

USIU-AFRICA STUDENT HANDBOOK



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1.0 VICE CHANCELLOR'S MESSAGE

Welcome to United States International University - Africa, one of the oldest private, secular universities in East Africa and among the few institutions on the continent with dual accreditation. As you embark on your journey with us, you will be guided and supported by exceptional faculty and dedicated administrative staff. You are therefore joining a community and in every community there are guiding principles and expectations to help maintain our cohesion and learn from each other. This handbook provides you with valuable information to help you best become a responsible member of the community. Whether you wish to join a club, find a book in the library or add a course, this handbook will point you in the right direction.

The USIU-Africa experience is unparalleled in that our academic programs— be they Undergraduate, Graduate, or Short Professional courses—will offer you a solid base of knowledge through courses that provide a foundation in their specific knowledge areas.

Our signature General Education Program grounds you in knowledge, skills, and aptitudes for the uncharted territories brought by our ever changing world.

Our faculty bring more than their extensive cumulative knowledge and experience to you through our state-of-the-art facilities. Our co-curricular activities add to your learning by making you an all-rounded individual. You will also find our interest groups and student clubs strategic avenues for meeting new people, discovering your other talents, and being challenged to work in diverse and engaging ways. This handbook is a map into these and many more exciting things here at USIU-Africa. I hope you will take advantage of these many opportunities to form successful networks with professional bodies and industry leaders, to learn and enrich your USIU-Africa experiences and relationships, and to be a responsible and successful member of our community.



PROF. MWENDA NTARANGWI

Vice Chancellor

1.1 MESSAGE FROM THE DEPUTY VICE CHANCELLOR, STUDENT LIFE

With great pleasure and profound gratitude, I welcome you to USIU-Africa. Whether you are beginning your academic journey with us or continuing your higher education here, we are thrilled to have you as part of our diverse and dynamic family.

As you step onto USIU-Africa, you embark on a transformative experience filled with limitless opportunities for growth, discovery, and achievement. As a university, we are committed to fostering an environment where curiosity thrives, ideas are exchanged freely, and everyone is empowered to reach their fullest potential.

While at USIU-Africa, you will encounter dedicated faculty members who are passionate about teaching and research, supportive staff who are here to assist you every step, and fellow students who will inspire and challenge you. Together, we form a community that values inclusivity, innovation, and excellence.

I hope that you will explore all that our university has to offer—academic programs that spark your curiosity, extracurricular activities that allow you to pursue your passions, and resources that support your personal and academic success.

Once again welcome to USIU-Africa where we offer education to take you places!



DR. VICTOR BOIYO

Deputy Vice Chancellor,
Student Life



OUR VISION

To be a premier institution of academic excellence with a global perspective.



CORE VALUES

Life-long learning

Developing a learning culture that continues throughout a person's lifetime.

Integrity

Ensuring the pursuit of excellence by upholding professional and ethical standards and being accountable.

Innovativeness

Introducing new methods and strategies that ensure quality, efficiency, effectiveness and productivity.

Social responsibility

Providing leadership in responding to issues of national and global concern through collaborative efforts.

Academic freedom

Upholding the spirit of free and critical thought and enquiry, through open exchange of ideas and knowledge.



OUR MISSION

Promote the discovery and application of knowledge, the acquisition of skills and the development of intellect and character in a manner which prepares students to contribute effectively and ethically as citizens of a changing and increasingly technological world.



OUR SCHOOLS

- Chandaria School of Business (CSOB)
- School of Humanities & Social Sciences (SHSS)
- School of Science & Technology (SST)
- School of Communication, Cinematic & Creative Arts (SCCCA)
- School of Pharmacy & Health Sciences (SPHS)
- School of Graduate Studies (SGS)



3.0 FEES AND FEE PAYMENT POLICY

3.1 Tuition and Fees

Approved Tuition Fees and Commensurate charges are published in the University Fee Schedule and are subject to annual review. The fees are applied based on course registration, Major, and the student's nationality.

3.2 Payments of Fees

1. Students must pay fees on or before the first day of each semester, based on admission fees.
2. Students with outstanding fees will not access pre-registration services
3. The University can withhold grades, transcripts, and diplomas for outstanding financial obligations and withdraw registration for non-payment.
4. Any payment made to the University's bank account will be considered as tuition fees unless otherwise specified.
5. Students attending the Commencement Ceremony must pay full fees, including

graduation and gown deposit charges.

