



QUALITY ASSURANCE OFFICE

Standard Operating Procedure

For

RU-Examinations

RU/QA/SOP/Examinations/2012

Document Review Sheet

The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name & Signature	Designation	Date
Prepared By:	Martin Kang'ethe	Senior Registrar (Academics)	August 2012
Ammended By:			
Approved By:	<i>Prof Faith Nguru</i>	<i>DVC</i>	<i>Jan. 2013</i>

GUIDELINES ON SETTING, MODERATING, MARKING, RECEIVING, RECORDING AND PROCESSING EXAMINATION RESULTS

SETTING EXAMINATIONS

- **Setting examinations** is a joint responsibility of the lecturer or course instructor and the Departmental Board of Examiners (DBE).
- The DBE consists of all the academic staff in the department. The Course instructor submits **two** sets of examination for each course unit taught.
- The **course instructor** and/or the DBE draft handwritten or soft copy questions and prepare a marking scheme.
- The **Chairman** or Departmental Examinations Coordinator (or Officer) collects draft examinations for all courses taught in the department.

MODERATING EXAMINATIONS

- Draft question papers are moderated by the DBE. Departments may choose to form small committees within areas of expertise to moderate examinations. However, the final responsibility rests with the DBE.
- The examination is moderated for quality, including the coverage of the syllabus, level, quality of the questions, conformation to standard format, adequacy of duration and marks weighting.
- The moderated draft papers are forwarded to the External Examiner, and are further moderated and returned to the department. If many adjustments have been made on the original draft, it may be rewritten, but the original is retained by the School. The marking scheme is adjusted accordingly.

External examiners

- External examiners are scholars or professionals who are well versed and experienced in the subject areas and university procedures. They are used to provide external reviews and to assist in quality assurance.
- External examiners are proposed by the Departments and Faculties. Those selected are then requested to submit their curriculum vitae to the Deans of Schools for approval by

the School Board. The Deans make recommendations for subsequent appointment by the Vice Chancellor.

- Each External examiner is appointed for a period of three years. The appointment is normally terminated at the end of the period. The individual may be re-appointed later after one academic year.

RECEIVING AND RECORDING OF EXAMINATIONS

The following are procedures to be followed:

- The lecturer/examiner sets Examinations by the end of the first month into the Session/Semester/Trimester.
- Encrypted soft copies of the Examination papers are submitted to the School's Examination Coordinators on flash disk/CD.
- The School's Examination Coordinators print and submit the Examinations for internal moderation. Internal moderation is done during the School Board of Examiners meetings.
- Examiners make corrections and submit back the corrected versions to the School's Examination Coordinator who ensure that all corrections are made.
- The School's Examination Coordinator submits the encrypted exams to the External Examiners for moderation.
- The Internal examiner makes necessary corrections and submits the encrypted Examinations to the School's Examinations Coordinator who gets Dean's sign off and finally submits them to the Registrar's Office for printing and storage.
- The Examiner proof reads the final Examination before printing.

NB: All Examination drafts are shredded at the examination room.

Administration of Examinations

- Half hour before the Examination, the Registrar distributes the period's exams to the various Schools' Examination invigilators who sign for collection of exam.
- In the Exam room, Examiners/Invigilators give rules and regulations to be adhered to during the particular Exam.

- The invigilator opens the sealed envelope after confirmation by students.
- Students sign the Exam Attendance Register at the beginning and the end of the Examination.
- Examination scripts are collected and submitted to Schools Examination Coordinators.

MARKING AND GRADING OF EXAMINATIONS

- Marking and grading of the examinations are done by the examiner. Marking of Examination scripts should be completed two weeks after the end of the Examination period.
- The Examiner enters grades into the Students Management System (SMS) and submits the System generated mark sheet together with the examinations scripts to the Examination Coordinator. The Examiner signs the mark sheet after verification by the Examination Coordinator.
- The Departmental Board of Examiners moderates the submitted grades. This process includes the external examiner where possible.
- Where applicable, scripts are forwarded to **external examiners**. External examiners review and return the scripts to the Chairmen of Departments. External examiners also submit written reports to the DVC Academic Affairs with copies to the respective Deans of Schools.
- Schools Examination Coordinator submits the marked scripts to the Registrar's Office for storage after the moderation of grades.

PROCESSING EXAMINATION RESULTS

Examination results undergo the following bodies before being officially released to students.

1) Departmental Board of Examiners (DBE)

There are two levels of moderation. All examiners who taught courses are invited to participate.

(a) Moderation of the course.

The DBE reviews all the examination results for courses taught in the Department. Each paper is moderated for the standard of marking – fairness, consistency, adherence to marking scheme and

level of grading. The DBE satisfies itself that the examination represents satisfactory assessment of the course.

