



MULTIMEDIA UNIVERSITY OF KENYA

REVISED FEE PAYMENT POLICY

JUNE, 2019

VISION

To be the University of Choice in Training, Research, Innovation and Extension.

MISSION

To provide quality training, nurture a culture of research, innovation and extension to meet the aspirations of a dynamic society.

MOTTO

Riding on Technology, Inspiring Innovation.

CORE VALUES

Integrity

Customer focus

Professionalism

Team work

Equity

Adaptability

Scholarly values

FOREWORD

The demand for higher education in Kenya has increased tremendously during the last five years. In MMU, for example, the number of students has grown from 2199 in 2013, to 6000 in 2018. This growth demands for commensurate strategies to ensure effective service delivery to students. It also implies that, sponsors, parents and guardians have to make direct and timely contribution to the cost of University education for those under their sponsorship.

The Government's contribution, however, has been declining over the years, and HELB funding has not been effected on time. In order to streamline the University revenue streams, MMU has revised her fee payment policy to make it more comprehensive and effective. The revised policy will guide students, parents and guardians on their role and commitment towards the payment of University fees. It will also provide an efficient and effective fee payment mode to enable the University offer quality services to her customers, thereby impact positively on the development of the University through timely planning.

This fee payment policy is designed to cater for the interests of the students, sponsors and the University on matters of fee payment and service delivery. I am therefore pleased to launch the revised instrument aimed at strengthening and streamlining the University fee collection mechanism.

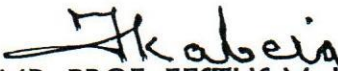

AMB. PROF. FESTUS M. KABERIA, PHD., OGW
VICE CHANCELLOR

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DEFINITION OF TERMS

For the purpose of this document:

Academic year – means a period of study consisting of two semesters, not necessarily consecutive, and any other additional period of study or research as may be prescribed in the regulations for a particular programme of study.

Bursary – means the sum of money which is given to needy students to allow them to study in the University.

Bonafide students - means fully registered students of MMU.

Fees – means the amount of money paid by the student to the University for educational and other services provided by the University.

Installment – means payment of fees in parts within a specified period.

Internal repeat - means a case where a student retakes only the failed units when next offered at the ordinary examination.

Refund– means the money paid back to the sponsor, parent or guardian as a result of a student completion of studies, withdrawal from the University, demise or overpayment of fees.

Registration – means the process where a student pays fees and signs the official list that allows him/her to become a student, identifies and puts in the systems the course units he/she will undertake during the semester to facilitate enjoying educational and other services offered by the University during the period.

Scholarship – refers to a situation where studying or training is paid for by the University, individuals or other organizations.

Semester – means a period of study consisting of sixteen (16) weeks or its equivalent in contact hours.

Sponsor - means an individual or organization responsible for payment of some or all the fees of the student.

Student – means a person registered by the University for the purpose of receiving instructions in particular area of study with a view of obtaining a qualification of the University or any other person who is determined by Senate to be a student.

Trimester- means the semester in MMU that runs from May to August each year restrictively for self-sponsored students for learning.

University – means Multimedia University of Kenya as established under section 3 of the Multimedia University Charter, 2013 granted pursuant to the provisions of the Universities Act No. 42 of 2012 (amended 2016).

Work study – means a program designed by the University to assist needy students work as they study to enable them pay fees or finance their personal needs while on session.

ACRONYMS

CATS	Continuous Assessments Tests
CDF	Constituency Development Fund
HELB	Higher Education Loans Board
ICT	Information Communication Technology
MMU	Multimedia University of Kenya
REG. AA	Registrar Academic Affairs

1. INTRODUCTION

1.1 Background

Fees payment is a growing concern for learners, sponsors and the Universities in Kenya. Fees paid on time by students and sponsors enhance the university's liquidity status – the ability to meet the long term and short term financial obligations. Most institutions of higher learning do not attain solvency and liquidity status because students and sponsors do not pay requisite fees as expected, and this has affected service delivery in Universities.

Considering the steadily increasing student enrolment in MMU against reduced government funding, and unpredictable fee payment by individual students, the University has revised its Fee Payment Policy to provide an effective mechanism to enhance revenue collection. The revised University Fee Payment Policy provides for differentiated fee payment modes; the flexibilities of deferment of studies and academic leave; conditions of eligibility to sit examinations; conditions of carrying forward unutilized fees to the subsequent semester; conditions of refund of unutilized fees and modes of fee refunds during withdrawals; student registration guidelines and deadlines; and other financial assistance opportunities for MMU students. In this way, the Fee Payment Policy will cater for the interests of the students, sponsors, parents/guardians and the University on matters of fee payment and revenue streams, which is expected to enhance quality service to students.

1.2 Justification

Fees payment to the University by students and stakeholders is critical for effective and efficient service delivery. Also, fees collected from students' forms the main source of revenue for MMU. A convenient fee payment plan facilitates prompt fee collection, which in turn ensures effective planning and development of the University.

The Fee Payment Policy therefore ensures value for money and quality service delivery to customers and the community at large.

