

UNIVERSITY OF NAIROBI



STUDENT INFORMATION BOOKLET ON PROCEDURES OF ACADEMIC PROCESS

VISION; MISSION AND CORE VALUES

Vision

A world-class university committed to scholarly excellence

Our Mission

To provide quality university education and training and to embody the aspirations of the Kenyan people and the global community through creation, preservation, integration, transmission and utilization of knowledge.

Our Core Values

Freedom of thought and expression

Excellence

Care

Good governance

Innovativeness and creativity

Partnership and teamwork

PREFACE



Deputy Vice Chancellor Academic Affairs Prof. Julius Ogeng'o I am pleased to issue this Student Information Booklet on Procedures of Academic Process. This valuable handbook for all students comprises thirteen (13) Sections which cover the entire spectrum of academic process; namely, Application; Admission; Registration and Orientation; Studentship and Student Progression; Student Support Services; Discipline; Academic and Personal Records; Examinations; Graduation; Academic Transcripts and Certificates; Library Services; and ICT Services. It should be used together with other information handbooks issued from Academic Affairs Division.

The handbook will be revised periodically, therefore users are advised to look out for revised versions.

Julius Ogeng'o, DSc.
DEPUTY VICE CHANCELLOR
ACADEMIC AFFAIRS
20th April, 2022

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1. INTRODUCTION

1.1. The Academic process comprises activities that occur between application for admission to an academic programme and exit upon graduation on successful completion of the programme. These activities can be categorized into the following four (4) functions: Application, Admission and Registration; Studentship and student progression; Examination and Graduation, Certification and Convocation.

1.2. The Process is regulated by the Universities Act, 2012 (Amended); Universities Regulations, 2014; Commission for University Education Standards and Guidelines, 2014; University of Nairobi Charter, 2013; University of Nairobi Regulations; Statutes; Policies, Guidelines and Regulations for various programmes; and procedures.

1.3. This Information Booklet is a consolidation of the various Procedures in the academic process. It is divided into sections aligned to the categories of activities in the academic process highlighted in paragraph 1.1.

It constitutes a valuable pocket handbook of information on academic process, which each student should access and read. It is designed for both Undergraduate and Postgraduate students.

2. APPLICATION

2.1 PROCEDURE FOR APPLICATION

Self-sponsored applicants who seek to be considered for programmes in the University of Nairobi will apply online following the procedure below:

i. Visit the application website <http://application.uonbi.ac.ke>

ii. Registration and Creation of user account

To register, you need a valid email address which will be validated during the registration process through an activation link that will be sent to your email address.

Every applicant must create their own personal user account.

iii. Profile Management

Key in your personal details

iv. Uploading of Testimonials

Upload scanned copies of academic certificates and a passport photograph. Only when your profile and documents are complete can you apply for the programme you wish to undertake.

v. Programme Selection

Select and apply for the course you are interested in studying. You will be issued a **REFERENCE NUMBER** and directed to pay the prescribed application fee.

vi. Payment of Application Fees

- Pay the application fees using:
- Credit/Debit Card
- Mpesa Paybill
- Direct cash deposit at any partner bank

Upon payment, you will receive a confirmation of the payment on email address and phone registered in (ii) above.

vii. Application Tracking

Track the status of your application online through the system. Status alerts will be sent to your registered email address and phone number.

application.uonbi.ac.ke

University of Nairobi
Online Self Sponsored Students Application System

Welcome to the University of Nairobi Online Application Portal

Congratulations on taking the first step towards achieving your educational goals.

In order to keep track of your application, we need to first set you up with an account. Please use the [REGISTER](#) feature to set up your account.

You will be required to enter some basic information, including your email address and to choose a password. We will then send you an email to the address you entered, so that we can validate your account. When you have clicked on the validation link (sent to you in the email), you will be able to log in to the application system using the "Login" box below

For instructions on how to apply click [HERE](#)

[REGISTER](#) [LOGIN](#)

Bachelors Masters Doctor of Philosophy (PhD) Post Graduate Diploma Diploma Certificate Fellowships

Show 10 entries

#	PROGRAMME NAME	SCHOOL/FACULTY/INSTITUTE	INTAKE NAME	ACADEMIC YEAR	APPLICATION DEADLINE	REPORTING DATE	PROGRAMME REQUIREMENTS
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UoN Application Portal

3. ADMISSION

3.1 PREPARING TO REPORT TO THE UNIVERSITY

Students who have received their admission letters should prepare to report to the University virtually or in person as follows:

- a) Read and understand the documents sent to you with your admission letter. These are called Joining Instructions. They are listed below:
 - i) Letter of Acceptance (JI/1)
 - ii) Non-acceptance of Offer (JI/1B) [for those who do not accept the offer]
 - iii) Student Personal Details (JI/2)
 - iv) Medical examination (JI/3)
 - v) Medical Consent for Minors (JI/4)
 - vi) Declaration for Admission/Re-admission/Studentship (JI/5)
 - vii) BOND (attached to JI/5)
 - viii) Fees, Loans and Bursaries (JI/6A)
 - ix) Sponsorship form (JI/6B)
 - x) Catering & Accommodation System (JI/7A)
 - xi) Accommodation Application (JI/7B)
 - xii) Accommodation Declaration (JI/8)
 - xiii) Sports Facilities and Equipment (JI/9)

- xiv) Guide to available Student Services (JI/10)
 - xv) Library Services (JI/11)
 - xvi) University of Nairobi Bookstore (JI/12)
 - xvii) Rules and Regulations Governing the Organization, Conduct and Discipline of Students (JI/13A)
 - xviii) Important Information on University Procedures and Processes (JI/14)
 - xix) Examinations Regulations (JI/15)
 - xx) University Prizes (JI/16)
 - xxi) University of Nairobi Student Email (JI/17)
- b) Visit a public hospital for medical examination to enable the doctor sign your medical form JI/3
 - c) Visit an advocate/commissioner of oaths/notary public to sign your bond attached on form JI/5.
 - d) Fill your NHIF form
 - e) Scan all these admission documents to create a digital file, as you will use them for Online Registration.
 - f) Check the fees payable and note amount, mode and bank account details.
 - g) Pay the required fees into these accounts as provided in form JI/6A.



UoN Admission process is online

Procedures: April, 2022

3.2 SECURING ONLINE REGISTRATION

A student who has received his/her admission letter should proceed as follows to secure online registration:

- a) Collate the following admission documents- Letter of Offer, Joining Instructions (JI/1 – JI/5).
- b) Complete the medical form and ensure it is signed by a registered medical Doctor.
- c) Complete the Security bond and ensure it is signed by a registered Commissioner of Oaths.
- d) Scan the documents to make clear digital copies, if you had not done so.
- e) Fill all the other forms and have them signed
- f) Pay Administrative fees; and 1st Semester fees.
- g) Upload the scanned documents for verification on the SMIS registration system <https://smis.uonbi.ac.ke/>



University of Nairobi Registration Portal is opened a week before the commencement date

3.3 REPORTING TO THE UNIVERSITY

For physical reporting:

- a) Confirm the date and venue of reporting
- b) Confirm your transport plans
- c) Purchase your boarding essentials and stationary
- d) Travel in time to enable you arrive to the University Registration venue in the University by 8.00 am of the first day.

