	Document Ref.: CU/SOP/ODEL/40	Issue Date: 20th August, 2019
	Issue No.: 02	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR OPEN, DISTANCE AND E-LEARNING MANAGEMENT		

CHUKA UNIVERSITY

Standard Operating Procedure


For

Open, Distance and E-Learning Management (CU/SOP/ODEL/40)

Document Review Sheet


The signatures below certify that this 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
Revised by	Appointee	Open, Distance & E-Learning	20.8.2019
Reviewed by	Prof. D. K. Isutsa	Deputy Vice-Chancellor (ARSA)/ISO M.R.	20.8.2019
Approved by	Prof. E. N. Njoka	Vice-Chancellor	20.8.2019

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2.0 GENERAL

2.1 Purpose

The purpose of this procedure is to ensure that all ODEL processes and activities are managed effectively to ensure compliance with the International Standards and the University and Government statutory policies, procedures and regulations.

2.2 Scope

The procedure applies to and defines all the activities and processes carried out by the Department of ODEL.

2.3 References

- CU Charter, 2013
- CU Statutes, 2014
- CU Strategic Plan, 2017-2022
- Current Undergraduate and Postgraduate Students' Information Handbooks
- ISO 9001:2015 Standard Clauses 4 to 10
- CU ISO Quality Management System Manual, 2017
- CUE Regulations, Standards and Guidelines, 2014
- CU Catalogue, 2016

2.4 Abbreviations/Acronyms

COD	= Chairman of Department
CU	= Chuka University
CUE	= Commission for University Education.
DVC (ARSA)	= Deputy Vice-Chancellor (Academic, Research & Students Affairs)
GSS	= Government-Sponsored Students
ODEL	= Open, Distance and E-Learning
SSP	= Self-Sponsored Programmes
VC	= Vice-Chancellor

2.5 Definitions

GSS: Students admitted by KUCCPS and benefit from government fees subsidy.


Online Facilitator: A person who guides the learning of students to become self-directed learners.

Module: Refers to an examinable unit. One unit is equivalent to one module

Potent Risk: Refers to potential raw risk that is anticipated.

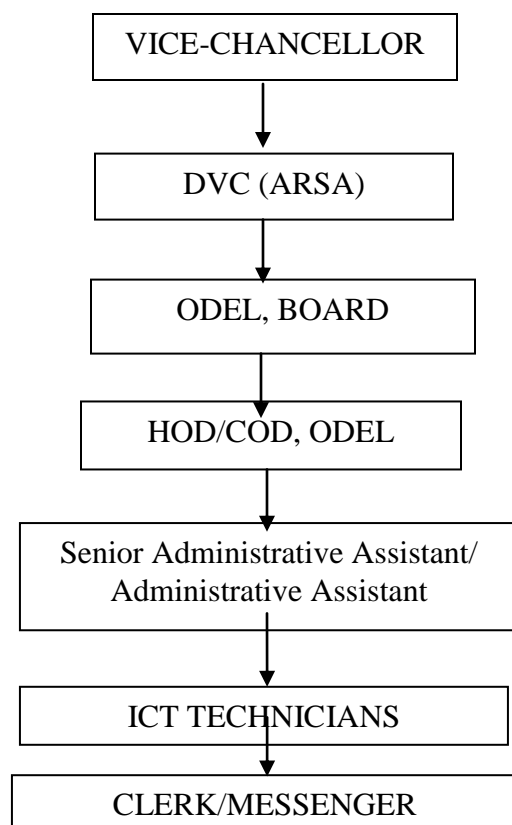
2.6 Responsibility

The Head of ODEL has the primary responsibility of ensuring this procedure is implemented and remains adequate for its intended purpose and for providing the information from which the documentation for its processes can be compiled and for initiating action to keep them up to date. All departmental staff members are responsible for implementing and ensuring that this procedure is followed.

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3.0 ADMINISTRATIVE STRUCTURE

The ODEL Department falls under the DVC (ARSA) Division. The current administrative structure for the ODEL Department is as shown below.




