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# CHUKA UNIVERSITY

## Standard Operating Procedure


For

### PRIVATELY SPONSORED STUDENTS MANAGEMENT (CU/SOP/PSSD/48)

#### 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.

Action	Name & Signature	Position	Date
Prepared by	Appointees	DIRECTORATE	
Reviewed by	Prof. D. K. Isutsa	DEPUTY VICE-CHANCELLOR (ARSA)/ISO MR	
Approved by	Prof. E. N. Njoka	VICE-CHANCELLOR	

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### 1.0 AMENDMENT RECORD

This Standard Operating Procedure is reviewed regularly to ensure relevance to the systems and process that it defines. A record of contextual additions or omissions is given below.

#### Amendment Record Sheet

Amendment Date	Issue No.	Revision No.	Page No.	Subject of Review /Modification	Revised By	Approved By

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## **2.0 GENERAL**

### **2.1 Purpose**

The purpose of this Standard Operating Procedure is to ensure that privately sponsored student's procedures and policies are managed effectively and efficiently in directorate and ensure compliance with the ISO 9001 International Standard, the University Statutes, rules and regulations, as well as Government policies, procedures and regulations.

### **2.2 Scope**

This procedure applies to and defines all the processes and activities carried out in directorate from admission to graduation of privately sponsored student's.

### **2.3 References**

- Kenya Constitution, 2010
- Universities Act No. 42 of 2012
- CUE Regulations, Standards and Guidelines, 2014
- CU Charter, 2013
- CU Statutes, 2014
- CU Strategic Plan (2017-2022)
- ISO 9001:2015 Standard Clauses 4 to 10
- CU ISO Quality Management System Manual, 2017
- CU Catalogue, 2016
- CU Students' Information Handbook (Current) and Graduation Booklets
- Government Circulars and Relevant Acts
- CU Performance Contract (Current)


### **2.4 Abbreviations**

AR (AA)	Assistant Registrar (Academic Affairs)
BPGS	Board of Post-Graduate Studies
BUSF	Board of Undergraduate Studies and Field Attachment
COD	Chairperson of Department
Director (BPGS)	Director (Board of Post-Graduate Studies)
DVC (ARSA)	Deputy Vice-Chancellor (Academic, Research & Student Affairs)
GSS	Government-Sponsored Students
HOD	Head of Department
R (AA)	Registrar (Academic Affairs)
SRMS	Student Records Maintenance System
SSP	Self-Sponsored Programmes
VC	Vice-Chancellor

### **2.5 Definitions**

#### **SSP Students**

- Any applicant who applies directly to CU and is privately sponsored.
- Any applicant admitted directly through Chuka University efforts.

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

**Director:** The Head of Directorate

**COD:** The Head of an Academic Department

**GSS:** Students placed by KUCCPS 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 showing students' details (Age, Nationality, District of Birth, National Identity Card number, Registration number.
- A list of students who have completed the registration exercise.

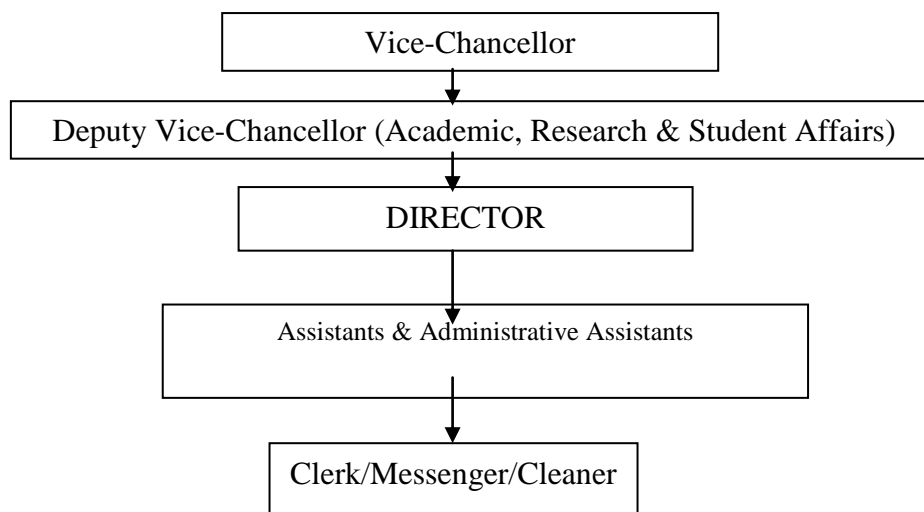
**Course:** A unit of study in a given programme

## 2.6 Responsibility

The Director of Directorate have the primary responsibility of ensuring that these processes are implemented and remain adequate for their intended purpose, provision of information from which the documentation of the processes and activities can be compiled and initiation of action to keep them current. All Directorate staff members are responsible for implementing and ensuring that these processes are followed and implemented.