- e) In case you need to use University accommodation, apply early in the SMIS portal <https://smis.uonbi.ac.ke/>



The iconic Fountain of Knowledge at the University of Nairobi Main Campus

3.4 PROCEDURE FOR INTER/INTRAFACULTY TRANSFER

You may only transfer to a programme for which you meet the entry requirements and selection criteria. The procedure is as follows:

- a) Apply online through the portal <https://smis.uonbi.ac.ke/> to the Academic Registrar, through the Dean within the first two (2) weeks after commencement of the Academic Year.
- b) Pay the requisite application for transfer fee and submit your application.
- c) Wait till the 5th week and check for the transfer letter and new registration in your portal.
- d) Confirm that the new status is reflected in the SMIS system.
- e) Report to your new Faculty or Department.
- f) Verify that the original Registration Number has been voided.

3.5 PROCEDURE FOR DEFERMENT OF STUDIES

If you are not able to take your offer of admission immediately you should seek deferment at the earliest opportunity, before classes commence. The procedure is as follows:

- a) Completes Form JI/1B and submit it to the Academic Registrar with a copy to the Chair of Department and Dean of Faculty.
- b) Wait for seven (7) days
- c) You will receive written approval to defer from the Academic Registrar.
- d) Confirm that your SMIS records have been updated.

If you fail to inform the Academic Registrar of your deferment of admission, you will be deemed to have forfeited your position and will be deregistered.

Note that the deferment is valid for a maximum of two (2) Semesters

3.6 PROCEDURE FOR READMISSION/ RESTORATION OF STUDENTSHIP

This Procedure applies to those who were expelled, discontinued, suspended; and those who, deferred or temporarily withdrew.

3.6.1 Students who were expelled, discontinued or suspended will get a letter of readmission following successful appeal or expiry of suspension period. Proceed as follows:

- a) Report with your letter of readmission to the Chairperson of Department or Dean of Faculty.
- b) Discuss details of entry level, and obtain confirmation of restoration.
- c) Register in SMIS at the appropriate level, confirm this registration and renew your student's identity card.
- d) Report to the course coordinator and confirm reinstatement and course offering
- e) Make the necessary payment and register for courses
- f) Proceed to attend classes as detailed in 5.1
- g) Record your own progress as detailed in section 5.6

3.6.2 For students seeking readmission following deferment and temporary withdrawal, proceed as follows:

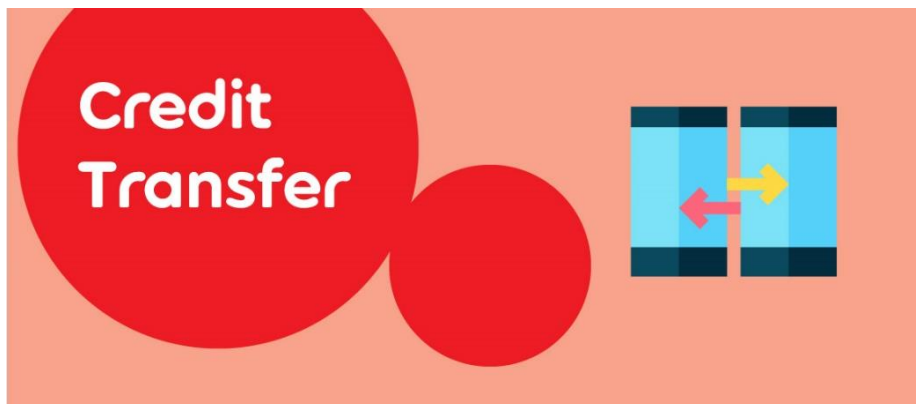
- a) Apply for readmission in writing to Academic Registrar through your Chairperson of Department and Dean of Faculty.
- b) Submit your request for readmission to the Academic Registrar.

- c) Your readmission letter will be ready within seven (7) working days from the date of receipt in the office of the Academic Registrar of readmission in your student's portal.
- d) Report to the Head of Department to confirm your reinstatement
- e) Make the necessary payment and renew your student identity card
- f) Report to the course coordinator to confirm the course offering
- g) Make the necessary payments and register for units as shown in section 3.3.1
- h) Request for, and acquaint yourself with your mentor.
- i) Track your own progress as detailed in section 3.3.6

3.7 PROCEDURE FOR CREDIT TRANSFER AND COURSE EXEMPTION

This refers to credits earned while studying at another University or Institution recognized by University of Nairobi Senate. The credits should be from the same, similar or other related degree or Diploma Programme or equivalent. The procedure is as follows:

- a) Apply for credit transfer by completing a Credit Transfer form UON/DC/CT/1/2021 and submitting to the Academic Registrar through the Chairperson and Dean of Faculty; with all supporting documentation.
- b) Follow up with the Chairperson of Department and Dean of Faculty for verification and Recommendation.
- c) Ensure the application has reached the office of the Academic Registrar.
- d) Wait for seven (7) days
- e) Retrieve the response from the Academic Registrar
- f) Confirm that the Chairperson has entered the exemptions/Credits transferred into SMIS.



Credit transfer is processed within 7 days upon successful application

4. REGISTRATION AND ORIENTATION

4.1 PROCEDURE FOR REGISTRATION

- a) Collate the admission documents- Letter of Offer, **Joining Instructions** (forms JI/1 – JI/5) submit to your respective Department.
- b) Complete the medical form and ensure it is signed by a registered Medical Doctor.
- c) Complete the Security bond and ensure it is signed by a registered Commissioner of Oaths.
- d) Fill all the other forms and have them signed and received at your respective Departments within 2 weeks of reporting.
- e) Pay Administrative fees; and 1st Semester fees.
- f) Register in SMIS by the 5th week of every semester, and undertake Biometric Registration at your respective Departments.
- g) Sign the nominal roll at your respective Departments.



On reporting biometric registration is also conducted

4.2 PROCEDURE FOR STUDENT ORIENTATION

New students undertake orientation at three (3) levels: Corporate, Faculty and Departmental level within the first week of reporting; usually referred to as “orientation week”.

4.2.1 Corporate Orientation

- a) The students are collectively taken through the organization of the university at a glance. The various heads of corporate non-teaching departments provide information about their departments.
- b) This process culminates in the Vice-Chancellor’s address which gives the students a high-level understanding of the expectations and obligations of the university.

4.2.2 Faculty Orientation

- a) Individual Faculties address the students on the various services available to them in the faculty, including the code of conduct.
- b) During this session, heads of teaching and non-teaching departments in the college provide an overview of the various programmes, support services and products available in the faculty.
- c) The session culminates in the Dean’s address on obligations and expectations of the faculty including high-level advisory.
- d) The students are issued with a student information handbook which contains critical information about the university, for reference and compliance.

4.2.3 Departmental Orientation

The Chairmen of Departments take students through the following:

- a) Various programmes and courses offered in the Department;
- b) Programme/course registration and student records;
- c) Details of fees payable;
- d) Support programmes/facilities;
- e) Rules, regulations, procedures and instructions;
- f) General standard operating procedures;
- g) Class attendance, progression and examination rules;
- h) Student academic conduct;
- i) Dress code.