6. USIU-Africa does not allow cash payments however, a special concession for library fines up to 1000 shillings is allowed.
7. Students with outstanding balances and those with approved payment plans will be charged a monthly interest of 1.5% on outstanding balances until they are fully paid.

3.3 Checks/Cheques

1. All check payments to USIU-Africa must be made payable to USIU-Africa and presented to the Finance Office, with beneficiary student details indicated with an authorized signature.
2. Students with a history of bad or returned checks will face a 10% charge of Kshs. 1000 to Kshs. 5,000.00 on all returned or unpaid checks.

3.4 Payment Information (valid as at May 2024)

Standard Chartered Bank Kenya

Branch: Kenyatta Avenue
KES Account Number: 0104023439700
Account Name: United States International University – Africa

Commercial Bank of Africa

Branch: Upper Hill
Address: P.O. BOX 30437-00100
Swift code: CBAFKENX
Intermediary Bank: JP Morgan Chase Bank, New York
SWIFT Code: CHASUS33
Routing Number: 021000021
KES Account Number: 6438840014

US Dollar Account Number: 6462210014
Account Name: United States International University – Africa

Stanbic Bank Kenya

A/c Name: United States International University
KES Account No. 0100011682469 or USD
Account Number: 0100011682523
Bank Code: 31
Branch Code: 021
Branch Name: Garden City Branch
Swift Code: SBICKENX
Please find below the intermediary bank details for USD (For US Dollars):

U.S Correspondent/Intermediary bank name:
JP Morgan Chase Bank, New York
Intermediary bank Code: Swift Code:
CHASUS33

Co-Operative Bank of Kenya

Branch: CO-OP House, Haile Selassie Avenue,
KES Account Number: 01120002134100
Account Name: United States International
University – Africa

Kenya Commercial Bank

Branch: Thika Road Mall
Bank Code: 01
Branch Code: 308
Bank Swift Code: KCBLKENX
KES Account Number: 1179516710
Account Name: United States International
University – Africa

Absa Bank Kenya PLC

Branch: Westlands
KES Account Number: 2037727558
Account name: United States International
University

Mobile Money Payments (MPESA)

1. On Safaricom Menu select Lipa na Mpesa then Paybill
2. Enter USIU-Africa Business number – 516900
3. Enter Account number: Student ID – (hyphen) then purpose code. (FOR EXAMPLE, 654XXX-TUIT)
4. Enter the Amount you wish to pay
5. Enter your PIN and click send.

3.5 Online Card Payments

To make the online card payment:

1. Login to the CX Student Portal <https://cx.usiu.ac.ke>
2. Click on the Student Tab and go to My Account Info
3. Click on Balances and then go to Make a Payment
4. Input the semester you intend to make payment for and the amount you wish to pay

Click on Submit then press Continue to finalize the online payment procedure

Visit <https://www.usiu.ac.ke/300/m-pesa-payments/> for a listing of the Purpose code.

Note: Students must provide their full names and USIU-Africa ID number when making payments, and all bank deposits must be received the next working day.

3.6 Financial Clearance

Students must pay full semester fees or installments on an approved Deferred Payment Plan to access university services. Those with outstanding fees and no approved payment plan will be placed on financial hold to prevent access to grades and semester registration.

3.7 USIU–Africa Hostels Room & Board Payments

1. A room key deposit and reservation charges are refundable upon leaving the hostel.
2. Students and non-Kenyan citizens are charged for comprehensive medical insurance at admission rates, but this rate is not applicable if they already have an acceptable Kenyan cover.

3.8 Institutional Charge Waiver/ Refund Policy

Dropping a Course: If a course is officially recorded by the Registrar as being dropped, the charge waiver schedule is as follows:

1. 100% charge waiver if officially recorded before the first day of the semester.
2. 90% charge waiver if officially recorded within seven calendar days of the first day of the semester.
3. 75% charge waiver if officially recorded within 14 calendar days of the first day of the semester.
4. If recorded after 14 calendar days of the first day of the semester the course will be charged a full fee.

NOTE:

The Add/Drop Fee per course is charged from the first day of the second week of the semester.

The Late Registration Fee is a fixed fee that starts on the second day of the second week of the semester.

3.9 Procedure for Withdrawing/Requesting a Charge Waiver

To receive a fee credit,

1. The student should contact the University Registrar to officially withdraw the course(s) and fill out an Add/Drop Form which must be approved by the academic Dean.
2. The Dean will advise the Finance Office on the fee waiver/reversal giving detailed reasons as to why the Drop charges policy should not be applied.

