

DAYSTAR UNIVERSITY

ACADEMIC DIVISION SERVICE DELIVERY CHARTER

Daystar University Academic Service Charter sets the scope and the standards of service rendered to our students, staff and all our stakeholders. We are dedicated to the delivery of quality service to our esteemed clients. The Academic Division Service Charter is divided into the various sections namely Library, Admissions & Records, Research, Publications & Consultancies, Dean of Students Office and Schools & Departments.

1 LIBRARY DEPARTMENT

NO	SERVICE	REQUIREMENT TO OBTAIN SERVICE	COST	DURATION
1.	Orientation of new students	Admission as students	Inclusive in the new students orientation fee	At the beginning of the semester and continuous
2.	Registration for membership	<ul style="list-style-type: none">Having undergone orientation,Student/staff identification,Student admission letter	Free	Within seven (7) days (after reporting)
3.	Response to inquires	Clarity of request and full disclosure of what is required		<ul style="list-style-type: none">Verbal enquiries within 1 hour,Electronic enquires in a day andPostal enquires in seven (7) days
4.	Response to complaints and/or Recommendations	Face to face or online submission of complaints or recommendations to library staff	Free	Acknowledgement within a day and Feedback within three (3) days
5.	Reference	Membership, student/staff identification	Free	Continuous
6.	Issuing of library materials	Membership and student/staff identification	Free	Promptly based on availability of resource to be borrowed
7.	Provision of access credentials for remote access to online information materials	Membership and student/staff identification	Free	Within one day
8.	Inter library lending		Free	Two (2) days between Daystar University campus libraries and five (5) days from other libraries
9.	Provision of access to online Public Catalogue (OPAC)	Membership and student/staff identification	Free	Immediately upon registration for membership
10.	Access to reserved materials	Membership, user identification card	Free	Immediate depending on availability
11.	Training on Information Literacy	Membership and student/staff Identification	Free	Continuous
12.	Clearance	Student/staff identification & clearance form	Free	Continuous
13.	Response to online purchase suggestions for Information resources by students and faculty	Membership	Free	Feedback within a day

2 ADMISSIONS AND RECORDS

NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Admissions for Certificate, Diploma, Bachelor, Masters and Doctor of Philosophy	<ul style="list-style-type: none">Provide certified copies of result slips or certificates;Provide copy of national ID;Passport size photographs;Submit duly filled application forms;Satisfy minimum admission requirements <p>For international students:-</p> <ul style="list-style-type: none">All the above ii)Equation of certificates at KNEC for Diplomas and Undergraduates and at CUE for postgraduate studentsPolice clearance certificate of good conductLetter of sponsorship and current bank statement of sponsor <p>Upon registration, a student shall be issued with</p> <ul style="list-style-type: none">Clear guidelines on academic programs and examination rules;Students ID;Fee structure;Student support services and disciplinary procedure	Application fee of Kshs. 2000	Certificates, Diplomas, Bachelors and Masters within 3 working days of submission of complete applications. Ph.D varies from program to program.
2.	Registration and orientation	<ul style="list-style-type: none">Pick orientation package from the reception;Follow the orientation program for all orientation activities according to stipulated time and venue;Present your results slips/certificates for verification;Attend departmental meetings; library, ICT visitsApply for student IDAttend matriculation meeting and sign matriculation chargeDo English Pretest requirements if you are required to	Equation of certificates based on equating regulating bodies charges. Varies with academic levels and programs.	Dependent on regulatory bodies
3.	Add/drop of courses	As per fee structure	1 Week	
4.	Other orientation details	As per fee structure	1 week	
5.	Add/drop of courses	Credit hour fee policy applies	Two weeks from registration deadline date. However, for June semester, add and drop is the first two days only.	
6.	Withdrawal of a course or from studies	Policy on time of withdrawal applies though the withdrawal service itself is free	1 week	
7.	Exemptions, credit transfers, challenge or audit of a course	As per admission policy	2 weeks upon receipt of complete applications	
8.	Seeking official transcript	Kshs. 300 per transcript	Within 5 working days	
9.	Teaching	Credit hour fee policy applies	15 weeks	
10.	Examinations	Part of the tuition fee	Specified periods for draft and final exam timetables as well issuance of exam cards	
11.	Sitting for an exam	Part of the tuition fee	Specified exam time	
12.	Special exams	Kshs. 500 per paper	Specified exam time	
13.	Remarking of exams	Kshs. 2000	One month from the date of receipt of application	
14.	Semester grades	Free	Immediately after senate releases grades as per university calendar	
15.	Conferment of awards	Graduation fee as may be prescribed for specific programs and reviewed from time to time	As approved by Senate	
16.	Issuance of Certificate	Free	One month after graduation	