The revised Fee Payment Policy shall accommodate diverse needs of the students and the aspirations of the University and the stakeholders. It provides clear guidelines to students, guardians and stakeholders on a convenient fee payment mode ensuring equity and equality in provision and access to university education.

This Policy is a product of a participatory process, and is cognizant of the various university performance management tools and processes, including the Quality Policy Manual, the Service Charter, the Strategic Plan, the Education Act, and the Constitution of Kenya 2010.

1.3 The Scope of the Policy

The Policy shall apply to all the students admitted into various MMU academic programmes their levels of study notwithstanding, and the sponsors, parents/guardians who pay fees to enable the students to meet their academic and career goals without any exceptions. The main purpose is to eliminate loopholes in fee payment system and strengthen mechanisms of fee collection in MMU, by providing a framework for enhancing fee payment.

1.4 Objectives of the Policy

The main objective of the policy is to provide the framework for enhancing efficiency in revenue collection in the University through timely payment of fees by students, parents and guardians.

The specific objectives are

- (i) To guide students, sponsors and stakeholders on a convenient fee payment plan.
- (ii) To ensure prompt and effective fee collection for quality service delivery.
- (iii) To enable the University identify the bonafide students who should benefit from university services including sitting examinations.
- (iv) To facilitate refund of unutilized fees to the respective sponsors, parents/guardians.
- (v) To facilitate effective planning and utilization of University resources.

2. FEE PAYMENT MODE

2.1 Fee Payment

Fees shall be payable either per semester or academic year(s).

a. Full payment for an Academic Year(s)

Fees may be paid in full upfront for one academic year or more. All such fees shall be payable on or before the start of the academic year.

b. Semester Payment

Fees may be paid in full per semester. All such fees shall be payable on or before the start of the semester.

c. Payment by Installments

In the event of inability to pay fees in full before the start of the semester/trimester, the student may be allowed to pay by installments, upon approval by the Office of the Registrar AA. Under this mode, payment shall be in three (3) installments as follows:

- (i) First installment shall be paid by the reporting date at the beginning of the semester. This will include fifty percent (50%) of the tuition fees plus one hundred percent (100%) of other applicable charges*. Those accommodated in the University Halls of Residence shall pay 100% of the semester boarding charges up front.
- (ii) Second installment of 25% tuition fees must be paid in full by the fourth (4th) week of the semester.
- (iii) Third installment of 25% tuition fees must be paid in full by the eighth (8th) week of the semester.
- (iv) Any student who will not have paid full fees by the eighth (8th) week will be deemed to have deferred the semester, and any fees paid by the student will be

carried forward to the subsequent appropriate semester and be utilized when the student will be in session.

- (v) Any student who will not comply with clause 2.1 and opt to continue enjoying services illegally without full payment of fees, shall have any CATS or examinations sat nullified.
- (vi) Any student who takes academic leave or defers his/her study on financial grounds will be required to write officially to the Registrar (AA) through the Dean of the Faculty to request for leave or deferment of the semester/year of study. The request will be responded to and the Finance Officer and other stakeholders informed accordingly.

** The other applicable charges referred to at clause 2.1) (i) include examination fee; medical subscription fee; activity fee; registration fee; student's identification fee; attachment fee; library fee, students union fee and accommodation fee.*

2.2 Fees for International Students

All international students (Non East Africans) shall pay twenty (20%) percent more on all fees except for research expenses at the current exchange rate.

2.3 Fee Structure for Other Courses

(a) Short Courses

- i. All Students pursuing short professional courses lasting up to five (5) months shall pay their fees in two equal installments. The First installment of fifty percent (50%) shall be paid on reporting date at the beginning of the course. The second installment of fifty (50%) must be paid in full by the eighth (8th) week of the semester.
- ii. All students pursuing short professional courses lasting up to two (2) months shall pay fees in one installment of one hundred (100%) percent on reporting date at the beginning of the course.
- iii. Regular students who are pursuing professional courses will not be double charged for other statutory fees already catered for in regular programmes.

(b) Postgraduate Courses

All postgraduate students will pay fees as per the approved course structure per Faculty.

2.4 Internal repeat

Any student on internal repeat will be required to pay the full amount of the requisite fees before the commencement of the semester /trimester to enable him/her attend lectures and receive other services. In this regard, the advice of the Registrar (AA) in consultation with the Students Finance Officer will be required.

2.5 Eligibility to sit for University Examinations

The Student Finance Office in consultation with ICT Office and the Office of Registrar (AA) shall compile a list of bonafide students (students who are registered and have paid fully the requisite fees for the semester) by the ninth (9th) week of the semester.

Only bonafide students shall be eligible to enjoy services including going for academic trips and sitting for University examinations/defend thesis/projects. The list of bonafide students published by Student Finance Office shall be made available to the Deans of Faculties and Chairpersons of Departments, and these lists shall constitute the examination attendance lists, and shall be used for issuance of examination cards. In essence there shall be no Special Examinations on financial grounds.