(b) Moderation of performance of candidates.

The DBE reviews the performance of each and all candidates, and ensures that the distribution of marks is normal and within expected ranges. Any anomalies are discussed and explained. The grading of internal and external examiners are reconciled and gross differences arbitrated upon.

The DBE may at this stage adjust grades if necessary.

The Chairman of Department, the Examiner and the Examination Coordinator endorse the DBE's decision by signing a certificate of approval of the results.

The Chairman of Department or Examinations Coordinator presents the recommendations of the DBE to the School Board.

2) School Board of Examiners (SBE)

The SBE includes all examiners for courses taken by the students in any of the programmes in the School. The SBE ensures that examination results have conformed to the University and School rules, regulations and specific requirements. It also reviews the performance of the Academic programmes.

The SBE reviews and approves the recommendations of the DBE with regard to performance of individual students.

3) The Senate

Recommendations of the School Board of Examiners are presented to the Senate.

The Senate discusses and approves the results. The Senate will ensure that the results conform to the overall University Rules and Regulations, and meet the academic standards.

The Academic Registrar updates individual students' records and officially releases the results to the students.

Students log in to the Student's portal to access their provisional transcripts.

REMARKING OF EXAMINATIONS

A student who doubts his/her grades in one or more examinations may appeal to have such Examination remarked.

The following conditions apply:

- (a) A candidate shall be allowed to appeal to the Dean of School through the Registrar for remarking of examination papers, on payment of non-refundable remarking fees per paper, as may be determined from time to time.
- (b) The Registrar provides the script to the Dean of the School for action.
- (c) The School Board of Examiners shall deliberate on the appeal cases and make recommendations to the Chairman of Department, on the merit of each on behalf of the Senate.
- (d) Remarking shall be done by an Examiner (or Examiners) other than the original one. The Examiner(s) shall be appointed by the Dean of School in consultation with the Chairman of Department.



QUALITY ASSURANCE OFFICE

Standard Operating Procedure

For

Student Welfare Department

Document Review Sheet

The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name & Signature	Designation	Date
Prepared By	John Theuri	Dean of Students	October 2013
Approved By	<i>Prof F. Ngũm - theuri</i>	<i>DVC</i>	<i>10/10/2013</i>

1.0 GENERAL

1.1 Purpose

The purpose of this procedure is to ensure that the students' affairs are dealt with effectively and efficiently to ensure compliance with University and CUE statutory stipulations, policies, procedures and regulation as well as international standard practice in higher education institutions.

1.2 Scope

This procedure applies to and defines all the processes and activities carried out within the Student Welfare Department

1.3 Responsibility

The Dean of Students, (DoS) has a primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose and for providing information from which the documentation for the processes can be compiled and for initiating action to keep them up to date. All departmental staff are responsible for implementing and ensuring that these procedures are followed.

2.0 Administrative Structure

3.0 Processes

3.1 Overview

The Student Welfare Committee (SWC) is responsible for the well being of the students while at the University. The core activities of the committee include:

- i. Coordination of games and sports
- ii. Provision of guidance and counseling
- iii. Administration of work study programme
- iv. Conducting of RUSA elections
- v. Overseeing Clubs and societies activities
- vi. Handling Student Welfare matters

3.1 Process for Games and Sports

- i. The Sports Coordinator (SC) prepares the plan annual and semester sports calendar
- ii. The SC prepares the budget for sports
- iii. The SC presents the plan to the DOS for approval

- iv. The SC makes requests for financial facilitation from the DVC-FA's office through the DOS
- v. After approval by the DVC-FA, the requisitions will be forwarded to Finance Officer for processing.
- vi. The plan of the day/week is implemented
- vii. A report is written by the SC within one week after the action to the DOS

3.2 Process for Counseling

- i. The student counselor will draw an annual and semester general student counseling schedule and other events
- ii. The Students' Counselor, will draw a budget involved for a whole year
- iii. The Students' Counselor receives requests from individual or groups
- iv. The Students' Counselor schedules to meet with them
- v. Appropriate action is determined by the Students' Counselor
- vi. The Students' Counselor briefs the DOS
- vii. Counseling and records for follow up maintained by Students' Counselor
- viii. Referral is made if necessary
- ix. Confidential report is made by the Students' Counselor

3.3 Process of Administration of Work Study Programme

- i. The DOS shall request for funds from the VC's office
- ii. Once approved, a notice shall be written to the students to apply
- iii. The needy students shall be considered as per the information given when applying and also clarification from the records by the DOS
- iv. Successful candidates shall be notified and advised as to when the programme will commence
- v. The names shall be given to Registrar in charge of Administration
- vi. The students shall be paid per hour worked
- vii. Rates shall be reviewed from time to time by the University management
- viii. The payment shall be signed for by the student before surrender to the Finance Office

3.4 Process for RUSA election

- i. Elections are held during the first semester of each academic year (September-December Semester) or on a date determined by the University management
- ii. Electoral Commission is constituted by the DOS
- iii. Vacant seats are announced by the Chairman of the Electoral Commission who issues a notice to all students in campus
- iv. Students who wish to vie collect application forms from DOS office
- v. Application forms are filled, signed and returned to the Electoral Commission
- vi. Necessary payments are made.

