

STUDENTS' FEES POLICY

Version	1.0
Short description	Students' Fees Policy
Relevant to	Students and Stakeholders
Approved by	Vice-Chancellor
Responsible officer	Finance Officer
Responsible office	Office of the Vice-Chancellor
Date introduced	June, 2014
Related University documents	University Charter, Statutes, Finance Policy, other relevant policies
Related legislation	Universities Act, 2012, Public Finance Management Act, 2012
Key words	Fees

JUNE, 2014

APPROVAL

The University of Eldoret having been awarded its Charter on 11th February 2013 has set on a growth path guided by its vision of “being a Premier University that is globally visible in knowledge generation and technological innovation”

As part of laying its foundation, the University developed its Statutes in November 2013 followed by its first strategic plan which will be rolled out later this year, 2014. The process of recruiting its top managers was completed in March 2014. The University has now embarked on the process of developing its policies which will guide decisions of the different organs of the University in order to achieve rational outcomes geared towards the growth of the University. This Students’ Fees Policy is just one of the many policies that the University is rolling out.

My special thanks go to all those who put in their time, effort and skills to develop this Policy.

By virtue of the authority vested in me as the Chairman of Council of the University of Eldoret and in reference to the approval granted by Council in its meeting of 13th June, 2014, I hereby sign this Students’ Fees Policy this 13th day of June, 2014.



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CHAIRMAN OF COUNCIL

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FOREWORD

The University of Eldoret is one of the public universities in Kenya. It is situated approximately 9 km along the Eldoret-Ziwa road in Eldoret town, Uasin Gishu County. It was founded in 1946 by the white settlers as a Large Scale Farmers Training Centre. In 1984, it was converted to a teachers' training college and renamed Moi Teachers' Training College to offer Diploma Science Teachers Training. Due to the double intake crisis, the College was taken over by Moi University as a Campus in 1990, renaming it Chepkoilel Campus. From 1990, the University made it a campus of natural, basic and applied science programmes. In August 2010 the President, through Legal Notice No. 125 of 13 August 2010 upgraded the campus into a University College with the name Chepkoilel University College, a Constituent College of Moi University. Upon the award of Charter by the President on March 2013, the University College was renamed University of Eldoret.

This document sets out the policy of the University in relation to student fees debt along with the debt management procedures to be followed. The policy relates to all fees and charges payable to the University by current and former students for tuition, accommodation, library services and other miscellaneous services



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OVERVIEW OF UNIVERSITY OF ELDORET

Vision

To be a Premier University that is globally visible in knowledge generation and technological innovations.

Mission

To provide high quality Education in training, Science, Agriculture and Technology that promotes networking, Partnerships and linkages with other institutions and industry.

Core Values

At University of Eldoret, we are committed to:

- Integrity
- Innovativeness;
- Customer satisfaction;
- Competitiveness;
- Equity; and
- Responsiveness

Mandate

The Mandate of University of Eldoret is enshrined in its **objects** and **functions**. The **objects** of the University shall be to:

(a) Provide directly, or in collaboration with other institutions of higher learning, facilities for quality University education, including scientific and professional education, and the integration of teaching, research, outreach and effective application of knowledge and skills to the life, work and welfare of the citizens of Kenya;

(b) Provide and advance University education and training to appropriately qualified candidates, leading to the conferment of degrees and award of diplomas and certificates and such other qualifications as the Council and the Senate shall from time-to-time determine and in so doing, contribute to realization of sustainable national economic and social development;

(c) Provide programmes, products, and services in ways that reflect the principles of equity and social justice.

The **function** of the University shall be to participate in technological innovation as well as discovery, transmission, preservation and enhancement of knowledge, and stimulate the intellectual participation of students in the economic, social, cultural, scientific and technological development of Kenya.

1. INTRODUCTION

This document sets out the policy of the University in relation to student fees debt along with the debt management procedures to be followed. The policy relates to all fees and charges payable to the University by current and former students for tuition, accommodation, library services and other miscellaneous services. The Policy applies to all students; full-time, part-time, certificate, diploma, undergraduate, postgraduate and any other person enrolled as a student of the university

2. PURPOSE

The purpose of this policy is:

- To communicate to staff and students the University policy on the management of fees payment processes and procedures so as to meet the University's financial obligations.
- To formalize the management of the University's fees income.
- To provide specific sanctions for non-payment of fees to students and clear any ambiguity.
- To clearly stipulate the methods for tuition fees payments, terms and due dates and conditions related to fees refunds.

