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FREQUENTLY ASKED QUESTIONS – SCHEDULE 3 – AUGUST 2020

A. Academic Questions

- 1. Can one apply for admission online?**
Yes, **Online Application** is available on our website but one can also access the same by following this link: <https://rb.gy/nx7obl>
- 2. How do we receive admission letters for preparation?**
Once your admission has been processed you will be called to collect the letter. It can as well be scanned and sent to you upon request.
- 3. Do you admit with mock results?**
No, we do not admit with mock exams
- 4. Does Daystar University admit non-Christians?**
Yes, we do.
- 5. When are we to report for August Intake?**
Orientation information will be sent in advance by Friday August 21, 2020 to all newly admitted students detailing how to join orientation online on August 24, 2020. Information has also been sent to students in their Admission letters. Continuing students resume on Monday August 31, 2020 when classes begin for all.
- 6. Are there purely online classes or one has to physically be present? What are options for those who are far away or inconvenienced by work schedules?**
During the COVID-19 season, all classes are offered online on our eLearning platform.
- 7. Does Daystar University Offer Distance Learning programs?**
At the moment as necessitated by the Covid-19 situation, our programmes are offered online. The University is working to register Online programmes with the Commission for University Education.
- 8. Is Masters in Monitoring and Evaluation offered on Distance Learning?**
Under normal circumstances this is a face-to-face programme but during the Covid-19 pandemic it is offered online.

9. After the Covid-19 pandemic is over will the University continue offering courses online?

The University has established the ODeL (Online, Distance and Electronic Learning) Directorate and Board to ensure the continuity of Online study post-Covid-19 pandemic.

10. Do you admit students with pre-university qualifications from other Universities in Kenya?

No. The Commission for University Education scrapped pre-university programme. However, you can pursue a diploma in the area of your choice and proceed to degree programme.

11. When is the University opening?

The Government has directed all Universities not to reopen physically until January 2021. In the meantime, Daystar University is preparing for Government inspection for re-opening.

12. What happens to students who were in their last semester when campuses closed and are supposed to graduate?

Assuming such students completed their studies online by May 2020 or August 2020, they should simply apply to graduate on November 13, 2020. For more information contact registrar@daystar.ac.ke

13. Do you offer certificate in procurement? What are the qualification?

We offer a Certificate in Business Management, progressing to a Diploma in Purchasing and Business Logistics. For more information on admission requirements visit our Website, www.daystar.ac.ke

14. Do you offer part time classes for certificate students?

Currently we do not. Certificate programs are full time. However, keep monitoring.

15. Do you have a placement office for your student internship?

Yes, we do under the Dean of Students (Student Affairs Department). Our Student Placement Office helps with career advisory services and placements for internships and jobs, and can be reached on placement@daystar.ac.ke

16. Do you have career advisors and mentors for students?

Yes, we do. These are located in the respective Academic Schools and the Student Placement Office, in the Student Affairs Department.

17. Can one take double concentration for your LLB programme and International Relations and Security Studies?

Yes. Most of our programs allow for a double major.

18. Do you allow credit transfer/exemptions for students with higher diplomas or another degree?

The Commission for University Education discontinued exemptions. However, students who have done certain courses and performed well can apply to their HODs to challenge the courses at a fee. This is only allowable for First Year and Second Year courses.

Exemptions or credit transfers are given for courses done within the same programme e.g. degree to degree, Diploma to Diploma and not lower to higher. The student will be required to fill the credit transfer form available at the Registrar's Office attaching a transcript and course syllabus from the institution where he/she studied.

19. Will students do their exams through online platform?

The University Learning Management System has sufficient capacity to administer exams and exam integrity concerns have been addressed through ODeL Policies.

20. How can a student get their transcript for something urgent since the admissions office is closed? A student is supposed to place their request through registrar@daystar.ac.ke and they will be guided on how to receive their transcript.

21. How do I get my admission number?

Your Admission number is in your admission letter. For any enquiry please contact admissions@daystar.ac.ke

22. How do I register for my semester classes?

Students are required to register individually on the Student Portal.

Registration involves the following steps:

- i) Students pay fees through the bank or via MPESA as guided in the Finance section and submit the payment slip to Finance.
- ii) Registrar opens the student Portal for financially cleared students to select courses.
- iii) Students select courses online as per the timetable and course offering with guidance from their respective Heads of Department
- iv) Students generate and print an Invoice

23. What happens if I pick a course by mistake and I want to drop it and select or add a new course?

Students can add or drop a unit from their schedule without any financial penalty during the first two weeks after the start of the semester (this is the last day of the second week after reporting). In case of any difficulty you can get in touch with the registrar's office on this email address registrar@daystar.ac.ke

N/B. Dropping and adding a unit after two weeks into the semester will attract a penalty fee. Dropping or adding a unit after one will not be accepted unless you want to withdraw from the semester which will still attract full payment of fees.

