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CHUKA UNIVERSITY

Standard Operating Procedure


For

Registration & Admission Coordination CU/SOP/RACA/5

Document Review Sheet


The signatures below certify that these Standard Operating Procedure has been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name & Signature	Position	Date
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2.0 GENERAL

2.1 Purpose

The purpose of the Standard Operating Procedure is to ensure that student registration, communication and documentation of academic matters, resolutions and policies, student admission and issuance of testimonials is managed effectively and efficiently to ensure compliance with this International Standard, the University's Statutes, policies, rules and regulations, as well as the Government policies, procedures and regulations.

2.2 Scope

This procedure applies to and defines all the processes and activities carried out within the Office of Registrar (Academic Affairs) from admission, registration, graduation to issuance of final academic transcripts and certificates.

2.3 References

- Chuka University Charter, 2013
- Chuka University Statutes, 2013
- Conversion Table to determine the students weighted average points
- CU Quality Manual
- Current CU Students' Handbook
- Current Graduation Booklet
- ISO 9001:2008 International Standard Clauses 7.1, 7.2, 7.3, 7.5, 8.0
- JAB Cluster Manual with Subjects
- JAB Document D2C text document
- Relevant Acts and Regulations
- Students' Record Maintenance System (Soft Copy)


2.4 Abbreviations

AR (AA)	Assistant Registrar (Academic Affairs)
BUGS & FA	Board of Undergraduate Studies and Field Attachment
COD	Chairperson of Department
DVC (AA)	Deputy Principal (Academic Affairs)
HOD	Head of Department
JAB	Joint Admissions Board
R (AA)	Registrar (Academic Affairs)
SAA	Senior Administrative Assistant
SSP	Self-Sponsored Programmes
SRMS	Student Records Maintenance System

2.5 Definitions

SSP Students:

- Any applicant who applies directly to CU and is privately sponsored.
- Any applicant admitted to CU other than candidates admitted through JAB.

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Dean: The Head of a Faculty or Student Welfare Department.

COD: The Head of an Academic Department

JAB Students: Students who are admitted by JAB and benefit from government fees subsidy

Class list: A list containing details of students (names, registration number and National Identity Card number) in a given semester in a programme of study

Nominal Roll: A list of students who have completed registration of students' details (Age, Nationality, District of Birth, National Identity Card number, Registration number).

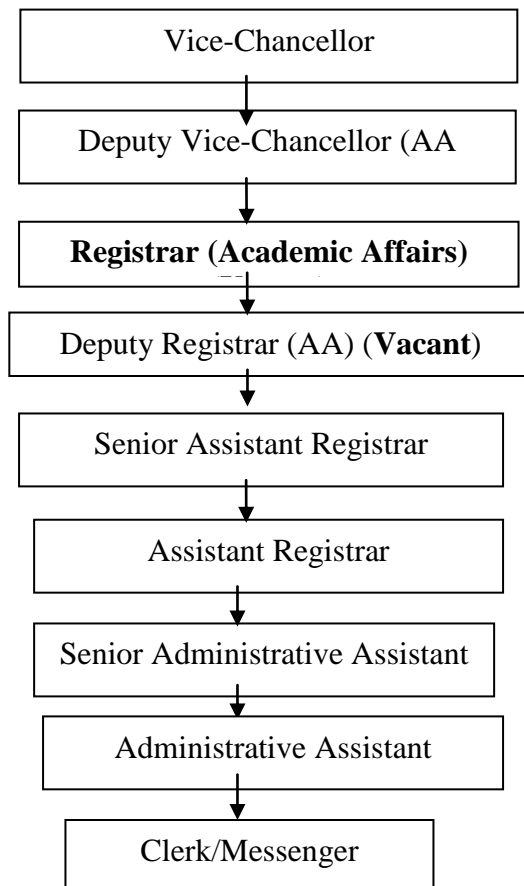
Course: A unit of study in a given programme


2.6 Responsibility

The Registrar (Academic Affairs) has the primary responsibility of ensuring that these processes are implemented and remain adequate for their intended purpose. The Registrar (Academic Affairs) also is responsible for providing information from which the documentation of the processes can be compiled and initiation of action to keep them current. All departmental staff members are responsible for implementing and ensuring that these processes are followed.