4.0 PROCESSES

4.1. Overview

The COD and the Board of ODEL is responsible for coordinating ODEL studies in Chuka University. The core activities in the Department include:

- (i) Developing curricula and syllabi for programmes and courses deemed relevant to continuing education in consultation with Faculties and Departments;
- (ii) Implementing and managing continuing education programmes;
- (iii) Producing and acquiring teaching materials for distance education;
- (iv) Overseeing all teaching activities in continuing education;
- (v) Requesting allocation of teaching duties to staff in consultation with relevant Chairpersons of Departments and Deans of Faculties that service ODEL;
- (vi) Organising and coordinating logistics and modalities for teaching and examining continuing education programmes in consultation with Departments and Faculties;
- (vii) Processing examinations for all continuing education programmes taught and offered in the University in consultation with servicing Faculties and Departments;

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- (viii) Formulating rules and regulations governing the teaching and learning of the ODEL courses and programmes, in consultation with servicing Faculties and Departments, for approval by the Senate whenever necessary; and
- (ix) Developing policy guidelines on implementation and management of ODEL programmes in consultation with servicing Faculties and Departments.

4.2. Process for ODEL Policy Development and Review

4.2.1 Source

Top Management

4.2.2 Required Inputs/Resources

- Need identification and justification
- Standards and guidelines
- Resource persons (expert Board members)

4.2.3 Expected Outputs


- ODEL Policy document

4.2.4 Receivers

CU/SOP/ACAD/16-21, 34-37; 42-44; Top Management

4.2.5 Procedure details

No.	Description	Output	Responsibility
1	ODEL implementation and steering Board is constituted	Appointment letters	Vice-Chancellor
2	Identify the need for ODEL programmes from Stakeholders	Need assessment report	ODEL Board
3	The ODEL Board prepares a policy draft and subsequently reviews the policy	Draft Policy	COD, ODEL
4	The Policy is reviewed by the Board of Undergraduate Studies	Reviewed Policy	COD, ODEL
5	Upon revision, the reviewed Policy Draft is presented to the Registrar (AA) for inclusion in the Senate agenda for discussion	Forwarding letter and Draft Policy	COD, ODEL
6	The Policy draft is presented to the Senate for discussion and approval	Minutes	COD, ODEL
7	The Policy draft is presented for discussion and approval by the Senate	Policy with recommendations	COD, ODEL Senate
8	After Senate approves, the Policy becomes operational, is monitored and reviewed from time to time, or as need arises	Final Policy	COD, ODEL Management

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4.3. Process for Module Development

4.3.1 Source

Students; CU/SOP/ACAD/16-21, 34-37; 42-44; Top Management

4.3.2 Required Inputs/Resources

- Curricula
- Course outlines
- Resource persons (experts)
- CU module structure guidelines

4.3.3 Expected Outputs

- Draft module

4.3.4 Receivers

Learners; CU/SOP/ACAD/16-21, 34-37; 42-44; Top Management

4.3.5 Procedure details

No.	Description	Output	Responsibility
1	Appointment of module writers	Module writers	Board
2	Assign module writers the modules to write and submit	Module writer	COD, ODEL
3	Development of module draft following approved CU module structure within a maximum of 3 months to develop the module	Draft Module	Module writer
4	The Module is reviewed, validated and approved by the Board of Undergraduate Studies or Postgraduate Studies, as apt, on behalf of the Senate	Minutes with recommendations	Directors
5	Recommended corrections are incorporated by the module writer under supervision of the COD, ODEL	Validated Module	COD, ODEL


4.4. Process for Module Revision

4.4.1 Source

Learners; CU/SOP/ACAD/16-21, 34-37; 42-44; Top Management

4.4.2 Required Input/Resources

- CU module structure
- Module draft
- Resource person (module reviewer)
- Course outline

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4.4.3 Expected Outputs

- Reviewed module
- Validation minutes


4.4.4 Receivers

Learners;

