I meet my church members? 			
iii.	UKWATA	<ul style="list-style-type: none"> i. I belong to the protestant churches (Anglican and ELCT/KKKT). ii. I was a member of UKWATA in secondary/high school. iii. Where do I go for daily and Sunday prayers and how do I meet my church members? 			
iv.	Tanzania Fellowship of Evangelical Students (TAFES)	<ul style="list-style-type: none"> i. I belong to a Christian denomination and I would like to have fellowship with other Christian denominations. ii. I like interdenominational gatherings that bring together all the Christians. 		Secretary Irene Christopher 0673868095	Chairperson Flora Elias 0745861691
v.	Muslims	<ul style="list-style-type: none"> i. I am a Muslim where is the Masjid and how do I meet my fellow Muslims? ii. How do I join an Islamic group? iii. Where do I get information about my faith? 			
vi.	Seventh Day Adventists	<ul style="list-style-type: none"> i. Where do I go for daily and Saturday prayers and how do I meet my church members? ii. How do I join an SDA group? iii. Where do I get information regarding my faith? 			Chaperon Nobert Kihwelo 0747421434

4	ACADEMIC ISSUES				
i.	BAMC			HoD Department of Mass Communication	The Dean Faculty of Social Sciences and Communications
ii.	BAED	i. I am not sure of my choices or career path. ii. I want to postpone my studies iii. I want to change my teaching subjects specialization (BAED and B.PHIL.ED). iv. I am not sure of my specialization.	You must be a fully registered student with registration number and SAUT university ID	HoD Foundations of Educations Dr. 0754533121 HoD Languages and Linguistics Prof. Tibategeza Eustad 0755363730 HoD History HoD Geography Dr. Zena Machinda 0758741608 HoD Kiswahili Dr. Lupapula Abel 0789322019 Coordinator Mathematics Ms. Ndola Zelda 0757505663 HoD Economics	The Dean School of Education Prof. Sr. Clara Rupia 0754767318
iii.	B.PHIL.ED			HoD Department of Philosophy and Ethics Rev. Fr. Dr. Innocent Sanga 0754389421	
iv.	BAPRM			HoD Department of Public Relations and Marketing Dr. Mrisho 0683136580	
v.	BASO			HoD Department of Sociology	

				Rev. Fr. Dr. Paschal Wagana 0784501550	
vi.	LLB (LAW)			The Dean School of Law Dr. Neema Mwita 0767003137	
vii.	BScEE			HoD Department of Electrical Engineering Dr. Engineer Osumba Ogeta 0766120041	The Dean Faculty of Engineering
viii.	BScCE			HoD Department of Civil Engineering	Prof. Beda Mtagwaba 0784782120
ix.	BBA			HoD Department of Business Administration Dr. Ntui 0753228894	
x	BAEC			HoD Department of Economics	
xi.	BSCP			HoD Department of Procurement Dr. Paul Gwalu 0787013026	
5	Examination Issues				
		i. What is coursework? ii. What are coursework requirements? iii. I am not able to do the semester test. iv. I need to postpone my examinations. v. I have incomplete in my examination results. vi. I need to appeal my scores. vii. What is supplementary examination?	You must be a fully registered student with registration number and SAUT university ID.	i. Consult Student's Handbook ii. Consult your course instructor	Consult your Head of Department (HoD)
6	SOCIALIZATION AND GENERAL LIFE ON CAMPUS				
i	Gender related harassment and mistreatment	i. I am a female student and a male student/lecturer/staff member making forceful sexual advances. ii. I am a male student and a female student/lecturer/staff member is making forceful sexual advancement.	You must be a fully registered student with registration number and SAUT university ID. You need to carefully gather any evidence like sms, email, whatsapp	Report to the Gender Desk (Dawati la Jinsia) Fides Zakayp 0753995617	Prof. Sr. Clara Rupia 0754767318

		<p>iii. I suspect that a lecturer has deliberately failed me as a result of my refusal to accept his/her sexual advances.</p> <p>iv. I have been denied a service or served poorly by a staff as a result of refusal to accept his/her sexual advances.</p>	chats, voice notes etc		
ii	HIV AIDS and sexuality related issues	<p>i. How do I educate myself about HIV AIDS?</p> <p>ii. How can I get information about sexuality and sexually transmitted diseases?</p> <p>iii. How do I get specialised counselling services on HIV AIDS, pregnancy, sexually transmitted diseases and general issues about relationships.</p>	You must be a fully registered student with registration number and SAUT university ID.	<p>SAUTSO Minister for Health 0685698737</p> <p>SAUTSO Deputy Minister for Health 0742390302</p>	Office of the Dean of Students 0755423430
iii	Sports and Games	<p>How do I join any of the following teams?</p> <p>a. Football</p> <p>b. Basketball</p> <p>c. Netball</p> <p>d. Volleyball</p>	You must be a fully registered student with registration number and SAUT university ID.	<p>SAUTSO Deputy Minister for Sports and Games</p> <p>Neema 0769079594</p>	<p>SAUTSO Minister For Sports and Games</p> <p>Suleiman Chama 0677813382</p>
iv.	Timetables and all other academic issues	<p>i. Where do I get the class timetable?</p> <p>ii. Where do I get mid-semester test timetable?</p> <p>iii. Where do I get examinations timetable?</p> <p>iv. I cannot trace the location of my classroom.</p>	You must be a fully registered student with registration number and SAUT university ID.	SAUTSO Deputy Minister for Education 0658066449	SAUTSO Minister for Education 0624095155

Attachments:

- i. Examinations regulations
- ii. Students' handbook
- iii. Students' By-laws

Important Contact for any academic issues:

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| 1. Director for Undergraduate Studies (DUS) | Dr. Mseti Smwel | 0764424838 |
| 2. Coordinator for Undergraduate Studies | Mr. Ocham Collins | 0756676851 |
| 3. Coordinator for Non-Degree Programmes | Ms. Tabu Manyama | 0763474053 |