24. Is there a limit to the number of units/ courses I should register in a semester?

- i) Undergraduate students are allowed to register for a maximum of 12 credit hours per semester.
- ii) Exemplary performers with GPA of 3.40 or above can take a maximum of 15 hours per semester.
- iii) Postgraduates take a maximum of 12 credit hours per semester.

25. How do I contact my lecturer or locate the lecture rooms indicated in the timetable?

You may contact your lecturer directly or through your respective School Administrator on the relevant email address:

- i) School of Arts and Humanities – sah@daystar.ac.ke
- ii) School of Business & Economics – sbe@daystar.ac.ke
- iii) School of Communication – soc@daystar.ac.ke
- iv) School of Human & Social Sciences – shss@daystar.ac.ke
- v) School of Law – sol@daystar.ac.ke
- vi) School of Nursing – son@daystar.ac.ke
- vii) School of Science, Engineering & Health – sseh@daystar.ac.ke
- viii) DLDPI (Certificates) – dlpdi@daystar.ac.ke

26. Can I drop classes in the middle of the semester and if so, how should I go about it?

Withdrawal is allowed before two thirds of the semester is over. However, one will still be required to pay in full if the request is made after the second week of the semester. The request should be made in writing to the University Registrar or by filling the Withdrawal Request Form.

27. Can one miss to attend a class?

Class attendance in Daystar University is **mandatory – and this includes online classes.** Any student who misses more than 25% of the scheduled classes (including the first week of each semester) will receive a grade E (failure due to poor attendance).

28. How do I monitor my performance?

Once the University Senate has approved semester grades, the Student Portal is opened for students to access grades.

Postgraduate students must maintain a minimum CUM GPA of 3.00 throughout the student program. He/she must have achieved a final minimum GPA of 3.00 in order to begin **thesis/dissertation**, and graduate.

All degree and diploma students must maintain a minimum semester GPA of 2.00 in addition to CUM GPA in all courses. Students with semester GPA below 2.00 in the January and August semesters are put on academic probation (Warning).

29. Is it possible for a student to defer his or her studies?

Yes, students with valid reasons can write to the University Registrar requesting to defer a semester.

30. Can one apply for a Minor or double Major?

Yes, but one can only apply after the first academic year and approval is based on performance. For a Minor, one should have a minimum GPA of 2.50 while for double Major the minimum is a GPA of 3.00.

31. What happens if I miss to sit for final exams?

If one misses exams for unforeseen reasons such as bereavements, job transfers, sickness, special exams will be given but the student must apply and provide written evidence from a credible source. One should apply within one academic year.

32. Are there any requirements for examination?

Ensure you are in the exam room 30 mins before the exam starts and must have a valid Examination Card and a Student ID. No one will be allowed to sit for examinations without these two documents.

33. Where can I get the university policies and calendar of activities?

The policies and the University Calendar are outlined in the University Catalogue located on the University website www.daystar.ac.ke under downloads. We are in the process of revising the 2017-2021 Catalogue. In the event you do not find it online, please contact your HOD through the School email address provided above.

34. Where do I get my students ID and what happens if I lose it?

The Student ID is issued by the Registrar's Office and in case one loses it, it is replaceable at a fee by filling the ID Request Form which can be requested via Email address: registrar@daystar.ac.ke .

Students are required to always display the Students ID card while on campus.

35. Is there a limit to my study period?

Postgraduate programmes must be completed within five (5) years from admission. Extensions of time may be granted by the University Senate for a good reason, upon application through the Dean to the University Registrar. No extensions can be granted beyond seven (7) years from the beginning of course work for the postgraduate degree.

Undergraduate degrees must be completed within seven (7) years from the time of admission into the program. Extensions of time may be granted only for good reason upon application through the Dean to University Registrar. No extensions can be granted beyond ten (10) years from the beginning of course work for the degree.

36. When are the Daystar University Intakes?

We have three intakes all year round in January, May and August.

37. Do you offer School Based program for Psychology Courses at Daystar University? No, currently we don't.

38. Do you accommodate school-based students on campus?

We currently don't. Students on B.Ed school-based programme make their own accommodation arrangements.

39. Do you have evening classes for Undergraduate, MBA and Masters at Daystar University Athi River Campus?

While we have announced Evening classes for these programmes and more at our Athi River campus, no one has applied.

40. How long are your Masters and MBA programs?

MA and MBA programmes take two years

41. Do you have weekend only classes?

We have Evening and Day programmes. Evening students, however, also take some classes during the weekend

42. Do you offer Engineering courses?

The School of Science, Engineering and Health currently only offers Applied Computer Science and Environmental Health, and still developing programmes that respond to market needs.