## 3.0 ADMINISTRATIVE STRUCTURE


The current administrative structure for the Faculties is as follows:



## 4.0 PROCESSES

### 4.1 Overview

The Directorate is the custodians of Privately sponsored students policies and regulations and undertake activities to ensure that privately sponsored students are attracted ,retained and managed effectively and efficiently and comply with various University academic rules, regulations and Statutes.

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**The core activities of the Directorate include:**

- i) To propose improvements and amendments of PSS policies and procedures;
- (ii) To prepare policies, procedures and regulations for management of PSS
- (iii) To develop strategies to improve and expand programmes for PSS in the University;
- (iv) To conduct market research to identify higher education needs in Kenya and other countries;
- (v) To facilitate and coordinate the implementation of new programmes for PSS;
- (vi) To develop strategies for the expansion of enrolment of private students;
- (vii) To vigorously market Chuka University to attract privately sponsored students;

**The other activities include:**

- (i) To monitor and evaluate PSS in accordance with the privately sponsored students' policy;
- (ii) To harmonize privately sponsored students' practices across the University; and
- (iii) To propose ways to enhance harmonious coexistence of regular and privately sponsored students in the University.

**4.2. Process for Planning and Coordination of Directorate Budgetary Estimates**

**4.2.1 Source**

CU/SOP/FIND/24; CU/SOP/ACAD/16-21; 34-37; 42-44

**4.2.2 Required inputs/Resources**

- List of items required by Directorate
- Guidelines from Finance Officer
- Venue
- Stationery

**4.2.3 Expected outputs**

- Directorate Budgetary Estimates

**4.2.4 Receiver**

CU/SOP/FIND/24; CU/SOP/DVCF/02; CU/SOP/VCIM/01; Council; MoE; Government

**4.2.5 Procedure details**

No.	Description	Output	Responsibility
1.	The Director prepare and submit draft budget estimates in the first quarter of a financial year.	Budgetary estimate	Director
2.	Directorate budgetary estimates are tabled in Directorate meeting in second quarter per year.	Faculty budget draft and meeting memo	Director
3.	The Directorate discusses the draft budgetary estimates, rationalizes and adjusts the estimates	Minutes	Directorate Members



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4.	The Directorate draft budget is corrected based on the recommendations of the Directorate members.	Corrected Directorate Budget	Director
5.	The corrected Directorate budget is submitted to the Management to consolidate into a University budget estimates	Proposed Directorate budget	Director

### 4.3. Process for Preparing PSS Policies, Procedures & Regulations and Approval

#### 4.3.1 Source

Privately sponsored students

#### 4.3.2 Required inputs/Resources

- Statutory requirements
- Charter
- Universities Act
- Stationery
- Venue
- Related policies

#### 4.3.3 Expected outputs


- Draft policy or procedure

#### 4.3.4 Receivers

Privately sponsored students

#### 4.3.5 Procedure details

No.	Process Details/Description	Output	Responsibility
1.	The Directorate appoints sub-committee to prepare a draft policy or procedure or regulations	List of appointed sub-committee members, Minutes Letters of appointments	Director
2.	sub-committee prepares a draft policy or procedure or regulations	Draft policy or Draft procedure or regulations	sub-committee members
3.	sub-committee submit a draft policy or procedure or regulations to Director	Draft policy or procedure or regulations and minutes	Chair sub-committee, Director
4.	Director convene Directorate Meeting	Policy or procedure or regulations and minutes	Director
5.	Directorate meets and deliberate on the draft policy ,procedure or regulations and make corrections and recommendations	Corrected draft policy, procedure or regulations, Minutes	Members of Directorate

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6.	Director forward draft policy or procedure or regulations to Management for Approval	Policy, procedure or regulations and minutes	Director
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#### 4.4. Process for improving or reviewing, monitoring and evaluating PSS policies, procedures & regulations and Approval

##### Source

##### 4.4.1 Required inputs/Resources

- Statutory requirements
- Charter
- Universities Act
- Stationery
- Venue
- Related policies