3.0 ADMINISTRATIVE STRUCTURE

The current administrative structure for the Division is as follows:



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4.0 PROCESSES


4.1. Overview

The Office of Registrar (Academic Affairs) is responsible for students' academic affairs in the University from admission to issuance of final certificate after graduation. The core activities of the docket include:

- (i) Registration of students
- (ii) Replacement of lost student identification cards
- (iii) Participating in the graduation ceremony
- (iv) Advertising academic programmes
- (v) Admission of JAB selected students
- (vi) Admission of self-sponsored students
- (vii) Coordination of students' inter-faculty/inter-programme transfer
- (viii) Coordination of students' interuniversity transfer
- (ix) Coordination of students' deferment
- (x) Issuance of final transcripts to students
- (xi) Production and issuance of certificates

4.2 Process for Registration of Undergraduate Students

- (i) The R (AA) facilitates processing of student class lists, nominal rolls, registration forms and sends them to respective faculties within one week before reporting date.
- (ii) On registration day, registration attendants issue students the registration form (CU/ADM/FORM/5A) to fill and proceed to the respective faculty desk.
 - (a) Continuing students fill form CU/ADM/FORM/5B.
- (iii) Deans of Faculties verify registration documents (CU/ADM/FORM/1 CU/ADM/FORM/2A, CU/ADM/FORM/2B CU/ADM/FORM/3 CU/ADM/FORM/4), National Identity card, original letter of offer, original certificate/result slip on arrival of students and confirm admission details using the class lists. If in class list, the students is cleared by the Dean. Where details of the student do not appear in the class list, the student is sent to R (AA) for clearance.
- (iv) The R (AA) confirms the admission details of the students not appearing on the class list and issue a supplementary list.
- (v) Students sign the class list and proceed to the Finance, Medical, and Accommodation desks to be registered in accordance with Finance, Medical, and Accommodation requirements (CU/SOP/FIND/24, CU/SOP/MEDD/29, CU/SOP/ACCD/32).
 - (a) Continuing students do not go through the Medical desk during registration.
- (vi) Deans of Faculties confirm payment of fees and allow the students to sign the Nominal Roll. Where the students do not return to sign the nominal roll, they are considered not have registered.
- (vii) The Deans of Faculties retain the first two copies of the students' registration forms (CU/ADM/FORM/5A, CU/ADM/FORM/5B). One copy is retained in the Faculty records and the second copy is sent to the R (AA) for record keeping.

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- (viii) Three days after the registration period, Deans of Faculties make copies of the signed Nominal Roll and forward the original to R (AA).
(a) Registration period is two weeks. Students who do not sign the Nominal Roll within the two weeks are considered for registration if they have valid reasons.

4.3. Process for Replacement of Lost Student Identification Cards


- (i) At the end of the registration period, the R (AA) informs the Procurement Department of all duly registered first year students requiring student identification cards.
- (ii) Procurement Department engages a supplier, whom the R (AA) notifies of the convenient dates for the passport photo session.
- (iii) The R (AA) informs the students when and where the passport photos shall be taken.
- (iv) The identification cards are processed and handed over to the R (AA) for issuance.
- (v) The R (AA) informs the students when and where to collect the identification cards.
- (vi) The students sign the class list and are issued with the identification cards.
- (vii) If students lose the identification cards, they report in writing the loss to the R (AA).
- (viii) The students present evidence of loss (Security Statement/Police Abstract) to R (AA).
- (ix) The students pay the stipulated amount for the replacement of identification cards.
- (ix) The students produce a receipt of the paid amount and are issued with the identification cards in accordance with Sections 4.3 (iii – vi) above.

4.4 Process for Participating in the Graduation Ceremony

- (i) The R (AA) receives graduation lists approved by the Senate from the respective Faculties and assists in the preparation of the graduation booklet.
- (ii) The Vice-Chancellor sets the graduation date.
- (iii) The Vice-Chancellor communicates the date to all the stakeholders.
- (iv) The Vice-Chancellor's Office receives and dispatches invitation letters.
- (v) The graduands pay prescribed convocation fee and attend rehearsals.
- (vi) The Deans of Faculties present graduands for conferment of degrees and award of Diplomas by the Chancellor.