4.3 PROCEDURE FOR REGISTRATION OF COURSES

- a) Check the courses on offer in the respective semester, from the curriculum on the website.
- b) Identify the courses/units you wish to register for, and consult with the course lecturer or Chairman of Department for clarification.
- c) Check the unit cost, and make payment of the required fees in the bank.
- d) Wait for your account to be credited.
- e) Log in to your SMIS portal, click course registration and proceed to the end.
- f) Confirm registration and logout



**COURSE
REGISTRATION**

Course registration is done within the first five (5) weeks of commencement of Semester

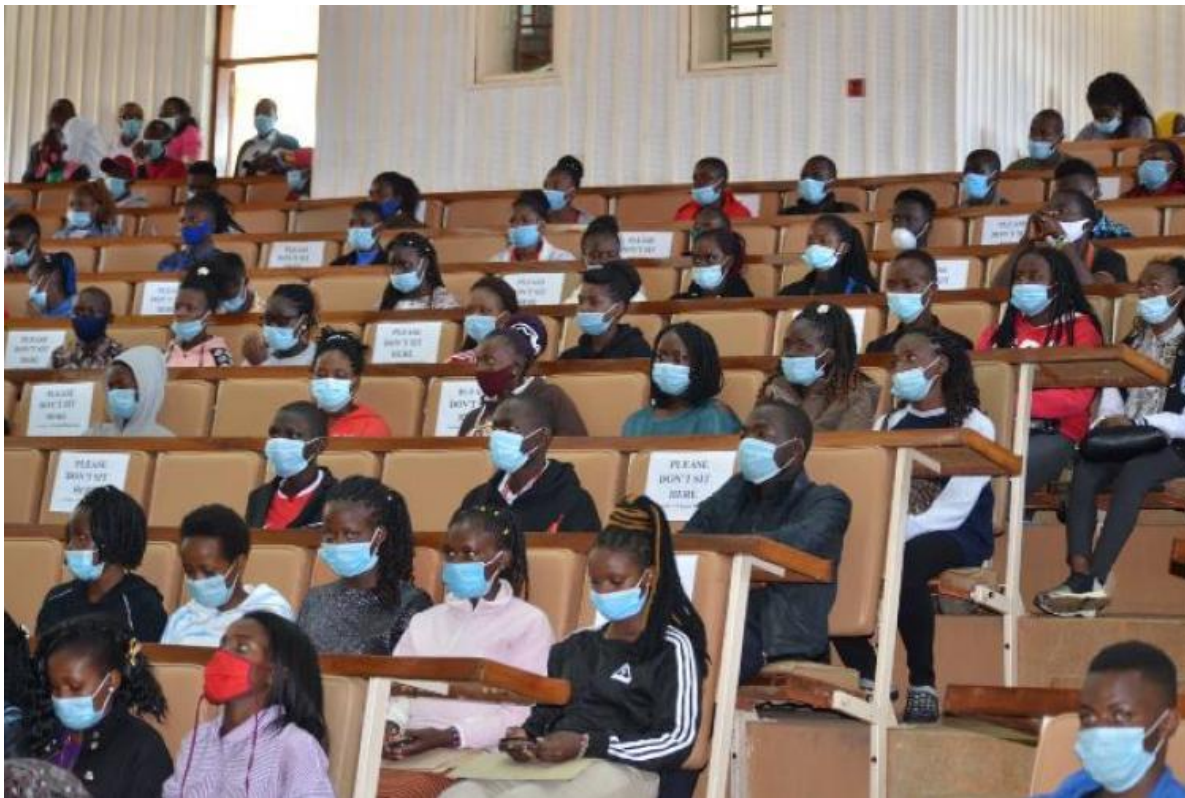
5. STUDENTSHIP AND STUDENTS PROGRESSION



Regularized Student Progression is an integral part of Teaching & Learning

5.1 PROCEDURE FOR CLASS ATTENDANCE

- a) Confirm the teaching schedule, which indicates the course, subject, time; venue, lecturer, course Objectives and reading materials.
- b) Report to the correct venue or platform at least 15minutes before the hour, to enable you start with the lecturer
- c) Check with your classmates that you are in the right place.
- d) Register your attendance for the class
- e) Familiarize with the subject matter.
- f) In your subject notebook, enter upfront the date, time, topic and lecturer.
- g) Attend the lecture to the end, and note all salient points.
- h) Follow up with personal reading of reference material provided.
- i) Record, undertake and submit all the assignments
- j) Discuss the content of the lecture, and course objectives with class-mates



Students attending a lecture at the University

5.2 PROCEDURE FOR TEMPORARY WITHDRAWAL OR INTERMISSION

This can happen at any stage of the programme for various reasons such as Domestic, Financial, Employment or Travel.

- a) Apply in writing to the Academic Registrar, through the Chairperson of Department, and Dean of Faculty.
- b) Follow-up to ensure the Chairperson of Department and Dean of Faculty have forwarded your letter.
- c) Retrieve written approval from the Academic Registrar.
- d) Confirm that your SMIS records have been updated, and the Chairperson is aware.

5.3 PROCEDURE FOR INTERCALATION

This is a special procedure for only a few students in specialized programmes. Proceed as follows:

- a) Complete the pre-requisite courses/semester/years.
- b) Consult the course leader about selection/entry evaluation
- c) Apply to the Academic Registrar, through the Chairperson of Department and Dean of Faculty

- d) Follow your application and obtain an Admission letter for the intercalated programme
- e) Report to the chair or course coordinator for class allocation.
- f) Register for the units/courses in the intercalated programme.
- g) Undertake the programme courses including formative and summative assessments to successful course completion.
- h) At the end of the programme apply to the Academic Registrar for readmission or restoration to the mother programme.
- i) Retrieve a readmission letter from the Academic Registrar
- j) Report to the Head of Department/Course coordinator in the parent programme for continuation.

5.4 ENSURING SUCCESSFUL PROGRESSION

Successful academic progression entails fulfilling all the requirements for vertical transition from one year to another and eventually graduating. The following are essential for successful progression:

- a) Timely registration of all the courses on offer for the respective semester.
- b) Attend all sessions of instruction that is, lectures, tutorials, discussions and laboratory/fieldwork practicals.
- c) Take all assignments; continuous and progress assessment tests and submit them in time.
- d) Maintain a record of your scores
- e) Join and work with an appropriate study group.
- f) Regularly consult with your lecturers
- g) Use the library effectively
- h) Register for, and take all examinations prescribed for your programme
- i) Check your portal and/or student noticeboards or helpdesks for any announcement and circulars.
- j) Follow and comply with all the Regulations, Policies and Guidelines.

5.5 PROCEDURE FOR TRACKING YOUR PROGRESS

- a) Obtain a durable notebook and label it “Academic Progression”
- b) Record all the formal and non-formal academic sessions and Interactions.
- c) Enter important dates and occurrences
- d) Enter names of lecturers, dates and scores of your progress assessments; and any other academic milestone.
- e) You are encouraged to request your lecturer to endorse your notes when you visit for mentorship.