CU/SOP/ACAD/16-21, 34-37; 42-44; Top Management

4.4.5 Procedure Details

No.	Description	Output	Responsibility
1	The revision or rewriting or withdrawal of the module is initiated by communicating to the Senate through the Deans of the relevant Faculties.	Request letter/report to the Senate	COD, ODEL
2	Appointment of module reviewer from qualified among staff and issuance of guidelines for review	Appointment letter	COD, ODEL
3	A module is reviewed after a period of four (4) years. The module is reviewed by the appointed reviewer in a maximum of three weeks	Reviewed module	Module Reviewer
4	Review ensures that the revised module: a) Is consistent with current Departmental course description, content and outline. b) Content and references are current and accurate. c) Has adequate interactive activities. d) Structure conforms to the approved Chuka University module structure.	Report	Module Reviewer
5	A report is also generated to show the percentage of similarity of module shall be attached and the acceptable level using Turn-It-In is 15%.	Report	Module Reviewer
6	A module may be withdrawn where: a) The curriculum has been revised. b) The existing content is obsolete. c) The existing content has been in use for four (4) years.	Withdrawal notice	COD, ODEL Subject expert
5.	The module is revised/ rewritten following recommendations of the reviewer	Revised module	COD, Module reviewer

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4.5 Process for Coordination and Administration of ODEL Examinations

4.5.1 Source

CU/SOP/ACAD/16-21, 34-37; 42-44; CU/SOP/EXTT/12

4.5.2 Required Inputs/Resources

- Examination materials
- Examinees
- Invigilator

4.5.3 Expected Outputs

- Results/grades

4.6.4 Receivers

Learners; CU/SOP/ACAD/16-21, 34-37; 42-44; Top Management

4.6.5 Procedure Details

No.	Description	Output	Responsibility
1.	Coordination and scheduling of Exams. Coordination and scheduling of examinations will be done in liaison with the Director of Examination and Timetabling	Exam Timetable	Director Examinations and Timetabling, COD
2.	Candidates will take exams in designated face-to-face ODEL learning centres	Exam Scripts	Examinees, Invigilators
	The examinations will be invigilated according to Academic Departments' procedure and processes (CU/SOP/DEPT/16-21).	Examination attendance sheets	Director, EXTT
3.	Release of results to Senate & students	Results	Respective Faculty Deans

4.6. Process for Online Facilitation

4.6.1 Source


Learners; CU/SOP/ACAD/16-21, 34-37; 42-44; Top Management

4.6.2 Required Inputs/Resources

- Facilitator
- Learner
- Tablet

4.6.3 Expected Outputs

Progress reports/Interaction reports
Uploaded e-content

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4.6.5 Receivers

Learners; CU/SOP/ACAD/16-21, 34-37; 42-44; Top Management

4.6.5 Procedure Details

No.	Description	Output	Responsibility
1.	Furnish the COD, ODEL with progress report on various programmes and ODEL students every quarter	Progress Reports	Substantive COD, COD ODEL
2.	Furnish COD, ODEL with details of interaction of learners and facilitators	Reports of interaction	Administrator of M - ELIMU, COD
3	Continuous update on facilitation and uploading of materials by the lectures will be done by the ICT personnel/ Technicians in-charge of ODEL	Uploaded module and other materials	Technician in charge of ODEL
4	Handing of the Tablets to students for use	Issue list	ICT Personnel in-charge of ODEL

5 RECORDS/RETAINED DOCUMENTED INFORMATION

- (i) ODEL academic programmes adverts
- (ii) ODEL class lists
- (iii) Graduation booklet
- (iv) Meeting minutes
- (v) Students record maintenance system
- (vi) Students' personal files

6 KEY PERFORMANCE INDICATORS AND OBJECTIVES

6.1 Indicators

- (i) Number of registered ODEL students
- (ii) Number of ODEL programmes of study on offer
- (iii) Percentage of ODEL students graduating per year
- (iv) Availability of ODEL modules and tablets
- (v) A map of catchment areas of students

6.2 Quality Objectives


Linked Strategic Objective(s)

SO 21: Improvement of teaching and learning effectiveness through utilisation of ICT strategies

1. Quality Objective: To increase distance learning modules up to 6 programmes up from 2 programmes following the University procedures in 4 years

Strategy (Actions/Activities required to achieve the objective)