3. The approved Add/Drop form must be submitted to the Registrar's office for processing and a copy must be forwarded to the Finance Office for reversal of the Tuition Charge

The following Charges may be Waived/ Reversed under special circumstances as per the policy:

- Tuition Fee
- Library Fee
- Student Activity Fee
- Lab Related charges
- Student Medical Insurance (non-refundable after the second week of the semester)
- Add/Drop Fee
- Interest Charge
- Charges related to Course material for various classes.

3.10 Installment Payments

1. The Deferred Payment Plan is available to Kenyan students and international students at the University's discretion.
2. Continuing students and freshmen can make up to two equal installment payments.
3. Freshmen can register after paying 50% of fees while continuing students must pay the first installment, register, and get approval from the Credit Control Office.
4. The second 50% installment plus interest is due on the 7th day of the second month.
5. Financial clearance for continuing students depends on payment of the first installment, registration, **and approval of a Deferred Payment Plan by the Credit Control Office.**
6. Non-compliance may result in denied future applications, facilities, and exam participation.
7. Application for the payment plan should be submitted by the 2nd week of every semester through

<https://www.usiu.ac.ke/webapp/defer-payment/>

3.11. Interest Charge

Fees not paid on or before the first day of the semester are considered outstanding and attract an interest of 1.5% per month for up to 10 months, with interest stopped once the student resumes payments.

3.12 Tuition Refund

Refunds are given to graduates or students leaving the university.

1. Students should complete final clearance before claiming refunds
2. Refunds are applied through <https://www.usiu.ac.ke/webapp/tuition-refund/> and shall be processed monthly.
3. Excess/overpaid fees, caution, and gown deposit fees will be submitted to UFAA if not claimed two years after graduation.

3.13 Debt Collection

1. Students must pay fees on time, and overdue debts will be sent to external debt collectors for recovery.
2. The university may sanction students for non-payment.

3.14 Other services offered by the Finance Office

The finance office offers other financial-related services to students including maintenance of student accounts, processing refunds, budgeting, and financial reporting.



4.0 REGISTRATION AND ACADEMIC INFORMATION



The academic division of USIU-Africa headed by the Deputy Vice Chancellor, Academics-Transformative Teaching, Learning and Research (DVC, A-TTLR) is responsible for all academic processes and services in the university. The University Registrar is responsible for academic registration, processing, and safekeeping of all students' academic records.

4.1 Academic Catalog

This official university document provides details about degree programs, course requirements, academic policies, and the University Code of Conduct and Ethics, guiding academic life within the university. Students must familiarize themselves with university regulations, comply with policies, and fulfill degree requirements, with completion of degree requirements confirmed by appropriate documentation in the Registrar's Office.

To access the services of updating contact information, requesting transcripts, taking leave, applying for graduation, or obtaining clearance, students should contact the Registrar's Office in the Freida Brown Student Center at Extensions 782-790.

The Academic Catalog is available on line and can be accessed through the following link: <https://www.usiu.ac.ke/assets/file/catalog/Academic-Catalog-2021-2023.pdf>

4.2 Disclosure and Change of Student Information

The University grants students the right to inspect and review their educational or non-educational records within 45 days of receiving an access request.

Students can request amendments to their education records by writing to the Deputy Vice-Chancellor of Transformational Teaching, learning, and Research (DVC TTLR) or the Vice Chancellors if they believe they are inaccurate, misleading, or violate their privacy or rights.

If the request is not granted, the Deputy Vice-Chancellor of Transformational Teaching, learning, and Research or Vice Chancellor will notify the student of the decision and inform the student of his or her right to a hearing regarding the request for amendment. More information on the hearing procedures will be provided to the student during the notification.

University officials may disclose without consent information of legitimate educational interests. A university official has a legitimate educational interest if they need to review an academic record to fulfill their professional responsibility. The University may disclose educational records without consent to other schools or government authorities and may be obligated to provide information to competent courts.