3 ADMISSIONS AND RECORDS

NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Funding of proposal	Submission of proposal of funding	None	Continuous
2.	Feedback from Research Committee on proposal submitted for funding	Submission of Proposal	None	Immediately after the next Research Committee Meeting
3.	Response from Ethics Review Board for proposal submitted for clearance	Submission of Proposal	Charged according to level of study	Response in two weeks
4.	Clearance of final Thesis and Dissertations after completion of defenses by the Postgraduate Bureau	Submission of error free Thesis and Dissertations after final defenses for clearance at Postgraduate Bureau	Free	Two weeks after submission

4 DEAN OF STUDENTS OFFICE

NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquiries	Clarity of service needed	Free	Verbal enquires within a day; Electronic enquires within two (2) days and Postal enquires within seven (7)days
2.	Response to complaints or suggestions	Submission of complaints and suggestions	Free	Acknowledgement within a day and feedback within seven days
3.	Students Welfare Services: i) Student government elections	<ul style="list-style-type: none">Application of declared vacant positionsEvidence of: good conduct, no of disciplinary records and good academic records as per policyNeed basis or referrals	As budgeted for	Annually as per student handbook
	ii) Counseling services	Application for internships and job placement	Free	Continuous and on client request/crisis
	iii) Spiritual nurture and Career guidance		Free	Continuous
	iv) Placement	Timely application of pupils pass and submission of all needed supporting documents	Free	Continuous and as per available opportunities
	v) International students pupils passes and aliens certificates	Timely application of pupils pass and submission of all needed supporting documents	Student VISA Kshs.10,162 (10,050 + Mpesa Charges Kshs.112.00 (Ecitizen) Alien's Card Kshs.2,084 (2,050 + Mpesa Charges Kshs.34 (Ecitizen)	First week of the semester for new students and two months before expiry dates for renewals
	vi) Facilitation of access to HELB Loans and other student	<ul style="list-style-type: none">Submission of duly filled HELB applicationSubmission of application for other support	Free	On application
4	i) Sport	Team Registration: Registered students	As budgeted for	Annually
	ii) Recreation	Team Registration	As budgeted for	Annually
	iii) Duolos	Individual application and registration for membership	Free	Annually
5	Academic & Non-academic Disciplinary Cases	<ul style="list-style-type: none">Evidence of indiscipline. In academic cases, a report from the Supervisor, exhibits, and a signed declaration form both by the accused and the Supervisor as per policy;For non-academic offenses there must be evidence of breach of Code of conduct as per policy	No cost	Before Senate meets to release semester grades
			No cost	Within 14 days of the offense

5 SCHOOLS AND DEPARTMENTS

NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquires	Clarity of request or wish and full disclosure of what is required	Free	<ul style="list-style-type: none">Verbal enquires within a dayElectronic enquires within (2) two daysPostal enquires within (7) seven daysAcknowledge within a dayFeedback within 7 (seven) days
2.	Response to complaints and suggestions	Receipt of complaints, compliments or suggestions	Free	Continuous
3.	Support students good performance and pursuance of quality delivery by lecturers	Attending class and signing class attendance sheets	Once requisite semester fee is paid all these services are offered with no further payments	
		Doing all required assignments and exams and handing them in as scheduled in course outlines		As scheduled
		Students do personal reading and literature search		As assigned
4.	To support teaching, setting, moderation, invigilation and marking of exams	Students read course syllabus	Payment of tuition fee as per policy	15 weeks
	Lecturers to teach from harmonized course outlines	<ul style="list-style-type: none">Students to attend classesClass representatives to report problems that may arise in classesStudents to report absence from classes, field trips, practicals and examinationRead examination regulationsStudents to report in time when they are unable to do examinations		16 th and 17 th week of the semester
	Conduct exams	Students to pick exam cards and present it together with Student IDs in exam rooms as required.		
5.	Support coursework assessment, management and invigilation of CATS and Assignments as scheduled.	<ul style="list-style-type: none">Students attend classesSigning of class attendance sheetsClass representatives report problems that may arise in the courseReport when not able to attend class	Payment of tuition fee	As scheduled in course syllabi
	Timely feedback to students	Report to HODs when no feedback is received for a course		
6.	Supervising Attachments and Projects	<ul style="list-style-type: none">Students to consistently do assignments as given in the course of attachmentSubmit a final attachment reportWrite and present project proposalsImplement project proposalsSubmit project progress and final reportsClass representatives to organize interactions together with course lecturers and school administrators	Payment of tuition fee	As scheduled in course outlines
7.	Creation of forums for interaction with students e.g. Departmental meetings and Dean's Day	<ul style="list-style-type: none">Attend the interactive meetingsSign attendance of the school and departmental meetings.	Free	At specified times
8.	Postgraduate supervision	<ul style="list-style-type: none">Successful development and presentation of proposalTimely submission of progress reports, writing of papers in peer reviewed journalsTimely submission of thesis or dissertations	Payment of tuition fee	Feedback given within two weeks of receiving a Master's Thesis and three weeks of receiving a Ph.D. Dissertation

Dedicated To Delivering Quality Service.

...until the day dawn and the
DAYSTAR arise in your hearts.
(2 Peter 1:19)



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