It is important to track your academic progress in the University

5.6 PROCEDURE FOR REPORTING MISSED LECTURES

- a) Report missed lectures through your class representative by completing missed lectures reporting form UON/AA/ML/1/2022
- b) Submit the filled form to the Head of Department; and record in your logbook.
- c) Contact the course coordinator for rescheduling of the class
- d) Track the make-up class
- e) Look out for, and attend another relevant lesson and enter your log
- f) Tick off the lecture once it is given and close the case.

5.7 PROCEDURE FOR SEEKING PERMISSION TO BE ABSENT

If you see yourself being unable to attend class, mention this to your lecturer but formally proceed as follows:

- a) Complete and submit the permission to be absent from class form UON/AA/PA/1/2022 and submit to your Chairperson of Department
- b) Confirm receipt of request and obtain consent/permission of the course coordinator and/or Head of Department,
- c) File the confirmation /permission
- d) Attend to the alternative engagement.
- e) Report back and confirm your return with the lecturer, course leader and Head of Department.
- f) Undertake make-up class; restore and proceed as the section 3.3.6



Due procedure is followed in case a student would like to be absent

6. ACCESSING STUDENT SUPPORT SERVICES

6.1 PROCEDURE FOR SEEKING MENTORSHIP

- a) Check with the Department for the schedule of allocation of mentors.
- b) Contact your designated mentor and agree with him/her on the visitation times.
- c) Visit your mentor at the agreed time and place; and agree on the modalities.
- d) Define together the areas of mentorship and agree on the schedule of mentorship.
- e) Visit your mentor as agreed.
- f) Look out for, and attend the group mentorship sessions organized by the Faculty.
- g) Record, for reference and review, the content of your mentorship sessions.



Student Mentorship is a fundamental aspect of student life at the University

6.2 APPLYING FOR ACCOMMODATION

You will be required to apply for accommodation online. Proceed as follows

- a) Log in to <https://smis.uonbi.ac.ke/>
- b) Enter your registration and password
- c) Click on Book Room
- d) Enter the details as required
- e) You will get a notification when a room is allocated to you with details for payment
- f) Make payment and upload your payment receipt
- g) Present the receipt upon reporting

Procedures: April, 2022

7 DISCIPLINE

7.1 PROCEDURE FOR DISCIPLINARY ACTION

Do not resist any action taken against you for confirmed misconduct. Allow the supervisor to record any act of misconduct.

- a) Record and report to the supervisor of the function
- b) Attend the meeting called by the Chairperson of Department or Dean of Faculty in respect of your misconduct; and state the truth.
- c) Wait for the verdict, within seven (7) days
- d) Comply with the instructions given
- e) Appeal to the Vice Chancellor within seven (7) days by completing form UON/AA/SP/SA/1/2021

7.2 PROCEDURE FOR APPEAL

Students are allowed to appeal against administrative decisions such as discontinuation or expulsion. The appeal should be made to the Vice Chancellor seven (7) days from the date the results are released or date of expulsion.

- a) In case of expulsion for academic misconduct fill and submit form UON/AA/SP/SA/1/2021; attaching all the supporting evidence.
- b) In case of Discontinuation for academic underperformance fill and submit form UON/AA/SP/SA/2/2021
- c) Follow the instructions given by the Office you write to.
- d) You will be invited to the Appeals Disciplinary Committee
- e) Honor the invitation to appeal before any of the Committees.
- f) Make any payment requested and secure a receipt for any payment you make
- g) Present your case honestly and succinctly.
- h) You should expect a response within fourteen (14) days
- i) In cases of delay follow up with the relevant offices.
- j) Comply with the instructions. If you are readmitted, report to the Head of Department or Dean of Faculty and discuss with him/her your return to school formula.

8 MAINTAINING ACADEMIC AND PERSONAL RECORDS

8.1 AMENDMENT OF PERSONAL ACADEMIC RECORD

Amendment to personal records like changing order of names, expanding an initial; correcting spelling errors should be done as early as possible, and in any case not later than 2nd year of study. To change your personal records, proceed as follows:

- a) Complete and submit amendment form available on the link <https://www.uonbi.ac.ke/sites/default/files/Name%20Amendment%20Form.pdf>
- b) Attach to the form the supporting evidence
- c) Wait for two (2) weeks and check your portal
- d) If it does not reflect the change, follow up through the Help desk
- e) Occasionally the office of the Academic Registrar will call you to seek clarification before action is taken.

8.2 AMENDMENT OF PERSONAL ACADEMIC RECORDS AFTER GRADUATION

This is essentially the same as the procedure on amendment of personal academic record. The graduation records amended by this procedure include Letters of Award; Certificate of Completion; Degree Certificate; Graduation Booklet and Convocation Roll. To change the personal graduation records proceed as shown:

- a) Complete and submit amendment form available on the link <https://www.uonbi.ac.ke/sites/default/files/Name%20Amendment%20Form.pdf>
- b) Attach to the form the supporting evidence and deliver to the Academic Registrar
- c) Wait for two (2) weeks
- d) Assistant Registrar Examinations will contact you to collect the certificate from Examinations Centre.

AMENDMENT

Amendment of academic records is processed through the Academic Registrar

9 EXAMINATIONS

These procedures cover registration, preparation sitting, appealing outcome, reporting missed examination; requesting for special examination, reporting incomplete marks; online examination; reporting challenges.

9.1 REGISTRATION FOR EXAMINATIONS

This is essentially the same as the procedure for registration for course/units. It is important to confirm this registration two (2) weeks to the commencement of the examination period.

- a) Visit the portal <https://smis.uonbi.ac.ke/> again and confirm the units for which you registered.
- b) If you encounter any problems, seek the assistance from the Faculty administrator and your course leader,
- c) Clear any outstanding issues such as fees payments; outstanding CATS, PATS other assignments and regularize your registration.

9.2 PREPARATION FOR EXAMINATIONS

- a) Verify and list down the courses which you registered for in the respective semester.
- b) For each of the course, refer to the teaching schedule, list and folio the topics covered in each of them.
- c) Revisit and note the course objectives and expected outcomes for each.
- d) Assemble your reading material - Lecture notes, videos, other digital forms of material and reference materials.
- e) Join a study group with trusted course-mates
- f) Revise all the topics covered in the course.
- g) You are encouraged to look at past examination questions
- h) Consult your lecturer, if you encounter any difficulties.

9.3 SITTING EXAMINATIONS

- a) Download and print your examination card from the student portal.
- b) Check and confirm the time, venue and/or platform for the examination
- c) Report fifteen (15) minutes before the time of the examination.
- d) Check the sitting arrangement in the examination room.
- e) Carry the following Items with you:
 - i. University identity card

- ii. Examination card
- iii. Pen and/or pencil
- f) Remember not to carry any unauthorized material. Surrender any to the invigilator.
- g) Submit to security and administrative checks.
- h) Sit in your designated place. For online examinations, turn on your camera
- i) Sign the examination attendance register
- j) Write your registration number, course code and name on every sheet used.
- k) Read/listen to, and adhere to instructions from the invigilator.
- l) Answer the questions, in accordance with the instructions
- m) When you finish or time is up, submit your answer sheet to the invigilator.
- n) Leave the examination venue, careful NOT to carry away any material.
- o) Report to the invigilator, and your course leader/Chairman any unusual occurrences.