4.5 Process for Advertising Academic Programmes

- (i) The R (AA) requests academic departments to forward courses for advertisement through the respective Deans of Faculties.
- (ii) The R (AA) receives lists of courses from the Deans and prepares a template for the advert indicating the programme qualification requirements, fees and opening date(s).
- (iii) The R (AA) consults the DP (AA) and the Principal to approve the advert and the advertisement media to be used.
- (iv) The Principal facilitates payment of the advertisement fee and forwards a signed advert to the relevant media house.
- (v) The newspaper advert is cut out by the Secretary to the Principal for filing and payment of the advertisement fee.

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4.6 Process for Admission of JAB Selected Students


- (i) The R (AA) collects the compact disk and JAB Document D2C text document of the admitted students from Joint Admissions Board Secretariat, and uses it to issue the students with the admission numbers based on their programmes of study.
- (ii) The R (AA) compiles and publishes the names of selected students without contact addresses in the print media of nationwide circulation and University website (www.CU.ac.ke).
- (iii) The R (AA) receives the addresses and dispatches letters of admission to the students.
 - (a) Students may also collect the letters from R (AA) and submit contact addresses.
- (iv) The admission letters are printed in triplicate. The original letter, together with forms (CU/ADM/FORM/1 CU/ADM/FORM/2A, CU/ADM/FORM/2B CU/ADM/FORM/3 CU/ADM/FORM/4), are sent to the student through the University registry.
 - (a) The first copy is retained as a record in the Admissions Office and the second copy is sent to the respective Faculty.
- (v) The Admissions Office staff opens individual student files at the Students Admissions Registry using copies of the letter of offer.
 - (a) Students report to campus and are registered as per procedure for student registration (CU/SOP/RACA/05)

4.7 Process for Admission of Self-sponsored Students

- (i) The R (AA) advertises courses on offer in February for the April/May intake, June for August/September intake and October for the December/January intake, giving the minimum requirements and the time limit within which to receive the applications.
- (ii) The R (AA) receives and organises recording of the application forms (CU/ADM/APP/1) in the Master Record Book.
- (iii) The R (AA) forwards the application forms to the respective CODs for processing.
- (iv) The CODs return the processed application forms to R (AA) through respective Deans of Faculties for onward transmission to the Deans' Committee.
- (v) The R (AA) prepares summaries of the applicants and liaises with the Deputy Principal (AA) for a Deans' Committee meeting.
- (vi) The Deans' Committee selects successful applicants and submits the list to R (AA) for processing following procedure 4.6 above.

4.8 Process for Students Inter-Faculty/Programme Transfer

- (i) R (AA) advertises internally for transfers within the first two weeks of registration of first-year students giving the timelines for the exercise.
- (ii) The R (AA) forwards application forms together with JAB minimum requirements' guidelines for each programme to Deans of Faculties for students to apply.
- (iii) Continuing students apply to the R (AA) through Deans of Faculties for change of programme/faculty.
- (iv) Deans of Faculties facilitate short listing of qualified applicants and subsequently forward to R (AA) for onward submission to the Deans' Committee for approval.

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- (v) The R (AA) prepares summaries of the applications and liaises with the Deputy Principal (AA) for a Deans' Committee meeting.
- (vi) The Deans' Committee selects successful applicants and submits the list to R (AA) for communication to the successful applicants.
- (vii) The R (AA) posts the results of the applications on the notice boards.
- (viii) The R (AA) prints and dispatches the transfer letters to the students, copied to the Dean of the old and new Faculties, Admissions Office, Medical Office and The Finance Office

4.9 Process for Inter-University Transfer of Students


- (i) The R (AA) receives application letter(s) from JAB student(s) who would like to leave or join the university.
- (ii) The R (AA) notifies the VC and forwards the letter(s) to the Secretary Joint Admission Board with recommendation.
- (iii) The R (AA) receives a copy of the students' inter-university transfer letter from the JAB Secretary, with an advisory note to issue an admission letter or he notes for an outgoing student and advice him/her to formally clear from the university.
- (iv) The R (AA) issues an admission letter to the student, whose request for transfer has been approved by the Secretary JAB.
- (v) The R (AA) notifies the Vice-Chancellor, Senate and other concerned parties.

