



UNIVERSITY OF NAIROBI

ANNUAL REPORT

2020

UNIVERSITY OF NAIROBI

ACADEMIC AFFAIRS DIVISION

REPORT ON MAIN ACTIVITIES FOR 2020

The Academic Affairs Division is one of the four top functional organs of the University of Nairobi headed by Deputy Vice-Chancellors. The Academic Division is responsible for strategic academic planning and higher education business intelligence for purposes of supporting data driven decision making and contributing to transformative ventures that lead to a world Class University committed to scholarly excellence.

The focus of the Academic Division is: “Promoting Excellence in Academic Programmes Management”.

The Core Academic Division is made up of the following Sections and Sub-Section Heads that were constituted last year by **Deputy Vice-Chancellor(AA)** for effective & efficient service delivery.

Deputy Vice Chancellor(AA)	Prof. Julius Ogeng'o
Academic Registrar	Mr. Humphrey Webuye
SECTION & SUB- SECTION HEADS	NAME
Office of Deputy Vice Chancellor(AA)	Mrs. Grace Mbunde
Office of Academic Registrar	Mr. Joseph Oroni
Deans/Senate Secretariat	Ms. Purity Nguata
Senate/ Deans Adhoc Committees	Ms. Njeri Muhoro
Exam Processes	Mr. Peter Mbuthia
Graduation & Certification	Dr. Esther Ogoro
Student Appeals & Progression	Ms. Esther Wangui
Admissions Processing	Mrs. Miriam Manya

Admissions	Mr. Evans Mbuva
Marketing of Programmes	Ms. Salome Abuuri
Admission Records	Ms. Celestine Mayende
Student Data, Archives & Statistics	Mr. Henry Odicoh
Student Statistics & Records	Ms. Joanne Bugo
Academic ICT/Automation	Ms. Caroline Chebet
ICT -Infrastructure & Support	Mr. Eliud Ayiro
General Students Affairs	Ms. Jane Kahora
Quality Assurance Administration	Mr. Micheal Wangai
QA- Curricula & Programmes	Ms. Dorin Nanyama

1. OFFICE OF DVC, AA

The Deputy Vice Chancellor is the head of the Academic Affairs Division, whose functions include:

- i) Preparation of syllabus and regulations.
- ii) Co-ordination of examinations, undergraduate and post graduate studies.
- iii) Admissions and Academic staff training.
- iv) Chairman of Lectureship Appointment Committee.

During the period under review:

- i) Internal staff restructuring was undertaken in the Sections and Sub-Sections.
- ii) Prepared and published Academic Division Hand Book.
- iii) Serviced Emeritus Professor.
- iv) Online Teaching and Examination.
- v) Organized UoN @ 50 Celebrations.
- vi) Orientation, Guidelines on Student Progression.
- vii) Guidelines on Student Appeals.
- viii) Academic Staff promotion Criteria.

- ix) Held thirteen (13) School Administrators meetings, Nine (9) Division Management Committee(DMC) meetings, two (2) Expanded Division Management Committee(EDMC) meetings & seven (7) Team Leaders in the Office of Deputy Vice Chancellor Academic Affairs.
- x) Handled 82 public complaints.
- xi) Conducted one Graduate tracking survey.
- xii) Prepared one banner for January 2021 intake.
- xiii) Prepared six (6) Newsletters.
- xiv) Advertised in nine (9) International Markets.
- xv) Supported 11,952 Self-Sponsored applications processed to conclusion.
- xvi) Managed aggressive drives with School Administrators that yielded Shortlisted applicants' admission rate to 95%.
- xvii) Analyzed student withdrawals in Undergraduate Programmes between 2015 – 2020 (five years).

2. ACADEMIC REGISTRAR'S OFFICE

Academic Registrar's Office undertook various aspects of the University's academic programmes administration and management, which included:

- i) Providing information to prospective students on admissions,
- ii) Oversaw academic management policies are adhered to
- iii) Conducted career talk to 28 Schools during KUCCPS virtual girls' mentorship on STEM,
- iv) Processed 281 Inter- University transfers leaving University of Nairobi while 484 transferred in,
- v) Responded to 34,578 emails
- vi) Served many walk customers and
- vii) Resolved 28 complaints.