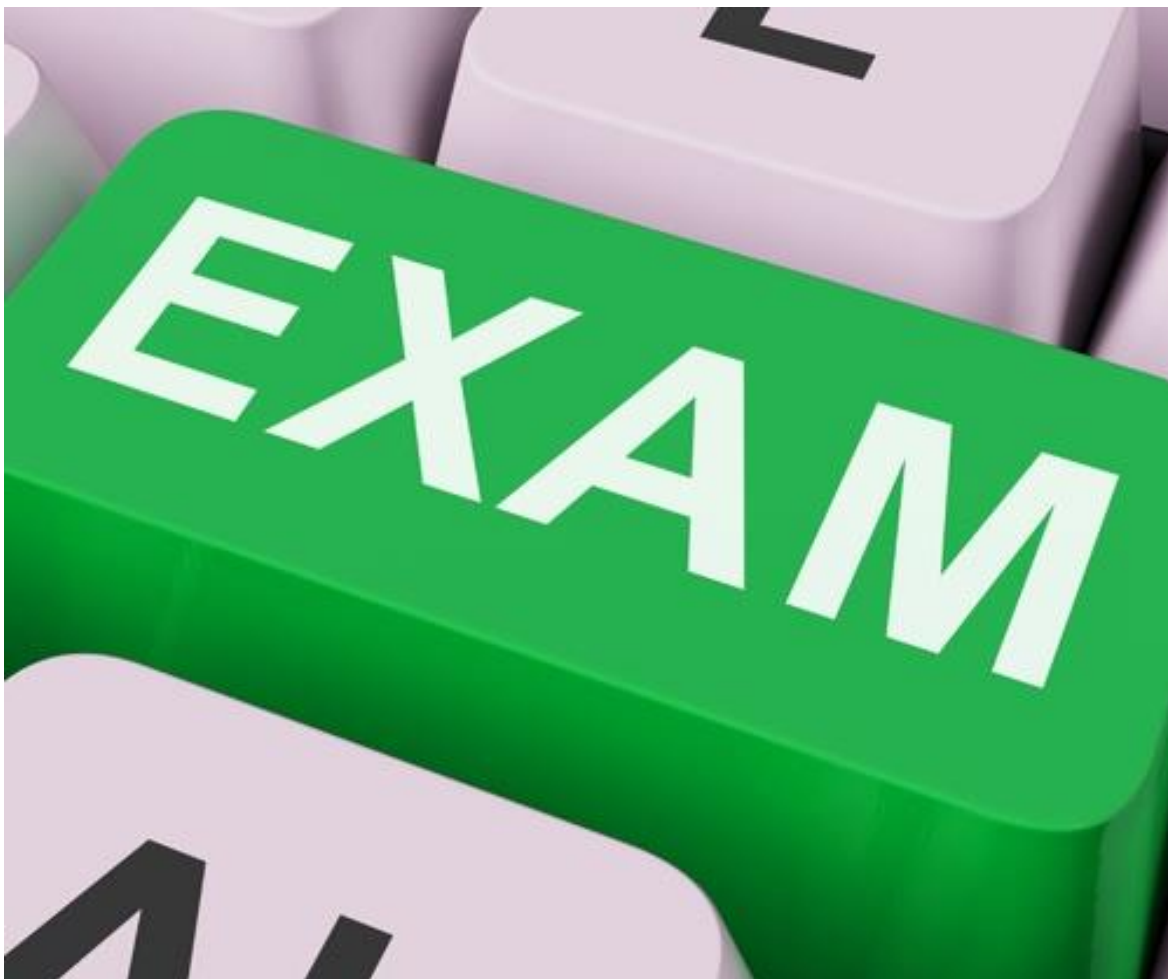


An examination session ongoing at the Examination Centre

9.4 ONLINE EXAMINATION

The general procedure in 9.3 shall apply. In addition and specifically proceed as follows:

- a) Prepare your gadget: Charge fully and have back up
- b) Go to a conducive venue with adequate connectivity, and free of distraction
- c) Log in to the appropriate examination platform using your official University e-mail.
- d) Join the platform fifteen (15) minutes before time and confirm the camera and microphone.
- e) Sign the attendance register and turn on your camera.
- f) Submit to integrity checks.
- g) Follow the instructions
- h) Type your answers
- i) Turn in your responses in time.



Examinations are offered online and physical as directed by individual Departments

9.5 APPEALING EXAMINATION OUTCOME

- a) Confirm your results/outcome as communicated to you in a personal letter.
- b) Making reference to the communication, consult with your course leader/Chairperson/Dean.
- c) Write to the Academic Registrar through the Chairperson of Department, Dean of Faculty clearly indicating the ground(s) for appeal. Attach all the authentic supporting documentation.
- d) Follow-up for a response with the Academic Registrar after seven (7) days.
- e) Follow the instructions

9.6 REPORTING MISSED EXAMINATION

Students are expected to report upfront that they will miss an examination.

- a) Confirm the details of the examination, Programme, course code & name; and Date of the examination.
- b) Write to the Dean through the Chairperson or Head of Thematic Area, explaining the circumstances that caused the missing of examination. In the letter indicate whether or NOT you will be able to take the next available exam.
- c) Confirm receipt and acknowledgement of the report.
- d) Wait for, and follow- up for formal response and scheduling of your examination.
- e) Keep safely the feedback for reference and implementation.

9.7 REQUESTING SPECIAL EXAMINATIONS

- a) Confirm the course units whose examinations you registered for, but missed.
- b) Check the Faculty calendar to identify the next examination season, when your course will be examined.
- c) Make the request to the Dean by completing and submitting an online form through the SMIS at least four (4) weeks before commencement of the examination
- d) Confirm validity of your registration, usually this will have expired.
- e) Pay the necessary examination fess and register for the examination
- f) Confirm your re-instatement for the exam with the chair of Department/Dean of Faculty

9.8 REPORTING INCOMPLETE MARKS

This should be done six (6) Weeks after every examination season.

- a) Visit your portal and check the uploaded results.
- b) Confirm the examinations that you sat
- c) Consult with your course leader, if you notice any gaps
- d) Report to the Dean vide filling Missing Marks form available in the Faculty/Departmental website, e.g. form RO1 for the Faculty of Business & Management Science
- e) Wait for seven (7 day), check the portal again. If Marks are still missing, follow-up with the Dean of Faculty.
- f) If you do not get response from the Dean within two (2) weeks fill and submit to DVC AA, incomplete mark report.
- g) Wait for two (2) weeks and revisit.

9.9 REPORTING CHALLENGES WITH ONLINE EXAMINATION

This refers to technical challenges, especially with connectivity.

- a) Write a report, detailing the time and exact nature of challenge and stage of examination
- b) Send the report to the Chairperson of Department by email within 24hours.
- c) Follow – up with telephone or what’s App to confirm receipt.
- d) Obtain acknowledgement, discuss and document schedule of special exam.

9.10 SEEKING REVIEW OF RESULTS

The University allows review of results in cases where the student is not satisfied with the scores awarded. This is commonly referred to as remark.

- a) Write a letter of request through the Chairperson of Department or Dean of Faculty to the Academic Registrar.
- b) Ensure the letter reaches the office
- c) Wait for seven (7) working days. Usually the Academic registrar will inform you in writing whether or not your request has been granted, and copy this to the Dean and Chairperson.
- d) Report to the Dean of Faculty with your letter for further guidance.
- e) Follow the instructions from the Dean.