3 WITHDRAWAL FROM THE UNIVERSITY AND REFUND OF FEES

Withdrawal from the university shall be allowed up to the fourth (4th) week of the semester

3.1 Refund of Fees

- (i) Refund of fees may arise out of a student withdrawal from the University, overpayment of fees, if a student is deceased, or upon completion of studies. In either case, refund is subject to clearance with the University.

- (ii) Fee refunds shall be payable to the sponsor, parents/guardian by cheque upon receipt of a written request and after clearance with relevant departments/sections of the University.

The University shall not make fees refunds to individual students. However, exceptional circumstances shall be handled at the discretion of the Registrar (AA) in consultation with the Finance Officer.

3.2 Refund Due to Withdrawal from the University

- (i) Students who withdraw before the start of the semester will be refunded all the fees paid less administrative costs (K.shs. 2000).
- (ii) Students who withdraw by the fourth (4th) week of the semester will be refunded up to twenty-five (25%) percent of the tuition fees paid.
- (iii) All students who withdraw after the semester has started, in addition to (ii), the following fees will not be refunded – registration, student identification card, students union, medical and (where applicable), and.
- (iv) There shall be no refund after the fourth (4th) week into the semester.
- (v) All refunds under this category shall attract KES 2000 (Kenya shillings two thousand only) being administration fee.

3.3 Refund due to Overpayment

- (i) Refunds due to overpayment shall be paid in full (100%) and will not attract administrative charges.
- (ii) Students who complete studies and have overpayment of fees, refund of such fees shall be made as follows:
 - a. Unutilized HELB funds shall be transmitted back to HELB.
 - b. Unutilized funds from other sponsoring agents including CDF shall be refunded to the sponsor in cheque form.
 - c. Fees paid from HELB and CDF shall not be transferable to another student
 - d. Tuition fees from sponsoring agents (e.g. HELB, CDF) shall not be transferable to other use including upkeep or graduation.

- iii) All claims for refund of overpayment should be made within the academic year.

4 REGISTRATION GUIDELINES

To be allowed to register (i.e. enter course units to be undertaken during the semester), every student shall be required to satisfy the requirements in clause 2.1.

- (i) University registration shall be done on reporting each semester. University registration shall entail paying requisite fees, registering all the units to be done during the semester on line through the student registration system (ERP).
- (ii) Registration for course units shall be done within the first four (4) weeks of the semester subject to the fulfillment of the Faculty registration requirements and fee requirements in clause 2.1 and 2.2.
- (iii) Class attendance alone shall not qualify a student to sit for the end of semester Examinations. Faculty regulations shall apply.

5 FINANCIAL ASSISTANCE

MMU students may benefit from the following available financial assistance/ opportunities.

5.1 Higher Education Loans Board (HELB)

It is the responsibility of the student to apply for the HELB loan on time to avoid inconveniences in the disbursement of HELB funds to the University. The loan from HELB shall be credited to the student fee account unless otherwise specified.

Delay in disbursement of HELB loans shall not be admissible reason for late registration or sitting examinations.

5.2 Bursaries and Scholarships

- i) It is the responsibility of the student to apply for bursaries and scholarships from awarding agencies on time to avoid inconveniences in the payment of fees.

- ii) Bursary and/or scholarship funds shall be credited to the student fee account unless otherwise specified by the awarding Institution/Agency.

5.3 Work study Program

This program was created to help students with financial challenges. The earnings from work study shall be credited into the students' fee account and or paid to the student toward his/her upkeep according to the policy guidelines.

6 PROMISSORY NOTES AND CHEQUES

Promissory notes shall not be admissible to allow a student register, enjoy education and training services or sit examinations. The University shall accept only the banker's cheques and official cheques from CDF, which must be submitted to the University within recommended registration timelines.

7 IMPLEMENTATION

This policy shall take effect from the date of approval, and its implementation shall be vested in the office of the Deputy Vice Chancellor (Academic Affairs, Research and Innovation).

8. POLICY REVIEW

This policy shall be reviewed from time to time to incorporate emerging issues or changes to risk environment, but not later than three (3) years.

REFERENCES

1. The Kenya Constitution 2010
2. The Universities Act No. 42 of 2012 (Amended, 2016)
3. Multimedia University of Kenya Charter 2013
4. Multimedia University of Kenya Statutes 2014
5. Multimedia University of Kenya Quality Objectives 2018
6. Multimedia University of Kenya Service Delivery Charter
7. Multimedia University of Kenya Quality Policy Manual 2018
8. Multimedia University of Kenya Strategic Plan 2017-2021

POLICY APPROVAL


Title: Fee Payment Policy

Contact: Deputy Vice Chancellor, Academic Affairs, Research & Innovation

Approval Authority: The University Council

Commencement Date:


SIGNED:

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29/07/19

Date

AMB. PROF. FESTUS KABERIA, PHD, OGW.
VICE CHANCELLOR/SECRETARY TO THE COUNCIL

 _____

29/7/19

Date

PROF. JOHNSTONE MUTISYA KIAMBA
CHAIRMAN OF COUNCIL