4.3 Services offered by the Registrar.

1. Update of student information including email, mobile phone, and postal addresses
2. Processing of official and unofficial transcripts
3. Graduation application and clearance
4. Grade reporting.
5. Processing Leave of Absence
6. Processing of International Student Resident Permits (Pupils Pass and Re-Entry Permits)
7. Pre-Registration Coordination
8. Enrollment Verification
9. Inter-campus Transfer
10. USIU- Africa Identification Card (ID) processing
11. Verification of degree certificates

Students are expected to provide accurate records of all the required information including contacts, mobile phone numbers, email addresses, and next of kin/guardians, both within and outside Nairobi.

4.4 USIU-Africa Identification Card

The USIU –Africa’s Radio Frequency Identification (RFID) card is issued to all university members -staff and students.

1. **Identification:** The USIU-AFRICA RFID Card is a mandatory identification document and must always be WORN while on campus
2. **Ownership:** The RFID card is USIU-AFRICA’s property and must be surrendered upon request
3. **Alterations & Damage:** The card cannot be altered, photocopied, re-encoded, or accepted for photocopying. The cardholder is responsible for any equipment damage caused by an altered card.
4. **Replacement:** Replacement charges apply

for lost, damaged, defaced, or broken RFID cards, at the cardholder’s expense. It’s the cardholder’s responsibility to prevent damage.

5. **Theft:** Report theft or mugging incidents to the police station, obtain a police abstract, present it to the security office as evidence, and replace the stolen ID card at a cost.
6. **Damage:** Students are advised to keep their ID cards separate from objects and avoid any practices or objects that may damage the card.

4.5 Degree Certificate Replacement Policy

If an alumnus loses the degree certificate the following procedure will apply:

1. They must provide a police abstract indicating that the original degree certificate was reported as lost.
2. Alumnus must complete a degree replacement form.
3. If the degree certificate is damaged or needs to be changed, the original certificate should be sent to the Registrar.
4. To change your name, provide a photocopy of your birth certificate, change of name certificate, marriage certificate, proof of divorce, or other legal documents supporting the change.
5. A cover letter should include the student’s full name, student number, address, and phone number, specify the reason for requesting a replacement diploma, and clearly outline the necessary changes.
6. A student who loses a document must pay a replacement fee and wait for the next batch of certificates, which will have a replacement notation.

Note: All requests made by a third party on behalf of a graduate must be accompanied by a signed authorization letter.

5.0 STUDENT LIFE



USIU-Africa provides a positive and quality student experience that enriches student life, builds community and belonging, and promotes student engagement, learning, and retention. The university has quality facilities, infrastructure and programs that are critical for the enhancement of student welfare and well-being.

The Deputy Vice-Chancellor of Student Life (DVC SL) oversees Student Life Functions, advises the student association cabinet (SAC),

and serves as a liaison between students and university administration, advising the Management Board on nonacademic student matters.

The DVCSL office is situated on the second floor of the Freida Brown Student Center and can be contacted via Tel: 730116795 / 788.

Departments under the Student Life Division

MISSING INFOMATION

The Student Life Division of USIU-Africa has a fivefold mandate:

1. To develop and execute student admission and enrolment strategy and financial aid.
2. To provide a university experience that enriches student life, builds community and belonging, and promotes student engagement, learning, and retention.
3. To provide key student support services to ensure that students receive efficient and effective services including counseling, Career Services, and Gender equity protection.
4. To provide an effective framework, quality facilities, and platforms that promote student-student engagement and active participation.
5. To establish programs that enhance student welfare and well-being and promote student holistic development.

Student Life Division has seven departments, each with a specific mandate and strategic goals that guide programs, services, and assessments.

1. The Admissions and Financial Aid Department
2. Student Housing
3. The Dean of Students Department
4. The Placement and Careers Services Department
5. The Counseling Department
6. Gender Equity and Protection Department
7. The Office of Disability and Inclusion

5.2 The Admissions and Financial Aid Department

The Chief Admissions Officer leads the Department of Admissions and Financial Aid, located on the ground floor of the Administration Block. The department is responsible for the recruitment and admission of new students and administering the financial aid program.

5.2.1 Admissions

Admissions support new students in the admission process.

1. Admission Tests: New students will be guided on the requisite admission requirements.
2. Applicants from non-English speaking countries are required to submit a current TOEFL test score of 550 (213 in the computer-based test or 90 in the Internet Based Test) or higher, a Cambridge Test of English Proficiency grade C or better, or an IELTS score of 6 or better.
3. Transfer Admission: All credit transfers are subject to approval by the Academic Dean or designee.

designee will evaluate their transcripts based on current curriculum and admission requirements.