4.10 Process for Deferment of Students

- (i) Upon receipt of admission letters, students may apply for deferment using prescribed deferment form (CU/ADM/FORM/3) to the R (AA) as specified in the letter of offer.
- (ii) The R (AA), within one month of receiving the application, respond to the students indicating the new reporting date and classes to join through letters copied to the Deans of Faculties, Medical and Finance.
- (iii) The R (AA) reports to the deferment to the ACAB.
 - (a) A student is allowed to defer for two consecutive academic years only.
- (iv) Continuing students may apply for deferment to the R (AA) through their Deans of Faculties specifying reasons for such applications.
- (v) If acceptable, the R (AA) responds to the students indicating the new reporting dates through letters copied to the respective Deans of Faculties, Finance, Medical and Accommodation Departments.
- (vi) The Dean of Faculty reports to the ACAB.
- (vii) A student only defers for a maximum of two academic years only.

4.11 Process for Issuing Final Transcripts

- (i) The R (AA) receives updated protracted transcripts from respective Deans of Faculties. The protracted transcripts are filed in the student's personal file.
- (ii) The R (AA) transfers graduated students' data in the SRMS from the Faculties to the Certificates and Transcripts section.
- (iii) The R (AA) oversees processing of the final academic transcripts.

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- (iv) Graduates are required to pay a stipulated amount for the final transcript and present the receipt to the R (AA).
- (v) The student signs in the Transcripts Collection Master Book.
- (vi) The staff members in the Transcripts Office issue the student with the transcript; copy is filed in the student's personal file.

4.12 Process for Production and Issuance of Certificates

- (i) The graduation list is prepared in accordance with the CU procedure on preparing the graduation list for degree, diploma and postgraduate students.
- (ii) Staffs in the Certificates Office collect the certificates and list of graduates from Egerton University within one month after the graduation ceremony.
- (iii) The graduates are required to produce the student's clearance form (CU/AA/CL/FORM 6), student's identification card, graduation fee receipt and a signed form (CU/AA/GG/FORM 7) indicating that the student has returned the graduation regalia.
- (iv) The R (AA) recalls the student's personal file to confirm any pending issues.
 - (a) Where there are pending issues the graduate is required to sort the issues before being issued the certificate.
 - (v) If there are no pending issues the graduate is declared to have met all the requirements and is issued with the certificate to check whether the certificate has any errors.
- (vi) If the certificate is in order, the student fills the certificate release form (CU/AA/CR/FORM 8) in the master book (CU/AA/CR) and is issued with the certificate.
 - (a) A copy of the certificate is filed in the student's personal file.
- (vii) If the certificate has errors the student indicates the errors in the certificate release form and leaves behind the certificate for correction.
- (viii) Staffs in the Certificates Office return the erroneous certificate to Egerton University for correction; the corrected certificate is issued according to section 4.12.3-4.12.5.
- (ix) In the case of certificate courses, the Deans of Faculties forward the list of successful candidates to the R (AA).
 - (a) A designated staff in the Certificates Office generates and records the certificates.
- (x) The certificates are verified using form (CU/AA/CPL) and presented to the R (AA) for sealing using the University Seal.
- (xi) The sealed certificates are issued in accordance with procedure 4.12.3-4.12.5.

5.0 RECORDS

- (i) Admission forms, dully filled (CU/ADM/FORM/1, CU/ADM/FORM/2A, CU/ADM/FORM/2B, CU/ADM/FORM/3, CU/ADM/FORM/4)
- (ii) Advertisement feature
- (iii) Application forms, dully filled
- (iv) Applications Master Record Book
- (v) Certificate Master Release Book
- (vi) Class Lists
- (vii) Deans' Selection Document containing list of candidates
- (viii) Deferment Application letter

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- (ix) Graduation Booklet
- (x) Letters of offer
- (xi) Master Numbering Control Record (Soft Copy)
- (xii) Memos
- (xiii) Minutes
- (xiv) Nominal Roll
- (xv) Registration forms, dully filled (CU/ADM/FORM/5A, CU/ADM/FORM/5B, CU/REG/FORM/1, CU/REG/FORM/2)
- (xvi) Students personal files
- (xvii) Transcripts Master Record Book