3. ADMISSIONS:

Admissions section is one of the key units in Academic Division. Headed by a Deputy Registrar. The section's main objective is to process undergraduate admissions for both Module I and II group of students.

Currently, there are 60 programs offered to Module I students and over 100 programmes ranging from certificate, diploma and degree offered to Module II students. To ensure efficiency and effectiveness in delivery of our core mandate and services, admissions section is divided in 3 subsections namely Admissions processing, Admissions Programmes and Marketing of Programmes of University programs. Each subsection has specific functions with set measurable and time bound targets.

Admission into the University of Nairobi programmes is usually done in 3 intakes (January, May, and September) with September of every year being the main intake.

Despite the challenges triggered by COVID-19 pandemic in the calendar year 2020, Admissions Section was able to achieve its specific targets. The functions of each are unique to themselves. Their coordination contributes to the success of Admission Section.

2.1 Admission processing

The main function of this subsection is processing of admissions for both module I and Module II students. The head of the unit is Deputy Registrar who works with a team of dedicated administrators, secretaries and clerical staff. The unit head is always in constant consultation with the Deputy Vice-Chancellor(AA) and Academic Registrar to ensure senate approved semester dates and academic years are adhered to at all times and feedback to students is timely and accurate. The functions of the unit are: Admission of qualified shortlisted/KUCCPS allocated applicants (including occasional and exchange students), ensure effective continuous Applicant Support, processing of Interuniversity Transfers, Process Readmissions/ withdrawals/deferments, Process interfaculty Transfers, Coordination of registration & orientation of first year students, Communication to successful applicants, Update of essential student information.

To achieve these functions, the sub-section developed work plan to guide staff in discharge of its mandate. Additionally, the unit also works hand in hand with ICT, SMIS team in its

processes. The targets achieved against each function in the year 2020 are outlined underneath.

- i) It admitted 5,895 Module I students and 3,227 for Module II.
- ii) Processed 436 Inter- University Transfers.
- iii) Processed 139 Readmissions, 9 Withdrawals, 55 deferments.
- iv) Processed 235 Module 1 & 130 Module II Inter faculty transfers.
- v) Held successful virtual orientation for 2020/2021 Academic Year on 3rd September 2020.
- vi) Communicated to successful applicants Module I and Inter University transfer beneficiaries.
- vii) Organized face to face orientation for first year students in the CAVS, CAE, CBPS, CEES (Kenya Science Campus), CHS, who reported on 9th November 2020.

2.2 Admission Records

Headed by a senior administrative Assistant, the subsection's functions are:

- i) Opening of students' files.
- ii) Issuance and renewal of student's ID cards.
- iii) Generation of nominal roll.
- iv) Updating Student progression records for inter faculty transfers, readmission.
- v) Maintaining up to date Registration statistics and records.
- vi) Compiling list of University prize presentation ceremony.

The staff working under this unit are records clerks and data entry clerks. In spite of the job division and specialization, the subsections in Admissions Section have embraced collegial working relationship due to the overlapping nature of the functions.

The sub-section is the custodian of Student Admission Records. This consists admission letters and completed joining instructions by the student. This is a record of the student which is a policy to be kept safely. Student Identification Cards are printed too which are a requirement for them to access University facilities and services. Nominal rolls are issued to Schools so that students sign them and this is a record of their taking up their admissions.

During this period the unit:

- i) Opened and transferred 7,756 files to data compliance office.
- ii) Printed 17,530 students' identification cards.
- iii) Printed nominal rolls for 2020/2021 academic year and circulated to schools.
- iv) Compiled list of prizes /donors/ and awardees for university prize presentation ceremony for 2017/2018, 2018/2019 and 2019/2020 academic years.
- v) Updated in the SMIS 436 Inter – University transfers, 235 Inter Faculty Transfers, 139 readmissions, 55 deferments and 9 withdrawals cases.