##### 4.4.2 Expected outputs

- Policy or procedure


##### 4.4.3 Receiver(s)

5 Privately sponsored students

##### 5.4.1 Procedure details

No.	Process Details/Description	Output	Responsibility
1.	The Director write to the DVC(ARSA) request for reviewing of the policy or procedure or regulations	Letter	Director
2.	The Directorate appoints sub-committee to review the policy or procedure or regulations	List of appointed sub-committee members, Minutes Letters of appointments	Directorate
3.	Sub-committee reviews the policy or procedure or regulations	reviewed policy or procedure or regulations	sub-committee members
4.	Sub-committee submit a reviewed policy or procedure or regulations to Director	reviewed policy or procedure or regulations and minutes	Chair sub-committee, Director
5.	Director convene Directorate Meeting	Reviewed Policy or procedure or regulations and minutes	Director
6.	Directorate meets and deliberate on or regulations the Reviewed policy or procedure or regulations and make corrections and recommendations	Corrected Reviewed policy or regulations, Minutes	Members of Directorate
7.	Director forward Relieved policy or	Relieved Policy or	Director



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procedure or regulations to Management for Approval	procedures or regulations and minutes	
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#### **4.5. Process for Marketing Chuka University to attract PSS and Propose Ways to Enhance Harmonious Coexistence of Regular and Privately Sponsored Students**

##### **Source**

CU/SOP/ACAD/6-11, 34-37, 42-44; Senate

##### **1.5.1 Required inputs/Resources**

- Finances (Budget)
- Brochures
- Media
- Vehicles
- Website
- promotional materials

##### **1.5.2 Expected outputs**


- Provision of information about Chuka university to the target market,

##### **1.5.3 Receiver(s)**

##### **1.5.4 Procedure details**

<b>No.</b>	<b>Process Details/Description</b>	<b>Output</b>	<b>Responsibility</b>
1.	Director of convene directorate to develop strategies to marketing the university by June every year	Invitation letter	Director
2.	Director of directorate Prepare budget a particular event and make requisition to the Vice chancellor to marketing the university	Budget and requisition	Director
3.	Director with the approved team prepare to market the university	minutes	Director
4.	The team undertake the marketing activity	Marketing event	Marketing team
5.	Director prepare a report on the marketing activity and present to the directorate	report	Director

#### **4.6. Process to Develop Strategies to Improve and Expand Programmes for Privately Sponsored Students in the University**

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#### **4.7. Process to Facilitate and Coordinate Implementation of New Programmes for Privately Sponsored Students**

#### **4.8 Process to Develop Strategies for Expansion of Enrolment of Privately Sponsored Students**

### **6.0 KEY PERFORMANCE INDICATORS/QUALITY OBJECTIVES**

6.1 Refer to individual/separate Departmental Annual Work Plans, Charters and Objectives.

- Number of budget proposal for the Directorate
- Number of approved policies, procedures and regulations
- Number of reviewed policies, procedures and regulations
- Number of marketing events attended and organized
- Number of PSS enrolled
- Revenue generated



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## 6.2 Quality Objectives

### Linked Strategic Objective(s)

**SO 1: Expansion of Relevant Market-Driven Programmes**

**Quality Objective 1:** To facilitate implement at least two new academic programme per year.

#### Strategy (Actions/Activities required to achieve the objective)

1. conduct market research
2. Benchmarking
3. Advertise the programme

RESPONSIBILITY	RESOURCES REQUIRED	TIMELINE	MEASURE OF SUCCESS (KPIs)
Dean/COD Lecturers Senate Director (BPGS/BUSF)	Stakeholders Stationery/Funds Meeting venues Regulations, standards and guidelines	MAY 2020	Number of new programmes implemented Research report
Review dates:	Quarterly		

### Linked Strategic Objective(s)

SO 3: Enhancement of Academic Competitiveness of the University

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

**Quality Objective 2:** To increase the number of PSS undergraduate students by 10 % and postgraduate students by 20 % yearly

#### Strategy (Actions/Activities required to achieve the objective)

1. Departments to launch new programmes that are attractive
2. Vigorous Advertisement of new academic programmes

RESPONSIBILITY	RESOURCES REQUIRED	TIMELINE	MEASURE OF SUCCESS (KPIs)
Vice Chancellor Director ICT manager	Finances Brochures to market	Annually	Number of new undergraduate students Number of new postgraduate students



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### Risk Register as at 26<sup>th</sup> NOVEMBER, 2019