- vii. Successful candidates are announced by the Electoral Commission
- viii. Campaigns are conducted for one week
- ix. Voting is from 7:00am to 6:00pm
- x. Votes are counted immediately the voting is closed
- xi. The winners are then announced by the Electoral Commission
- xii. The names of the winners are forwarded to the VC for sign offs.
- xiii. The winners are sworn to office within one week
- xiv. The DOS will facilitate induction, mentorship and leadership training for the student leaders

3.5 Process for clubs and societies

- i. The DOS shall formulate the guidelines governing clubs and societies in the University
- ii. The VC approves the guidelines governing clubs and societies
- iii. The DOS shall process all applications for registrations of clubs and societies
- iv. The DOS will approve the calendar and scheduled activities of all clubs and events
- v. The clubs shall seek facilitation as per the guidelines set aside on all the facilitation sought from the university

3.6 Process of handling Student Welfare Matters

The matters include annual budget preparation, calendar of events, events, clubs and societies, cultural week, talent show etc; preparation of calendar of events

- i. The DOS receives reports on the welfare matters raised
- ii. The DOS in consultation with the SWC sets the agenda and determines the date of the meetings.
- iii. The meeting is held under the chair of DOS
- iv. Minutes are taken and recorded by the secretary
- v. Recommendations are communicated to the VCs office for review by the management board
- vi. The DOS communicates the decision to students' within two weeks from the date of approval by the Management Board.

4.0 RECORDS

- i. Games and sports reports
- ii. Work study programme reports
- iii. Approval for events
- iv. RUSA, Minutes
- v. Students welfare Committee Minutes
- vi. Counseling reports

5.0 KEY PERFORMANCE INDICATORS

- i. Annual RUSA election
- ii. Number of clubs societies registered
- iii. Number of student driven events
- iv. Number of training and mentorship initiatives
- v. Number of games participated in by students
- vi. Number of general counseling meetings
- vii. Number of students counseled



QUALITY ASSURANCE OFFICE

Standard Operating Procedure

For

RU-Adjunct Lecturers Schedule

RU/QA/SOP/AdjunctLecturers/2013

Document Review Sheet

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	Name & Signature	Designation	Date
Prepared By	Victoria Wainaina	HR. Manager	November 2013
Approved By	Prof Faith Ngum <i>fhathu</i>	DVC	27/11/2013

RU/QA/SOP/AdjunctLecturers/2013

1.0 GENERAL

1.1 Purpose

The purpose of this procedure is to ensure proper and efficient management of Adjunct lecturers' schedules and contracting. This is aimed at enhancing quality service standards, compliance with University and other statutory stipulations, policies and regulation as well as international standard practices.

1.2 General Procedures

S/N	FUNCTION	ASSIGNED TO	REPORT	DEADLINE
1	Create Data base/ pool of lecturers	DVC(AA) DEAN OF SCHOOL, HR and QA	Minutes of school board meeting including HR and QA to identify course offering	6 weeks prior to commencement of semester
2	Vetting / identifying the adjuncts to teach the proposed units; ** Draft timetable should be out by then	DVC(AA) DEAN OF SCHOOL, HR, QA and Registrar(Academics)	List of adjunct requirements	4 weeks prior to commencement of semester
3	Establishing availability and seeking approval to engage adjuncts	DVC(AA) HRO	Adjunct Lecturers Requisition with CVs and supporting documents for new adjuncts attached	3 weeks to semester opening
4	Preparation of Contracts	HRO	Adjunct schedule	2 week prior to commencement of semester
5	Collection & Signing of Contracts from HR Office	DVC(AA) HRO	Sign off	1 week to first day of the semester
6	Presentation of Initial 50% schedule for Payment to accounts	HRO	Excel sheet presented for payroll	Week 2 of semester
7	Processing of Payments and issuance of cheques	ACCOUNTS	Cheques Register	Week 4 of semester
8	Presentation of Final 50% schedule for Payment to accounts	HRO	Excel sheet presented for payroll	2 weeks after end of semester
9	Presentation of Final Results	DEAN OF SCHOOL Registrar (Academics)	List	4 weeks after end of semester
10	Release of Payments and issuance of cheques	ACCOUNTS	Cheques Register	4 weeks after end of semester