2.3 Marketing of Programmes

There is competition of students joining Universities. This therefore calls for actively marketing of programmes on offer. This is done both virtually and physically by a team of staff in the section who are conversant with the minimum requirements an applicant to qualify for programmes on offer in the University. In 2020 the unit attended to over 72,000 (480x150) inquiries made through admissions@uonbi.ac.ke, dr-admissions@uonbi.ac.ke, telephone calls and walk in on average 150 per day.

4. EXAMINATION

The Section's mandate is management of examinations and administration of related activities in the University. This calls for extreme confidentiality to avoid leakage of examinations. Therefore staff serving in this section are vetted. It's in charge of Examinations to the release of certificates to graduands.

4.1 Graduation & Certification

The Sub – Section processes graduation list, certificate preparation, storage and issuance of certificates to graduates, processing and issuance letters in lieu of lost certificates and letters of proficiency in English, verification/certification of University of Nairobi credentials on behalf of the Academic Registrar.

It managed two graduations held virtually on 25th September 2020 and 11th December 2020. The total number of graduands was 2851 and 5708 respectively bringing it to a total of 8559.

- i) Certificates for September graduands were processed and issued from 25th October 2020.
- ii) The certificates for 64th Graduation were processed to issue from February 2021 except those of PhD which were prepared and issued.
- iii) Guidelines on hiring of the graduation attire was drawn and is in use.
- iv) 1942 verifications done through online platform and 52 manually, 1233 certifications had been processed manually and 28 online, scanned and sent to various institutions that had made requests.
- v) 120 letters for proficiency in English had been issued.
- vi) 90 letters in lieu of lost certificates issued.
- vii) A soft copy of convocations between 1970 and 2020 was processed and a hard copy of the same was prepared, bound and submitted to the DVCAA's Office for ease of reference.

4.2 Student Progression

Student progression handles the following; issuance of Academic transcripts, Examination misconduct and discontinuations due to underperformance, Credit transfers and exemptions, Pardon cases. It's also a custodian of consolidated mark sheets

Its other mandate is to maintain a satisfactory level of academic achievement in each of the teaching and learning periods and for the overall course, by satisfying the Board of Examiners and Senate. The Sub - Section ensures that documented evidence of student performance and conduct is preserved, retrievable and utilized to facilitate monitoring of student progression.

In the year 2020 the sub- section:

- i) Serviced and processed 77 Student Appeal cases to conclusion.
- ii) Serviced and processed 29 students' Pardon cases.
- iii) Printed, verified and signed 7173 transcripts and issued to applicant.
- iv) Received 18 new Cases for processing.
- v) Received and processed 55 credit transfers and exemption requests.
- vi) Re-positing 77 complete students' files for concluded Appeals in the year 2020, 23 pardon students' files for the year 2020 and 1,161 files for students Appeal cases between (2010 – 2019).

4.3 Examination Processing

The Sub- Section manages processing of exams and day to day running of the Centre. This entails receiving the examinations from the Lecturers either virtually or face- face and processing it for being done by students. It also processes external examiners from inviting them to their payment for services rendered, processing and issuance of certificates, verification and certification of University of Nairobi documents, continuous processing of graduation and the graduation ceremony, processing letters in lieu of lost certificates, preparation of letters for English proficiency, custodian of academic dress for Ph.D graduands, honorary degree awards and other invited guests to the graduation ceremony, custodian of the graduates certificates, E-repository of convocation lists, academic records and graduates certificates.

During this period it achieved the following;

- i) 3721 virtual Scheduled and 831 Special examinations and issued invitations to 122 external examiners for Colleges.
- ii) Thirty eight (38) external examiners reports were received and acknowledged.
- iii) Posted Examination papers in e-repository between July and December 2020 it's an ongoing process.
- iv) 8560 submitted names of graduands were processed.
- v) 90% of certificates were ready within one month after graduation ceremony a few certificates required corrections.