5.2.3 Returning USIU-Africa Graduates

1. Students who have completed USIU's degree, certificate, or credential program must apply for another program, with a non-refundable application processing fee charged for them to be considered.
2. Conditionally admitted students must submit necessary documents within the first semester of study, or they will be denied further registration.

5.2.2 Re-Admission

1. Unless students are away on an approved leave of absence when they resume, they should apply for re-admission and pay a non-refundable application processing fee.
2. Leave of absence is allowed for a maximum of one academic year (i.e., three semesters).
3. Students who are re-admitted will be treated as new students and the Dean or

5.2.4 The Financial Aid Office

The Financial Aid Office supports the university's vision of providing quality education to diverse students by promoting scholarships and helping those in financial need.

1. Financial Aid programs help students pay tuition fees.
2. It fosters diversity and promotes interaction.
3. Prepares students for work and helps them discover and develop their talents.

5.2.5 Eligibility Criteria

USIU Africa offers diverse financial aid programs with different requirements. The General Eligibility Criteria for Financial Aid Programs is included.

- Fulfill all the relevant financial aid application and selection procedures.
- Enrolled as a full-time student.
- Be of good conduct.
- Meet the qualification requirements to be and remain eligible.
- Abide by all the requirements of the Financial Aid Programs.

5.2.6 General Provisions on Financial Aid Policy and Regulations

1. Applicants must meet admissions requirements and required academic performance.
2. Students may apply for more than one Financial Aid program depending on circumstances and eligibility.
3. Unless specified, all USIU-Africa students who meet the required criteria are eligible to apply for financial aid.
4. Students of Kenyan nationality with financial need must show proof of having applied for HELB funds if they qualify for the same.
5. Students who apply for need-based Financial Aid programs will be required to provide all the necessary documentary evidence alongside their applications.
6. Financial Aid is not refundable to students under any circumstances.
7. The award of grants/ scholarships depends on the availability of funds.
8. All Financial Aid applicants will be notified about the status of their applications within seven days from the date of the interview (for continuing students) or upon admission (if new students).
9. Financial aid recipients must maintain academic requirements to remain eligible; if their GPA drops below the minimum, one-semester probation will be issued, formally

issued in the 3rd week.

10. Fulfillment of all the Financial Aid application requirements is not a guarantee for the award of Aid.
11. Incomplete applications will not be processed.

5.2.7 Financial Aid Programs for Undergraduate Students

- Full USIU Scholarship
- Criminal Justice Scholarship
- Alumni Scholarship
- Partial Scholarship
- Freshman Scholarship for Kenyans
- Campus Work Opportunity (CWO)
- Sports Scholarship
- Resident Assistant (RA)
- Diversity Scholarship
- Student Council Grant
- The Vice Chancellor's Grant for Undergraduate Students

5.2.8 Financial Aid Programs for Graduate Students

- Graduate Alumni Waiver
- Graduate Assistant (GA)
- Sports Scholarship

5.2.9 Financial Aid Programs for Undergraduate and Graduate Students

- Special Need Grant
- Family Tuition Discount Award (10% Tuition Discount)
- USIU Alumni Discount Award (10% Tuition Discount)

5.2.10 Externally Funded Financial Aid Programs

- Rattansi Education Trust Fund Grant
- Higher Education Loans Board (HELB)
www.helb.co.ke
- Mastercard Foundation Scholars Programme

Disclaimer: *Students and guardians are responsible for paying school fees, with most Financial Aid Programs providing only partial funds. Students must plan to cover tuition and living expenses.*

Note: Interested applicants should visit the <https://www.usiu.ac.ke/financial-aid> to access the forms

5.3 Student Housing

The university has on-campus hostel facilities. To complement this, the university has vetted and accredited other hostels around the campus. The university is keen to ensure that living spaces are of good quality and conducive to learning.

The priority is given to international students in the 258 capacities on campus hostel. The rooms offer double occupancy and are connected to Wi-Fi. Common rooms provide recreational spaces for games, meetings, and socializing.

5.4 The Dean of Students Office

The Dean of Students Office, situated in the Frieda Brown Student Center, oversees student co-curricular programs, disciplinary matters, welfare, and International Student Services. It collaborates with Student Association Cabinet and elected student leaders to promote active student participation in co-curricular activities.

5.4.1 The Student Activities Offices

Sports and Clubs Activities Officers manage numerous student events and programs aimed at enhancing student engagement and holistic growth through meaningful activities.