3. RESPONSIBILITY

The Finance Officer in consultation with the Vice-Chancellor and top management is responsible for managing and reviewing this policy. Finance Staff and in particular those under students finance section are responsible for the effective operation of fees collection and accounting procedures. Similarly, all University staff are required familiarize themselves with this policy and to contribute to its effective implementation.

3.1. Others responsible officers

- Deans of Schools
- Dean of students
- Heads of Departments and lecturers teaching respective classes
- School Accountants and Administrators
- Operating staff responsible for students financial records

Deans are responsible for ensuring that this policy is applied strictly in their schools. If a student for some reason is allowed to carry forward a fee debt, the authority to do so must be given in writing by the appropriate office. An appropriate form filled by a guarantor who undertakes to pay the debt in case the student defaults must accompany the authorizing letter.

School Accountants, Heads of Academic departments and teaching staff are also responsible for the effective operation of the policy. The finance department will generate class lists composed of students who have paid fees while teaching staff will assist in ensuring that only those on the lists attend lectures. In this respect, teaching staff will be required to counter-check actual attendees against the bona fide students' class lists as availed to them.

4. PAYMENT OF FEES

All students are required to pay fees and all other charges in respect of their programme at the time of registration. No registration is complete until all fees have been paid. If it is not possible for students to pay the full amount at the time of registration, a suitable payment plan approved by the Vice-Chancellor on recommendation from the Dean of the respective School will be made on how the outstanding amount will be paid. The student will be required to pay an amount determined in the payment plan. Such a student will also be required to complete a fees debt guarantee Form which should be fully signed by the approving authority. Failure to adhere to the plan will result in automatic exclusion of the student from the bona fide students list.

4.1. Support to Students

In applying the policy, the University will at all times seek to be sympathetic to individual students' financial circumstances. However, for the University to do so, students must engage in dialogue with the University if they are experiencing difficulties. Students facing difficulties must therefore seek help from potential sponsors at the earliest possible opportunity. It is the University's obligation, however, to recover all outstanding fees debts.

4.2. Setting of Tuition Fees and other charges

Tuition fees and all other charges payable by students are set by Council regularly following recommendation by the Senate. These are also subject to review from time to time.

4.3. Terms for Payment of Tuition Fees by a Sponsor

A sponsor is a commercial or charitable organisation providing full or part funding, of a Student's Tuition Fees. A sponsor may be the Student's employer, Government department, charity or other organisation. However a parent, other relative, or friend is not classified as a sponsor. For the purposes of this policy, the Student Loans Board, Research Councils, CDFs are also not classified as sponsors.

Students in receipt of sponsorship from a sponsor must provide a letter of confirmation to the University on the sponsor's official letterhead in order to be enrolled onto their course of study.

Sponsors will be invoiced for their contribution to the Student's fees after the Student has been enrolled. Payment must be made in full by the sponsor within 30 days from the date of invoice. Instalment payments are not offered to sponsors unless with prior arrangements.

Where the Student's Fees are to be paid by a sponsor it shall remain the personal responsibility of the Student to ensure that their Fees and other charges are paid in full. This means that any amounts unpaid by the sponsor will become payable by the Student.

4.4. Accommodation Fees

The University's accommodation charges and application procedures including contacts are set out in the admission guidelines. Rent payments are due at the beginning of each semester.

Every student is expected to exercise care in the safe use of their room hence a student would be held responsible for any damages caused. Damages caused would call for disciplinary action on the student including a surcharge and exclusion from university halls of residence. Continued non-payment of accommodation fees, will ultimately result in eviction proceedings.

4.5. Other Charges including Fines

Other charges are any fees payable to the University for services other than Tuition Fees or Accommodation Fees. Examples of other charges are activity, medical, field trips, computer, library or library fines and surcharges for damages to university property. Where an official University invoice has been raised, payment becomes due immediately.

5. FEES PAYMENT

Fees are paid by depositing the required amount in the bank accounts specified by the University and subsequently presenting the banking slips for verification and receipting. The University does not accept cash or personal cheques.