Train staff in teaching ODEL teaching and module drafting
Assign staff to draft modules
Develop digital teaching platforms
Develop ODEL modules and submit to BUGS to vet

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Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
-VC -ICT Manager Director ODEL	-Tablets -Technicians/Lecturers -Funds	One year	No. of new ODEL programmes & students on online facilitation

Review dates: Quarterly

Linked Strategic Objective(s)

SO 16: Provision of Competitive Programmes at Competitive Market Rates

2. Quality Objective: To increase the enrollment from 20 to 400 students in 4 years and fast-track completion rates of ODEL students from 6 years to 4 years

Strategy (Actions/Activities required to achieve the objective)

Advertise ODEL programmes in print and electronic media
Develop recruitment strategies for ODEL learners

Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
COD, ODEL Registrar (AA) ICT Manager	Allocated budget Adverts ODEL modules	Annually	No. of annual ODEL adverts No. of students enrolled

Review dates: Quarterly

Linked Strategic Objective(s)

SO 2: Provision of Relevant Quality Higher Education and Training

SO 3: Enhancement of Academic Competitiveness of the University

SO 24: Development and Projection of a Positive Image of the University

SO 26: Improvement of Productivity, Efficiency and Effectiveness

SO 37: Provision of Technical Expertise to Stakeholders in Socially Relevant Projects

3. Quality Objective: To produce 100 ODEL graduates up from presently none per year that will help realise Vision 2030 objectives

Strategy (Actions/Activities required to achieve the objective)

Train and supervise learners regularly
Provide progress reports to the students
Prepare students who complete study programme to graduate

Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
COD, ODEL Deans of Faculties Registrar (AA)	Lecturers Internet connectivity ODEL modules	Annually	Percentage of ODEL learners graduated per year

Review dates: Quarterly

Linked Strategic Objective(s)

SO 2: Provision of Relevant Quality Higher Education and Training


SO 25: Maintenance and Improvement of Quality Assurance

SO 30: Development of Motivated Staff

4. Quality Objective: To organise 2 forums up from presently none for workshop and staff training on ODEL

Strategy (Actions/Activities required to achieve the objective)

Organise one training workshop for ODEL trainers annually
Disseminate ODEL knowledge upgrading materials to staff regularly

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Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
COD, ODEL	Allocated budget Stationery Professional trainers	Annually	No. of trained staff in ODEL workshops

Review dates:	Quarterly
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Linked Strategic Objective(s)
SO 23: Assignment of Duties and Delegation of Authority
SO 25: Maintenance and Improvement of Quality Assurance
SO 26: Improvement of Productivity, Efficiency and Effectiveness

5. Quality Objective: To prepare and review CU ODEL Policy from time to time.

Strategy (Actions/Activities required to achieve the objective)
Constitute experts to prepare and review the Policy
Present the Policy to the Senate to approve

Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
COD, ODEL	Stationery Review team	As need arises	Reviewed and approved Policy

Review dates:	Quarterly
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Risk Identification Key

Likelihood	Consequence	Raw Risk (Likelihood x consequence)
1: Low, very unlikely less than 10% chance of occurring	1: insignificant, consequences are very low, can lead to nil/minor disruptions (1 day), leads to no financial losses	1 - 3: Low, managed within existing controls, monitor annually
2: Medium, possible 20% - 60% chance of occurring	2: Moderate, consequences are moderate, disruption can be up to a week, financial loss can be up to \$10,000	4 - 6: Medium, evaluate efficiency of existing controls or implement mitigation plan, monitor quarterly or 6 monthly
3: High, likely to almost certain 70% - 100% chance of occurring	3: Serious, consequences are adverse, can lead to legal prosecutions, media coverage, investigation by statutory body, complete loss of service delivery or financial loss of > \$ 100,000	7 - 9: High, implement mitigation plan immediately, escalate to senior management, monitor weekly or monthly



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RISK AND OPPORTUNITIES REGISTER

Note for monitoring, the responses are: What = risk described. Why = prevent/correct consequence. How = mitigations/controls. Who = risk owner.