10 GRADUATION

Senate usually considers the calendar of events in December; and confirms them in January.

There are two categories of students who usually graduate in the first Schedule, usually held in September.

- a) Those who qualify in the current year, but do not make it to the graduands list.
- b) Those who qualify during the year through the ordinary or supplementary examination.

The second congregation is held in December.



Students Graduating at a past Graduation Ceremony

10.1 PREPARATION FOR GRADUATION

- a) Verify that you have taken and passed all the units required to complete the course; and that all the marks have been entered.
- b) Check the Departmental Academic Committee Schedule of approvals to see if your name has been recommended.
- c) Check the Faculty Academic Committee approved Schedule of graduands
- d) Confirm payment of full fees, to zero balance for all the units and administrative fees.
- e) Check the Faculty Disciplinary Committee recommendations to ensure that you have no outstanding disciplinary case.
- f) Undertake clearance from all the units.

10.2 CLEARANCE

- a) Obtain the clearance certificate from your portal/ Dean.
- b) Go to all the departments such as Library, Games, to have your form signed.
- c) Submit the form to student finance.
- d) Wait for twenty four (24) hours and check your portal.
- e) Download your clearance certificate

10.3 HIRE FOR ACADEMIC DRESS

- a) Confirm that you have been listed for graduation one (1) week before.
- b) Check that you have been cleared to graduate.
- c) Obtain an introduction note from the Dean, indicating the charges for graduation.
- d) Make the prescribed payment and obtain valid receipt.
- e) Present your introductory note and payment receipt to the Faculty Registrar.
- f) Sign for, and acquire academic dress with commitment to return it by a particular date.



UoN Academic Dress

10.4 REHEARSAL

This is usually conducted one day at the venue/platform of graduation.

- a) Report to the venue 30 minutes before the appointed time.
- b) Locate and identify your seat and take position.
- c) Obtain a copy of the Graduation instructions
- d) Wait for the formal function to commence.
- e) Confirm that your name has been listed and written properly.
- f) Follow the proceedings in detail from the start to the end.



Graduands attending a rehearsal by confirming names as they follow proceedings

10.5 BEING CONFERED THE DEGREE

This is done by the Chancellor on the date, and venue of the congregation.

- a) Report to the venue of the ceremony one (1) hour before the event.
- b) Find and occupy your seat
- c) Patiently wait for your turn. Arise when the Dean of Faculty calls out your name.
- d) Remain standing till the Dean says... "Please be seated"
- e) Remain seated throughout

- f) Arise when the DVC AA calls – “ May all the candidates for award of Bachelor Degree stand for conferment of their respective degrees”
- g) Remain standing till the Chancellor pronounces “I confer upon you the respective degrees for which you were admitted, trained and educated; and by my authority and that of the entire University give you the power to read and do all that appertains to this degree. Congratulations ...”
- h) Bow curtsy to the Chancellor, Turn the tassel of your cap to the left and resume your seat.



Graduands arise for the conferment of various degrees during a past graduation ceremony

11 ACADEMIC TRANSCRIPTS & CERTIFICATES

Academic transcripts contain a record of your performance in all the courses you have taken in the course of your study.

11.1 PROVISIONAL RESULT SLIPS AND TRANSCRIPTS

11.1.1 Before the completion of your programme, the record is called provisional result slip. To obtain this, proceed as follows:

- a) Request through the Chair of Department upon release of examination results
- b) Upon approval proceed to the examination/record office to collect the stamped provisional result slip

11.1.2 The final academic transcript can only be obtained after completion of your programme and clearance. To obtain the transcript, proceed as follows:

- a) Student request for transcript through registration on the CRM portal <https://graduates.uonbi.ac.ke/login/> (Only go through when you have cleared from the University with nil fees balance)
- b) For collection for first time click on the purple menu
- c) Verify the course units you took
- d) Confirm by clicking submit
- e) Wait for the communicated date of collection
- f) Visit the Examination Centre for collection on the date allocated

11.2 CERTIFICATE OF COMPLETION

This is a formal document issued by the University to students after successful completion of their programme; before graduation.

It can be used in application for employment, graduate studies, scholarships; travel documents among others. To obtain this document; proceed as follows:

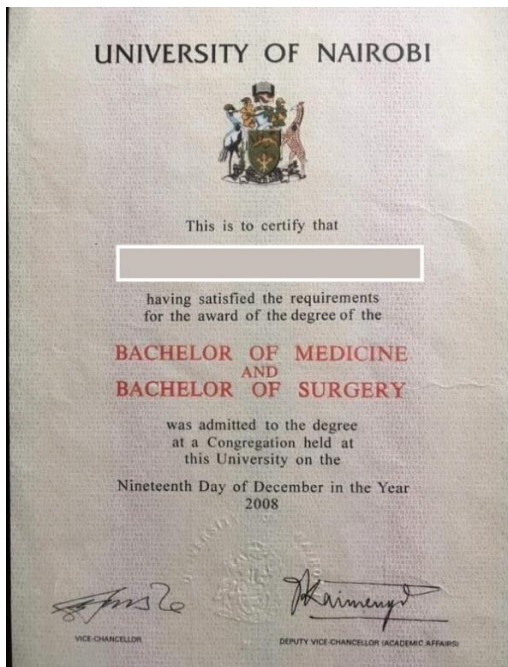
- a) Confirm with the Dean of Faculty that your results have been approved by Faculty academic Committee, and Senate.
- b) Obtain clearance from the Faculty
- c) Apply to the Academic Registrar
- d) Send/deliver your approved letter to Central Examination Centre on contact examinations@uonbi.ac.ke

- e) You will be notified when Senate approves your results through the portal or text message.
- f) Wait for notification that your certificate is ready.
- g) Collect your certificate in person and sign for it.
- h) At the time of collection confirm that it is signed by the Dean, and Deputy Vice Chancellor Academic Affairs
- i) Always sign for it.

11.3 DIPLOMA OR DEGREE CERTIFICATES

The certificates are usually available four (4) – six (6) weeks after graduation.

- a) The Academic Registrar will notify all graduates and issue a Schedule for certificate Collection.
- b) Look out for this schedule three (3) weeks after graduation.
- c) Go to Central Examinations Centre in Chiromo Campus on the dates allocated to graduates of your programme.
- d) Fill in a service request form titled “Certificate Collection”
- e) Wait to be called shortly after for your certificate
- f) Confirm order of names, degree programme, degree title, degree classification and sign for the certificate.



Sample Degree Certificate

12 LIBRARY SERVICES

12.1 ASSESSING LIBRARY RESOURCES

All students registered in the University have access to print and electronic resources.