6.0 KEY PERFORMANCE INDICATORS/OBJECTIVES

6.1 Key performance indicators

- (i) Interfaculty/Inter-programme transfer records
- (ii) Number of students admitted
- (iii) Number of students issued with Identification cards
- (iv) Number of students issued with certificates
- (v) Number of students issued with final transcripts
- (vi) Number of students registered

6.2 Departmental Objectives

- (i) To advertise programmes at least three times in the academic year.
- (ii) To duly issue letters of admission to students.
- (iii) To keep an up-to-date record of students and statistics.
- (iv) To timely issue students with identification cards and replacements.
- (v) To facilitate the invitation of external examiners for moderation.
- (vi) To ensure minutes of pertinent Committee are duly processed.
- (vii) To issue graduates with their certificates and transcripts.
- (viii) To communicate to students management decisions and policy matters.

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APPENDIX I: PROCESS MAPS

i. Advertising Academic Programmes


RESPONSIBILITY	ACTION
VICE-CHANCELLOR DVC (AA) R (AA)	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Approaching of semester</p>
R (AA) R (AA)	<p>Requests academic department to forward courses for advertisement through Deans of Faculties</p> <p>Receives courses and preparation of an advert</p>
VICE-CHANCELLOR DVC (AA) VICE-CHANCELLOR	<p>Approves advert and the media to be used. YES/NO</p> <p>Facilitates payment for adverts and forwarding to the approved Media house</p>
SECRETARY TO THE VICE-CHANCELLOR'S OFFICE	<p>Cuts out advert for filing and fee payment</p> <p style="text-align: center;">End</p>

ii. Admission of JAB selected students


RESPONSIBILITY	ACTION
VICE-CHANCELLOR DVC (AA) R (AA) DEANS & DIRECTORS	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Attendance of Joint Admission Board meeting Collection of a compact disk and JAB document D2c text of admitted students from the JAB secretariat</p>
R (AA) AR (AA) R (AA) AR (AA) R (AA) AR (AA)	<p>Compilation of selected students without addresses</p> <p>Despatching of letters of admission to the students</p> <p>Keeping of record of admitted students</p>
R (AA) AR (AA)	<p>Opening of files at the admission office using first copy</p> <p style="text-align: center;">End</p>


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iii. Admission of Self-Sponsored Students

RESPONSIBILITY	ACTION
VICE-CHANCELLOR	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p>
DVC (AA) R (AA) AR (AA)	Approval of advertisement of programmes Advertisement of courses in print media Receiving and recording of applications in the master record book
R (AA)	Forwarding of application forms to respective CODs for selection and recommendation
R (AA) AR (AA)	Receiving of recommended applicants for onward transmission to the Deans' Committee
DVC (AA) R (AA) DEANS COMMITTEE	Preparation of summaries and liaison with the DVC (AA) for a Deans' Committee Meeting Holds meeting and admits students. YES/NO 
R (AA)	Communicates verdict to the applicants
	End

iv. Registration of Undergraduate's Students

RESPONSIBILITY	ACTION
STUDENTS	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p>
R (AA) AR (AA)	Arrival on campus Preparation of registration documents
AR (AA) DEANS OF FACULTIES	Issuance of students with the registration forms Verification of registration documents
R (AA)	Issuance of appropriate supplementary lists
STUDENTS DEANS OF FACULTIES AR (AA)	Register following laid down procedure Ensuring only fully paid up, bona-fide students sign the nominal roll. YES/NO 
DEANS OF FACULTIES	Retention of completed registration forms and sending of copies to the Registrar (AA)
	End


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v. Inter-Faculty/Inter-Programme Transfer