Risk name/ description	Risk Consequences	L	C	Potent Risk = LxC	Mitigations/controls (Opportunities source)	Risk Own	Monitoring	Actual Risk as @ 20/8/2019				
								LA	CA	RI= LA*CA	RR%= RI/PR	EC%
Substandard module	bad reputation loss of customers	2	3	6	Involve experts in module writing Adhere to the guidelines on the module structure.	COD, ODEL	How- good preparation When- module drafting Who- module writer What- module					
Plagiarism	bad reputation loss of customers	2	3	6	Copy righting	COD, ODEL	How- good preparation When- module drafting Who- module writer What- module					
Failure to write the module	bad reputation loss of time	1	2	2	Involve experts in module writing Monitor the module writing progress	COD, ODEL	Who-module writer What-module How- monitoring When- module writing					
Delayed writing of the module	loss of time bad reputation	1	2	2	Involve experts in module writing Monitor the module writing progress	COD, ODEL	Who-module writer What-module How-monitoring When-during writing					
Poor communication	De-motivation Bad reputation Loss of time Customers loss	2	2	4	Monitoring the interaction progress	COD, ODEL Adminstrator	Who-administrator What-interactions How-monitoring When-session time					
Failure of internet connectivity	No ODEL learning	2	2	4	Regular maintenance	ICT Manager	Daily					
Lack of attraction of students	NO ODEL uptake	3	3	9	Enhance marketing, publicity & recruitment	COD, ODEL	Quarterly					
Delay in study completion	Bad reputation and image	2	2	4	Closely monitor and mentor learners	COD, ODEL	Quarterly					

Key: LA= Likelihood achieved. CA= Consequence achieved. RI= Risk incidences encountered. RR% = Residual Risk. EC (%) = Effectiveness of Control
Potent Risk (PR): Refers to potential raw risk that is anticipated. EC% = 100% - RR%

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Opportunities Table

Sn	Opportunities	Action Plan	Timelines	Effectiveness status
1	Increased demand for high education	Review and approve ODEL curricula from departments for forwarding to Senate	Once per semester	70%
2	Availability of demand and support from government agencies for students to undertake field work/ industrial attachment i.e. CUE and NITA	Process all ODEL diploma and bachelor's degree students for attachment.	Once per semester	100%
3	Availability and goodwill from institutions where students go for teaching practice, field /industrial attachment and practicum	Maintain a good working relationship with the institutions domiciling/employing ODEL learners	Continuous	100%
4	Availability of scholarships and awards	Nominate ODEL students who qualify for the scholarships and awards	Once per year	100%
5	Existence of institutions for linkages and partnerships	Nominate ODEL students for internship/ placements/ attachment	Once per semester	100%

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APPENDIX: PROCESS MAPS

i. PROCESS FOR ODEL POLICY DEVELOPMENT AND REVIEW

RESPONSIBILITY	ACTION
VICE-CHANCELLOR	<p>Start</p> <p>Constitute the ODEL board</p>
ODEL COD & BOARD	<p>Develop the Policy</p> <p>Presents to the Senate</p>
COD ODEL	<p>NO</p> <p>YES</p>
SENATE	<p>Implement approved Policy</p> <p>End</p>

ii. PROCESS FOR MODULE DEVELOPMENT

RESPONSIBILITY	ACTION
COD, ODEL	<p>Start</p>
ODEL Board	<p>Assigns module writers</p> <p>Appoints the writers.</p>
Module writer	<p>Writes the module</p>
Module reviewer	<p>Module is reviewed</p> <p>NO</p> <p>YES</p>
COD, ODEL	<p>Module is implemented</p> <p>End</p>

iii. PROCESS FOR MODULE REVISION

RESPONSIBILITY	ACTION
COD, ODEL	<p>Start</p>
ODEL Board	<p>Assigns module revisers and reviewers</p> <p>Approves the module revisers and reviewers</p>
Module reviser	<p>Revises the module</p>
Module reviewer	<p>NO</p> <p>YES</p>
COD, ODEL	<p>Module is reviewed for suitability</p> <p>The revised and approved module is implemented</p> <p>End</p>