To access physical resources proceed as follows:

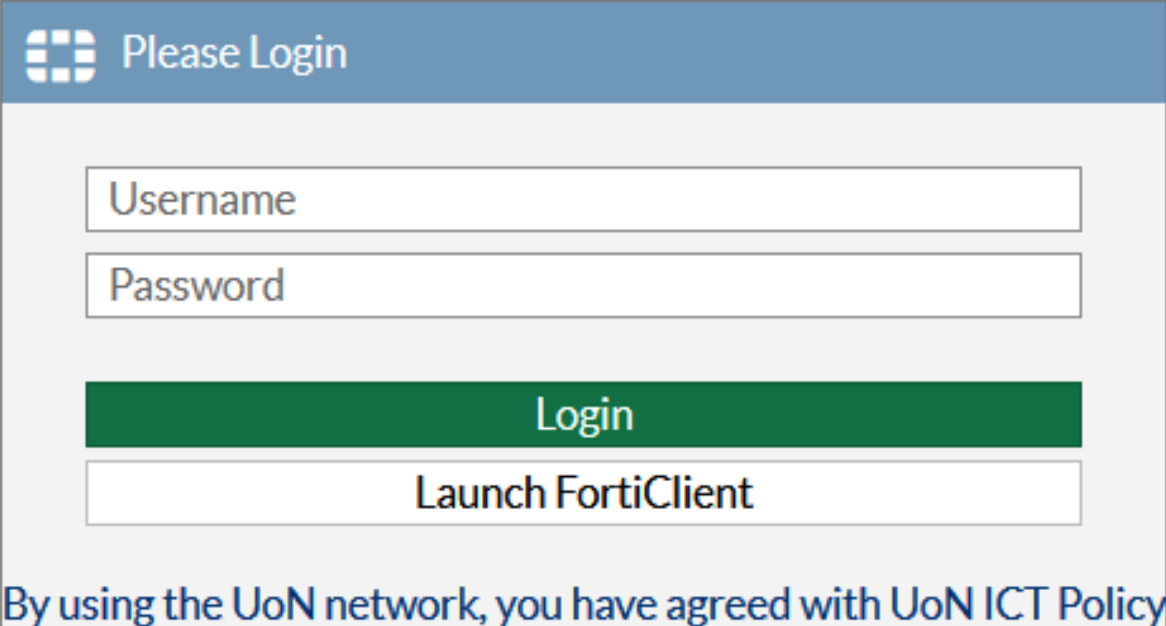
- a) Visit the library link to find information on your nearest UoN library
<https://uonlibrary.uonbi.ac.ke/basic-page/library-system>
- b) Visit the Library and present your student ID card
- c) Present your student card to the library staff at the door who will give you a registration form
- d) Fill and submit the form back to the library
- e) Upon completion, you are granted access to UoN Library Resources



The Jomo Kenyatta Memorial Library

12.2 ACCESSING LIBRARY RESOURCES REMOTELY

- a) Library resources (electronic books and journals) can be accessed by <https://uonlibrary.uonbi.ac.ke/>
- b) Hover your cursor to **RESOURCES** → **E-RESOURCES** → **REMOTE ACCESS**
- c) You will be presented with two options:
 - i. **REMOTE ACCESS USING VPN** (You need an active university AD account)
 - ii. **REMOTE ACCESS USING REMOTEXS** (You need active university email account)
- d) Open the desired option and follow the simple instructions
- e) For additional information go to <https://wiki.uonbi.ac.ke/doku.php>



Please Login

Username

Password

Login

Launch FortiClient

By using the UoN network, you have agreed with UoN ICT Policy

Remote access to library services

13 ICT SERVICES

13.1 PROCEDURE FOR APPLICATION OF DATA BUNDLES

- a) After paying all required fees, access SMIS portal, **my profile** and update your profile. By selecting/indicating your nearest Telkom outlet and also your National ID number (or Birth certificate Number), you have successfully applied for subsidized data bundles.
- b) Wait for two (2) days to receive alert on your phone.
- c) Collect your SIM card from your designated Telkom outlet
- d) Follow the instructions, and load your phone with the correct number.
- e) Email customercare@uonbi.ac.ke OR call 020 491 0000 when you need additional assistance.
- f) This process may take approximately two weeks from the date of application.

13.2 CREATING A STUDENT EMAIL ACCOUNT @ UONBI STUDENTS

- a) Log into your SMIS portal, go to “Portal Home” then click on “My Profile”.
- b) Open “**Click here to create UONBI Email**”
- c) Enter the desired username
- d) Chose a password
- e) For additional information go to <https://wiki.uonbi.ac.ke/doku.php>
- f) To reset your email password;
 - i. To access login page: Type mail2.uonbi.ac.ke on the search bar and click on “STUDENTS MAIL”
 - ii. Type in your email address. Click “Next” OR: - Go to gmail.com and type in your full email address in the format “username@students.uonbi.ac.ke”
 - iii. Click on “**forgot password**”
 - iv. If you remember any of your previous passwords, go ahead and type it in. Click “Next”. If you do not remember a previous password, click on “Try another way”.
 - v. Enter the verification code to allow you to set a new password If you do not have your phone, contact your domain admin for help

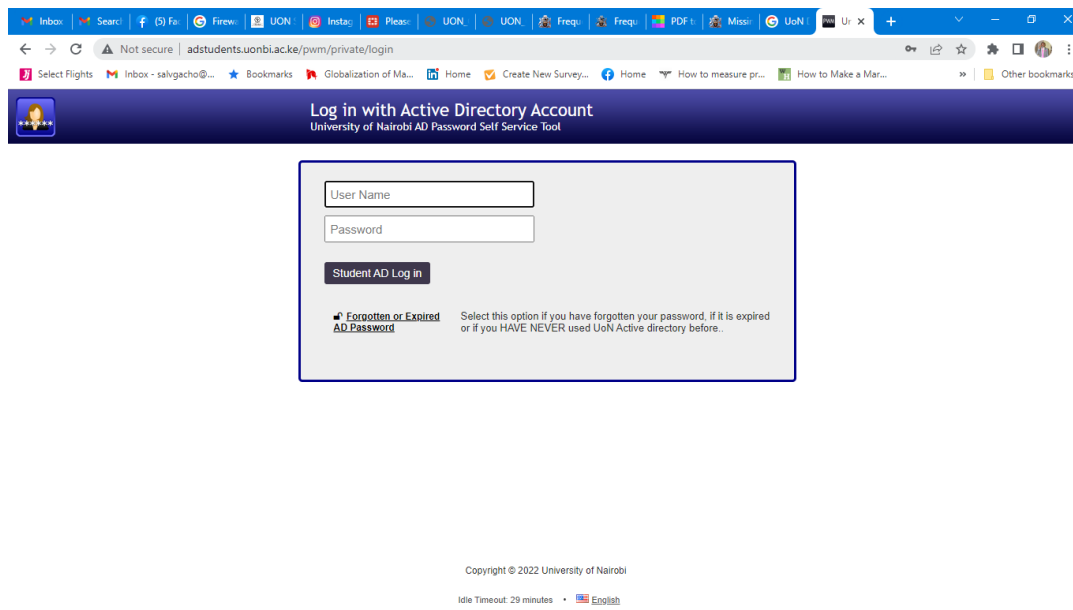
Setting email recovery Information:

- vi. Sign in to your email account. Click on “Google Account (top right) → Manage your Google Account → Security”

- vii. Enter your recovery information which is useful in case you forget your password. The recovery email should be an alternative email address.
- viii. D. Helpdesk
- ix. If all this fails, you can write to the helpdesk or visit your Campus ICT Office for help customercare@uonbi.ac.ke

13.3 SETTING UP AD CREDENTIALS

- a) Go to the browser and open <http://adstudents.uonbi.ac.ke>
- b) Click on **Forgot Password**
- c) Enter your **registration number** without forward slash i.e. E451234562019 and click **search**
- d) Enter your **registration number** without forward slash i.e. E451234562019 again and your **student email** and click **check answer**
- e) Click **continue** and then check your email for a code. copy the code and paste it on ad students page
- f) Click **Check code**
- g) The password page appears. Reset the password and take note of the requirement.
- h) Use the current login details to login to e-class, Captive Portal, etc.
- i) To reset your AD password:
 - i. Access adstudents.uonbi.ac.ke and select the forgotten password option
 - ii. Enter Student Username in the requested format i.e. Reg. No. without the slashes
 - iii. Confirm the AD Username
 - iv. Enter New Password
 - v. Password Successfully Changed



AD Log on Page

13.4 LEARNING MANAGEMENT SYSTEM (E-CLASS)

What is E-class?