RESPONSIBILITY	ACTION
R (AA) AR (AA)	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p>
DEANS OF FACULTIES	<p>Issuance of notice of transfer to students</p> <p>Issuance of application forms & JAB guidelines to students</p>
DEANS OF FACULTIES	<p>Short-listing of applicants and forwarding to R (AA)</p>
R (AA) AR (AA)	<p>Preparation of a summary of all applicants for the Deans' Committee to ratify</p>
DVC (AA) DEANS COMMITTEE	<p>Arrangement for Deans' Committee meeting</p> <p>Selection of qualified applicants based on availability of vacancies in the programmes. YES/NO</p>
R (AA) AR (AA) R (AA) AR (AA)	<p>Postage of successful/unsuccessful students on notice boards</p> <p>Issuing of transfer letters to the qualified students</p> <p style="text-align: center;">End</p>

vi. Inter-University Transfer

RESPONSIBILITY	ACTION
VICE-CHANCELLOR R (AA)	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p>
VICE-CHANCELLOR R (AA) R (AA)	<p>Receiving of requests for inter-university transfer</p> <p>Forwarding of requests with recommendations to the Secretary of the JAB</p> <p>Receiving of approval of transfer from the JAB</p>
R (AA)	<p>Preparation of admission letters for incoming students or advising of outgoing students to clear formally.</p> <p style="text-align: center;">End</p>


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vii. Issuance and Replacement of Student Identity Card

RESPONSIBILITY	ACTION
R (AA)	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Notification of Procurement Department the number of students to be issued with Identity Cards</p>
PROCUREMENT OFFICER R (AA)	Engaging of a card supplier Information of students when and where to go to be taken passport photographs
R (AA) AR (AA) R (AA)	Receiving of processed identity cards Information of students when and where to collect identity cards
DEANS OF FACULTIES STUDENTS	Signing of the class lists and collecting identity cards Reporting the loss of identity card to the R (AA)
STUDENTS	Providing evidence for the loss
STUDENTS	Paying for the replacement and are issued with another card
	End

viii. Deferment of Students

RESPONSIBILITY	ACTION
NEW STUDENTS	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Applying for deferment Responding in 1 month specifying the new reporting date</p>
R (AA)	
R (AA) CONTINUING STUDENTS	Reporting of the deferment to the Senate Application for deferment via Deans of respective Faculties
DEANS OF FACULTIES	Reporting of the deferment to the Senate
	End


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ix. Participation in the Graduation Ceremony

RESPONSIBILITY	ACTION
R (AA)	<p>Start</p> <p>Receiving of graduation lists approved by Senate Information of the VICE-CHANCELLOR of the graduation date</p>
VICE-CHANCELLOR	Communication to all Stakeholders
VICE-CHANCELLOR	Payment of the graduation fee and attend rehearsals NO/YES
GRADUANDS	Presenting of graduands for conferment and awards
DEANS OF FACULTIES	Attendance of the graduation ceremony
GRADUANDS	<p>End</p>

x. Issuing final transcripts Process Map

RESPONSIBILITY	ACTION
RE (AA)	<p>Start</p> <p>Receiving of protracted transcripts from Deans</p>
R (AA)	Collection of students' data from the faculties to transcripts and records office
AR (AA)	Overseeing of the processing of final transcripts
R (AA)	Payment of a stipulated amount for the transcripts
AR (AA)	Verification of payments YES/NO
GRADUATES	Signing for collection of the transcripts
GRADUATES	<p>End</p>

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xi. Production and Issuance of CU Certificates

RESPONSIBILITY	ACTION
R (AA) SAA (AA)	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Collection of certificates from Egerton University within one month from date of graduation ceremony</p>
GRADUATES	Production of identification and clearance forms
R (AA) R (AA) SAA (AA)	<p>Receiving of lists of students' who completed their certificate courses</p> <p>Printing and recording of certificates</p>
R (AA) SAA (AA) R (AA) SAA (AA)	<p>Stamping using the official University seal</p> <p>Checking of students records before issuing the certificates</p>
GRADUATES GRADUATES	<p>Paying of a stipulated amount for final transcripts</p> <p>Signing for the certificate. YES/NO</p>
GRADUATES GRADUATES	<p>Checking if the certificate has any error</p> <p>Indicating the errors on the certificate release form. YES/NO.</p>
R (AA) SAA (AA) STUDENTS	<p>Returning of the erroneous certificate to Egerton University for correction.</p> <p>Receiving of a corrected certificate</p> <p style="text-align: center;">End</p>