5.1. Sanctions on non-payment of fees

The following consequences shall apply to any student who fails to pay their fees and other charges on the due date set by the University (normally within the 20% rule):

- Students with outstanding fees will not be allowed to attend classes.
- Students with outstanding fees will not be allowed to sit for any University examination.
- Transcripts (interim and final) and certificates will not be released to students who owe fees to the University.
- Students with fee balances will be excluded from graduation.
- Students will not be allowed to re-enrol for the next year of their programme whilst they have a debt with the University.
- The University may refuse an application for University Accommodation from a returning student if they have a poor payment record for fees.
- Steps to enforce settlement of debt related to outstanding fees and charges will be taken against all current and former students who have failed to engage with the University to find a solution to any outstanding debt, or who have failed to honour agreements to pay.
- Notwithstanding the actions as stated above, the University reserves the right to take legal action in order to recover the fees debts.

6. REFUND GUIDELINES

6.1. Full Refund of Tuition Fees Paid

Normally, fees once paid shall not be refundable. However, fees may be refunded under any of the following circumstances:-

- i. The University is unable to provide the academic course applied for;
- ii. The University withdraws an offer of enrolment for any reason (except in cases where a potential student has provided incomplete or incorrect information, in which case paragraph 2 below applies);
- iii. A student cannot take up a place at the University because of financial challenges or health related reasons; and
- iv. A student ((International Students only) cannot obtain a student visa. In this case, the student or recruiting agent must write to the University and include a copy of the rejection letter received from the relevant Authority (Embassy, High Commission or similar). A claim must be submitted within 2 years of the date on the unconditional offer letter.

6.2. Partial Refunds of Tuition Fees Paid

A student will receive a partial refund of tuition fees paid if:

- i. A student decides not to enrol or do not enrol in time for the start of the course having accepted the offer of a place;
- ii. A student withdraws along the way having gone through the course half way;
- iii. The University withdraws an offer or cancels registration on a course because incorrect and/or incomplete information was provided in the application;

6.3. Modular Courses

A student who paid for fees on a module by module basis:

- i. Will be charged the full module fee for each module which had been started or for which the student had received learning materials.

- ii. If the student had been awarded a scholarship which was subject to satisfactory academic performance and/or payment of tuition fees, the full scholarship will be withdrawn in cases where the student withdraws from the University.

6.4. Exceptional Circumstances

The University will consider exceptional circumstances to those described above on a case by case basis on direct application to the Vice-Chancellor.

6.5 Administrative Charges

An administrative charge of Kshs 300.00 is payable for every refund. This amount shall be recovered directly from the refundable fee.

6.6 Other Administrative Levies

Administrative levies such as registration fees, students' organisation membership fees, amenity fees and student identity card fees are non-refundable.

7. WITHDRAWING FROM A COURSE

If a student wishes to withdraw from a course he/she must first contact the Dean or Course coordinator for recommendation/approval. However, it should be noted that the Dean would not authorise any refund of tuition fees at this stage.

7.1. How to Request for a Refund

Any student seeking a refund should complete an appropriate form and have it duly authorised. Upon completion of the process the student shall return the form to the Student Finance section for processing. Refund cheques will be made payable to the person or institution who paid the fees unless advised otherwise in writing.

7.2. Monitoring the Procedures

The Deputy Vice-Chancellor (ASA) is responsible for monitoring and ensuring compliance with this policy and related procedures to ensure consistency of application.

8. DEBT RECOVERY GUIDELINES

Fees and other charges are due for payment at the time of registration. It is payable either on semester basis or on the basis of the academic year dependent on each individual students' circumstances.

- i. If fees remain unpaid beyond the stipulated period, access to the University IT network and Library services is removed. Access is not re-instated unless outstanding fees are paid in full or a new payment plan is agreed with the University.
- ii. In addition, the student may be required to vacate the University premises and that the student would not be allowed to re-enrol and/or graduate.
- iii. If the fees remain unpaid, the student will subsequently be notified in writing of the University's decision to take legal action to recover outstanding debt, including costs incurred e.g. commission and charges and that the University's sanction of withholding the conferment of awards and/or re-enrolment will be applied.

9. REVIEW OF POLICY

This policy will be subject to review by the University from time to time as circumstances may dictate.

10. EFFECTIVE DATE

The policy shall be effective the 13th June, 2014.