- vi) 5000 documents were verified as per requests by clients.
- vii) Issued 580 letters of proficiency in English
- viii) Issued 475 letters in lieu of lost certificate.
- ix) Processed 1,918 Online and 492 Physical examinations which were submitted.
- x) Processed 24 appointment Letters for the recommended external examiners, received 8 examiners' report and processed 13 honorariums.

5 QUALITY ASSURANCE

Quality Assurance unit is responsible to; operationalize and monitor QA system and activities in the entire University; provide technical support to the academic units on quality aspects and ensure compliance of submitted examinations processed in time to all QA standards and guidelines; constantly update QA processes to match the changing needs of the global society; develop and monitor the implementation of the QA system; share best practices with relevant stakeholders through research undertakings and benchmarking ; promote quality culture among key stakeholders such as staff and students and build capacity on QA aspects especially among staff and students.

5.1 Administration

Manages day to day activities of the Sub – Section that involves mainstreaming of QA best practices in teaching, learning, research and community outreach. It also enhances the good standing of the University by timeously response to external enquiries on various University issues.

- i) Submitted three (3) timely reports to regulatory authorities (CUE, UFB, and KNBS).
- ii) Conducted exit survey for 2019-2020 cohort of graduates.
- iii) Prepared the first version of QA Handbook; and enhanced staff establishment.

5.2 Curriculum and Programmes

It has the responsibility of managing review of Curriculum and programmes to align with applicable internal and external regulations, standards and guidelines. It coordinates with Schools and Departments.

- i) It processed 40 academic programmes through Senate.
- ii) Aligned 50 academic programmes for compliance with regulations and requirements.
- iii) Developed criteria for identification of flagship programmes.
- iv) Developed the interim report for curriculum reforms.

6 SENATE SECRETARIAT

The Section provides Secretariat support to the University Senate, Senate standing Committees that is Deans Committee and Timetabling Committee, and Senate Adhoc Committees.

It co-coordinates the accreditation of institutions seeking to offer University of Nairobi programmes. The section manages Staff Education Support Fund, Transfer of credits and exemptions process and equation of Academic qualifications by the Kenya National Examination Council and Commission for University Education

The Section has 2 Sub- Sections namely: Deans Committee & Senate and Secretariat to Adhoc Committees

6.1 Deans Committee and Senate

The Sub-section provides Secretariat Services to the University senate and the Deans Committee. The Sub-section plays a key role in facilitating the approvals, the implementation of rules, regulations and policies and ensuring safe custody of agendas, reports and policy documents.

During the period under review the sub-section serviced;

- i) 27 Senate meetings out of which 5 were physical meetings and 22 were virtual meetings. A total of 23 Deans Committee meetings were held (5 physical and 18 meetings held virtually).The University senate approved 23 revised and 5 new curricula .The University Senate approved the following policy guidelines:

- ii) Students' progression policy, guidelines on the management of online examinations.
- iii) Disability policy and Students code of conduct.

6.2 Secretariat to Adhoc Committees

It provides secretariat services to Senate appointed Adhoc Committees. During the period under review it serviced Promotion Criteria for Academic Staff Committee.

7 STUDENT RECORDS , DATA & STATISTICS

7.1 Students Archives, data & statistics

The Section provides services pertaining to student records, data and statistics as required by clients in an efficient and effective manner. These include student data and statistics, registry and archival services. A data driven service delivery approach has been adopted in provision of these services. The Section is divided into two sub-sections to enhance service delivery. These are Student Archives, Data and Statistics and Student Data Compliance Office.

- i) It monitored student enrolment, 71 programmes out of 84 representing 84.5% had confirmed enrollment, monitored percentage of SMIS registration in Schools to determine the number of Schools with 100% registration.
- ii) Data for 20,259 students monitored with overall SMIS registration standing at 34.83%.
- iii) Cross checked / reconciled SMIS registration data with physical file data and ID issuance data for 40,045 students, this was only partial since the data on opening of physical files and ID issuance was still being received.
- iv) Retrieved and availed on time for use all files requested by action officers,
- v) Re-organized 3,610 student files into new records storage systems comprising of archival boxes and records storage cabinets.
- vi) Provided appropriate storage space for 154,900 files, including the creation of new storage space and maximization of the existing storage space through the adoption of archival storage boxes for closed student files.