43. Do Daystar Students get jobs faster than a Public University one?

Our tracker studies show that Daystar graduates are competitive in the job market and highly employable, Our Alumni are spread out in various sectors including the media, NGOs, and corporate World among others.

44. Can I transfer my Masters credits from another University and finish it here? If so, how many can I transfer?

Yes, you can transfer credits for courses that are equivalent in content up to a maximum of 49%.

45. Why is it that the Diploma Courses are only offered during the day?

The program attracts day students.

46. Can Diploma in Communication lower the English requirements to C Plain and be allowed to take remedial English course?

Already the English language requirement for admission to Diploma in Communication is C (plain).

47. There are only two certificate courses, can these lead to any other desired diploma?

We offer nine certificate programmes with chances of progressing to diploma subject to qualification.

48. Besides Diploma in Communication which is in the School of Communication, where are the rest domiciled?

Diploma programmes are housed in the respective departments within the 7 Academic Schools.

49. Can diplomas be offered on both campuses?

Yes, we have diplomas offered on Nairobi and Athi River campuses. For more information contact admissions@daystar.ac.ke

B. Finance Questions

51. When will the finance office open?

The Finance Office (Nairobi) remains open Monday to Friday from 9.00 a.m. to 3.30 p.m.

50. Why are there no email responses from Finance Office?

The Finance department responds to emails within 24 hours. The Finance department can be reached on finance@daystar.ac.ke with cc to info@daystar.ac.ke

51. How do we pay fees if the Finance Office is closed and some of us would like to use swipe cards?

The Finance Office is open under directives on social distancing. We however

encourage the use of MPESA Paybill 209800, Account: student name; EFT and direct deposits to Daystar University account at Cooperative Bank, Athi River Branch, A/C No: 01120065209800.

52. Why should we pay fees if we are not in school?

The University has given a 15% discount on tuition for E-learning. Fees should be paid because the University continues to offer teaching and support services online.

53. What happens to students who had not cleared their fees and were not issued with attendance cards but have recently cleared their school fees since the finance office is closed?

Once the University re-opens, the class attendance cards shall be issued.

54. If a student has cleared school fees but cannot access the e-learning platform, will they be de-registered? No, they will not. To overcome the challenge of accessing the e-learning platform one should raise their inquiry to ictsupport@daystar.ac.ke or webmaster@daystar.ac.ke

55. Does Daystar University accept personal cheques for fees clearance?

No, personal and company cheques are not accepted.

56. Do you allow Students to pay fees in Installments?

Yes, for the continuing students. New students are required to pay their first semester fees in full.

57. Does Daystar University offer sports and talents Scholarships?

Yes, we do. For more information visit

<https://www.daystar.ac.ke/downloads/Merit%20Scholarships.pdf>

58. What are Scholarship opportunities for Masters and Post-graduate students?

Our scholarships are only for undergraduate students.

C. ICT Questions

59. How will students from remote areas without internet and smart phones access e-learning?

It is recommended that students acquire a laptop, smartphone, and also subscribe for the KENET-Safaricom academic data bundles. For support contact: ict@daystar.ac.ke

60. Why is it that some students are not able to log into their portals?

For ICT challenges please contact ictsupport@daystar.ac.ke

61. How do students re-activate their Daystar email and login to the e-learning the forgot? Send an email to ictsupport@daystar.ac.ke

D. Campus Questions

62. Does Daystar University have other campuses outside Nairobi

Yes, we our Main campus at Athi River along Mombasa Road.

63. Where is Daystar University Main Campus located?

Our Main Athi River Campus is located at the foot of Lukenya Hills along Nairobi-Mombasa Highway approximately 40 km from Nairobi City. While Nairobi Campus is located at the junction of Valley Rd. and Ngong Road opposite Nairobi Hospital.

64. Do you offer student accommodation on both Daystar University Campuses?

We only have accommodation at the Athi River campus. However, we do recommend Nairobi campus students to vetted private Hostels we partner with.

65. Are there private hostels located near Daystar Nairobi Campus and what are the costs?

Yes, there are. The cost ranges between Ksh 12,000 - 16,000. Please consult our Customer Care Desk for inquiries.

E. Communication Questions

66. Why do you send messages to Parents yet they don't understand what e-learning is?

We consider parents, guardians and sponsors key stakeholders who pay fees and therefore interested in the academic progress of students. As such, we make every effort to keep you informed about students' progress and especially changes taking place during this Covid-19 season.

For more information contact Daystar University

P.O. Box 44400 - 00100, Nairobi | P.O Box 17 - 90145, Athi River |

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