- ▶ e-class is the name given to UoN LMS (Learning Management System)
- ▶ It is the e-learning portal that facilitates learning process electronically
- ▶ It is the platform where learning materials are uploaded and where tutors and learners can interact asynchronously

13.4.1 Accessing E-class through Web

- a) Go to **www.uonbi.ac.ke**
 - i. Scroll down on University of Nairobi Website
 - ii. Under **students' resources**, select **eclass**
- b) Login using your registration Number in the format E451234562019 (without forward slashes '/')
- c) Input password as set in the **AD Students page** (adstudents.uonbi.ac.ke)

13.4.2 Accessing E-class through Mobile App

- a) Go to play store
- b) Download Moodle mobile app
- c) Enter eclass URL (https://eclass.uonbi.ac.ke)
- d) Then proceed to login, using your Credentials (Reg No & unique Password)

13.4.3 Enrolling to a Course Unit: Method 1

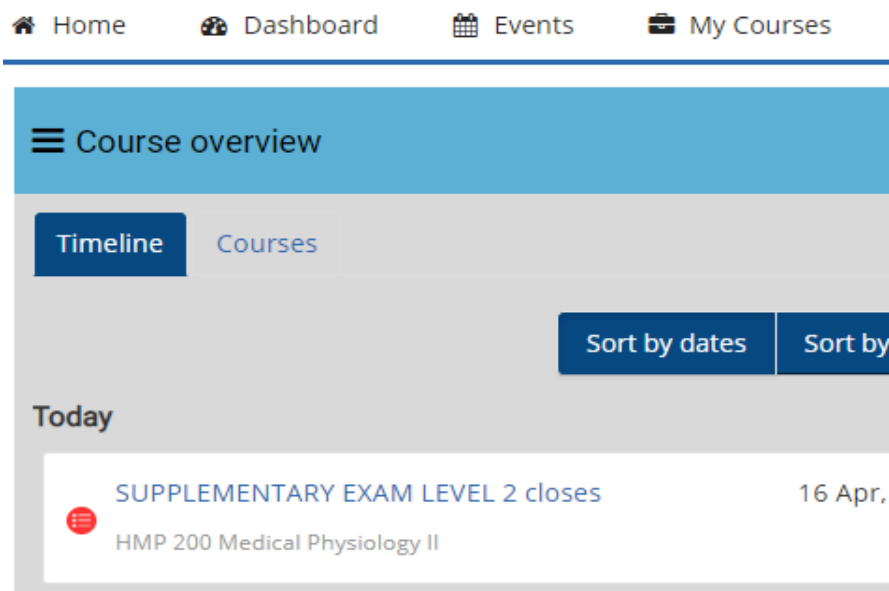
- a) Once you have logged in to eclass, go to search courses (it's directly opposite the uon logo) and type the course code i.e CPS 303 (Put a space between the letters and numbers) and press enter button
- b) Click on the course title
- c) Scroll down and click on "Enroll me" button
- d) Repeat the above steps until you have enrolled for all courses.

13.4.4 Enrolling to a Course Unit: Method 2

- a) Once you have logged in to eclass, click on the Home button
- b) Scroll down and go to Course Categories
- c) Click on your College → School/Faculty/campus → Degree Programme → Courses
- d) Scroll down and click on "Enroll me" button
- e) Go back to the Course list and click on another course until you have enrolled all courses

13.4.5 Menu Navigation

The menu items are easy to navigate as shown:



Home: is where you find a list of all courses category and General Information of the e-class

Dashboard/My Courses: is where you find a list of all courses you are undertaking

Events: is where you find all announcements, discussions, assignments and their due dates.

Courses: is where you find all the courses you are enrolled in

13.4.6 Accessing Course Content

- a) Go to My courses and click on the Course you want to access
- b) To open content click on the link for any course content you need to access and it will open
- c) Note: PowerPoints, Pdfs, Word documents, Videos content can be downloaded but for eBooks the content can only be accessed through the platform.

13.4.7 Submitting Assignment

- a) Assignments on Moodle have due dates and you will find all assignments at Events Tab. Please strive to do the assignment before the due date.
 - Click on the assignment
 - Click on Add Submission or type in the text field *if file submission is not required*
 - Search the File to be uploaded and do the uploading and click on submit
 - Wait for the grading by your E-Instructor.

13.4.8 Submitting Exam

- a) Go to eclass and click on the course
- b) Click on the exam link
- c) Click attempt Quiz now Button
- d) Type in answers or upload document
- e) Click Finish attempt
- f) Confirm Finish attempt
- g) On the page that appears Scroll Down and Click Finish Review
- h) Ensure you status show finished before leaving Exam room

14 IMPORTANT CONTACTS

SN	OFFICE	CONTACT
1	Office of the DVC	dvca@uonbi.ac.ke 020 4913009
2	Academic Registrar's Office	reg-academic@uonbi.ac.ke 020 4913015
3	Examinations Section	examinations@uonbi.ac.ke 020 4914203
4	Admissions Section	admissions@uonbi.ac.ke 020 4913199
5	Dean of Students	dean-students@uonbi.ac.ke 020 4913143/040 4918114
6	Graduate Student Affairs Section	pg@uonbi.ac.ke 020 4918131
7	Student Records Data & Statistics Section	students-records@uonbi.ac.ke 020 491 3028
8	ICT Centre	director_ict@uonbi.ac.ke 020 4914002
9	Library & Information Services	librarian@uonbi.ac.ke 020 4913109
FACULTIES		
10	Agriculture	dean-fagric@uonbi.ac.ke 020-4916003
11	Arts & Social Sciences	deanfass@uonbi.ac.ke 020-4913205
12	Built Environment & Design	dean-fbe@uonbi.ac.ke 020-4913529
13	Business & Management Science	dean-business@uonbi.ac.ke 0204913227/3235
14	Education	dean-fed@uonbi.ac.ke 020-4916533
15	Engineering	dean-feng@uonbi.ac.ke 0204913503
16	Health Sciences	dean-fhs@uonbi.ac.ke 020-4915002
17	Law	dean-law@uonbi.ac.ke 020-4919508
18	Science & Technology	dean-fst@uonbi.ac.ke 020-4914102
19	Veterinary Medicine	dean-vet@uonbi.ac.ke 020-4916009