- vii) Archived 3,610 non-current student records covering the years between 2003 and 2010.
- viii) Developed a platform for the digitization of student records. The platform is ready for deployment in CAVS and CAE .It also prepared and updated an electronic database inventory of 25,374 student files and archives.

7.2 Student Records

The sub-section provides various services including storage of student files, inventorying of student records, streamlining of management of student files in schools, faculties and institutes, tracking of document movement within the system and management of records storage space.

Verified 20,300 files, entered 20,300 entries in excel sheet, 100% of retrieved and boxed files can be traced easily, boxed / archived 5287 files (86 archival boxes), 40,800 files stored and 154,900 of records stored too.

8. GENERAL STUDENT MATTERS

The General Student Matters office is committed to provision of quality service to students and all stakeholders. It's a sub-section in Academic Division. The office has three sub-sections which are: Career Support, Student Governance and Student Welfare. The office acts as liaison between Academic Affairs and Units offering Student Welfare services. The main activities of the department are:

- i) Coordinate & report activities undertaken by University of Nairobi Office of Carrier Services.
- ii) Organize activities that facilitate student culture and behavior change.
- iii) Support process of student elections.
- iv) Monitor Activities of Student Professional Associations.
- v) Monitor student accommodation & Catering.
- vi) Coordinate Students health, sports & games in liaison with UHS, Sports and Games.
- vii) Facilitate efficiency in handling student disciplinary cases, and other activities related to student welfare.

In 2020 the sub section;

- i) Processed 63 Readmission cases.
- ii) Received 10 requests from a student for re-admission.
- iii) Followed up for status of 10 files updates from Director SWA on documents sent earlier to set Halls Disciplinary Committee students cases.
- iv) Supported UNSA 2020 electoral process.
- v) Facilitated handing over of UNSA offices and equipment to the new UNSA Officials.
- vi) Prepared reports and documents as requested by other departments.
- vii) Attended to customers enquiries.
- viii) Sent 1 student file to Registrar, CEES and Principal CEES to initiate Disciplinary Process for the student.
- ix) Prepared 11 memos to Principal, CHSS to enquire student file status and 2 College Disciplinary Minutes for students received for correction from Principal, CHSS.

9. ACADEMIC IT

The Academic Affairs Division IT is to ensure that the necessary ICT infrastructure and application is managed in all Sections and Sub sections.

9.1 Hardware & Infrastructure

This Sub Section was very active during the year as this is the period when utilization of virtual meetings began because of COVID-19. It kept the Division running to achieve its mandate online by;

- i) Supporting 233 online meetings.
- ii) Managed two end users workstations with installed system
- iii) Carried out one (1) preventive maintenance exercise.

9.2 Communication

This sub section manages communication between the University and stakeholders. This was done promptly .One thousand (1000) tweets responded to & online queries, posted

Division's activities as they happened and managed the website for current and relevant content updated.

APPENDIX

ABBREVIATIONS

UON	University of Nairobi
CAE	College of Architecture and Engineering

Academic Affairs Divisions- April 30, 2021

CAVS	College of Agriculture and Veterinary Sciences
CBPS	College of Biological and Physical Sciences
CEES	College of Education and External Studies
CHS	College of health Sciences
CHSS	College of Humanities & Social Sciences
ODeL	Open Distance & e-Learning Campus
QA	Quality Assurance
CUE	Commission for University Education
UFB	University Funding Board
KNBS	Kenya National Bureau of Statistics
SMIS	Students Management Information System
UHS	University Health Services
SWA	Students Welfare Authority
UNSA	University of Nairobi Students Authority
ICT	Information Communication and Technology
KUCCPS	Kenya University and College Central Placement Services
STEM	Science, Technology, Engineering & Mathematics
DVC (AA)	Deputy Vice- Chancellor Academic Affairs

Prepared by Joseph Oroni Ouma