**Department: CU/SOP/DIR/06-10 – Directorate Management**

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

Risk name/description	Risk Consequences	Raw Risk			Mitigations/controls	Risk Owner	Monitoring (When)						
		Likelihood (L)	Consequence (C)	Raw Risk (L x C)				LA	CA	RI=LA*CA	Residual Risk	EC%	Effectiveness of mitigation measures
Delayed designing, developing, reviewing, approving and mounting of academic programmes	University may lose good reputation Loss of revenue	2	3	6	Timely processing and accreditation of programmes	COD Deans Director DVC (ARSA) Vice-Chancellor	Monthly	2	1	2	33%	67%	Effective
Low enrolment of students Non-responsive/attractive academic programmes	Loss of revenue Retrenchment of staff	1	3	3	Publicity and advertisements Austerity measures on expenditure	VC Director DVC (AFPD) DVC (ARSA) Deans	Semesterly	1	1	1	33%	67%	Effective
Ineffective teaching	Unqualified graduates Bad reputation of the university	1	3	3	Teaching evaluation Supervision	COD QA&PC Deans	Semesterly	1	1	1	33%	67%	Effective

### Opportunities Register

S/NO	Opportunities	Action plan	Timeline	Effectiveness Status
1	Increasing demand for higher education and professional programmes	Facilitating Implementation of new programmes	Once per year	100%
2	Environment requiring conservation through research and extension and projecting the university positively	Participate in organized community outreach activities	One a year	100%
3	Favourable and populous catchment areas and a growing national population and Proximity to rapidly growing urban centres	implement curricula and short courses for part-time/work-based learning	One per year	50%





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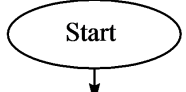
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## APPENDIX I: PROCESS MAPS

### i. Planning and Coordination of a Directorate's Budgetary Estimates

RESPONSIBILITY	ACTION
DIRECTOR	<p style="text-align: center;">             ↓            prepares of budgetary estimates in the first quarter of a financial year preceding the one in which funds are needed for expenditure         </p>
DIRECTOR	Present of budgetary estimates within one month from the date of call to the Directorate
DIRECTOR	Invite Directorate to Discuss the budgetary estimates by 31 <sup>st</sup> October
DIRECTORATE	Discussion, rationalization and adjustments of the budgetary estimates by 30 <sup>th</sup> November
DIRECTOR	Corrects based on the recommendations by mid-December
DIRECTOR	Submits to the Management by 20 <sup>th</sup> December
	

### ii. Process for preparing PSS policies, procedures & regulations and Approval

RESPONSIBILITY	ACTION
DIRECTORATE	<p style="text-align: center;">             ↓            The Directorate appoints sub-committee to prepare a draft policy or procedure or regulations         </p>
SUB-COMMITTEE MEMBERS	sub-committee prepares a draft policy or procedure or regulations
CHAIR, SUB-COMMITTEE	sub-committee submit a draft policy or procedure or regulations to Director
DIRECTOR	Director convene Directorate Meeting
MEMBERS OF THE DIRECTORATE	Directorate meets and deliberate on the draft policy ,procedure or regulations and make corrections and recommendations
DIRECTOR	Director forward draft policy or procedure or regulations to Management for Approval

### iii. Process for improving or reviewing PSS policies, procedures & regulations and Approval



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RESPONSIBILITY	ACTION
DIRECTOR	The Director write to the DVC(ARSA) request for reviewing of the policy or procedure or regulations
DIRECTORATE	The Directorate appoints sub-committee to review the policy or procedure . or regulations
MEMBERS OF THE SUB-COMMITTEE	sub-committee reviews the policy or procedure or regulations
CHAIR ,SUB-COMMITTEE	sub-committee submit a reviewed policy or procedure or regulations to Director
DIRECTOR	Director convene Directorate Meeting
DIRECTORATE	Directorate meets and deliberate on or regulations the Reviewed policy or procedure or regulations and make corrections and recommendations
DIRECTOR	Director forward Relieved policy or procedure or regulations to Management for Approval

**iv. Process for Marketing Chuka university to attract PSS**

RESPONSIBILITY	ACTION
DIRECTOR	<div style="text-align: center;"> <p>Start</p> </div> <p>Director of convene directorate to develop strategies to marketing the university by June every year</p>
DIRECTOR	Director of directorate Prepare budget a particular event and make requisition to the Vice chancellor to marketing the university
TEAM	Director with the approved team prepare to market the university
TEAM	The team undertake the marketing activity
DIRECTOR	<p>Director prepare a report on the marketing activity and present to the</p> <div style="text-align: center;"> <p>End</p> </div> <p>directorate</p>