USIU-Africa has quality infrastructure and facilities that provide an opportunity for student

engagement and participation. The programs are curated to create a fruitful and rewarding campus experience.

5.4.1.1 Sporting Activities

There exist diverse disciplines where strong teams have been developed that represent the university in various leagues within the country and internationally. To engage as many students as possible in sports, the university provides participatory sports programs. Students are encouraged to participate in sporting activities for good health, relaxation, and the development of talents.

USIU-Africa Main Sports Teams:

- Men's Basketball
- Men's Hockey
- Ladies Basketball
- Ladies Hockey
- Men's Swimming
- Men's Rugby

Campus Participatory Sports:

- Taekwondo
- Karate
- Soccer
- Cricket
- Volleyball Ladies
- Woodball
- Handball
- Netball
- Chess & Scrabble
- Lawn Tennis
- Athletics
- American Football
- Floorball

Sporting Facilities

USIU-Africa has invested heavily in facilities and infrastructure to support sporting activities. These include fields, courts, pitches, an Olympic-sized swimming pool, and a fully equipped state-of-the-art gym.

The Sports Activities Committee (SPAC)

The Sports Activities Committee is the umbrella organization of all sports teams on campus and consists of captains and six elected members: Chairperson, Vice-Chairperson, and Secretary/Treasurer. The committee works with the Dean of students to ensure that the welfare of athletes is attended to in a timely and proper manner.

5.4.1.2 Clubs and Societies

USIU-Africa provides students with the opportunity to participate in club events, enhancing their life skills like; leadership, communication, teamwork, and project management, all registered by Student Government. There are several active clubs and societies including but not limited to

- Young Diplomats Forum
- Michezo Africa (Drama Club)
- Club for Hotel and Tourism Students
- Peer Counseling
- Business
- He for She
- Japanese
- Chinese
- Music/Dance
- AIESEC
- I.T. Club
- Red Cross
- French
- Environmental Society (ENSO)
- ENACTUS
- Pharmacy
- Criminal Justice
- Presidents' Award

- Rotaract
- International Youth Fellowship (IYF)
- Hult Prize
- Film
- Speak up
- Spoken Arts & Debate Society (SADs)

5.4.2 The Yearbook

The Yearbook, published once a year, is memorabilia for graduating students. The book is compiled and edited by a committee under the supervision of faculty from the journalism program. The Dean of Students' office oversees the work of this committee.

5.4.3 USIU-Africa Student Association (SA)

The Student Association is a recognized duly registered student body in USIU-Africa. It operates following the university's constitution and philosophy and forms the Student Association Cabinet (SAC). Students are registered members of the Students Association and have the right to participate in student government activities. They should read the University Catalog, Student Handbook, and Student Association Constitution for policies that govern their academic life.

5.4.4 Student Association Cabinet (SAC)

The Students Association Cabinet (SAC) is the university's governing body responsible for student welfare, collaborating with students, faculty, and administration on activities and policies about the interests of the student community. SAC is composed of the following officials that are elected by the Electoral College per the Student Organization Constitution

- Chairperson,
- Vice-Chairperson,
- Secretary General,
- Treasurer,
- Social Welfare Representative,

- International Students Representative
- Representative for Persons with Disabilities.
- The DVC SL or designee plays an advisory role to SAC.

The Electoral College: This is a body consisting of three student representatives from all the schools that are elected by schools to elect the Students Association Cabinet. The Electoral College also acts as a school representative, addressing academic matters, liaising with faculty, and providing feedback to university administration.

5.4.4 The International Students Affairs

USIU-Africa is home to over 70 nationalities. As a result, we make deliberate efforts to ensure that the interest of international students is taken care of by the international student affairs office.

All International students are advised to visit the University website and access the International Students Handbook for information on: -

- Immigration documents required by foreign students to study in Kenya
- Money matters
- Places to visit in Kenya
- Safety Abroad (on and off campus)
- Transitional issues, etc.

Besides addressing the welfare of international students, this office sources and makes available study abroad and exchange programs for students. The office Coordinates student exchange/study abroad programs and conducts orientations on the 5th week of each semester.

5.5 The USIU-Africa Counseling Center

The university has a state-of-the-art Counseling Unit whose aim is to support students in

navigating academic and social challenges while promoting mental health, life skills, and healthy lifestyles. The staff at the Center offers professional, quality, holistic, objective, non-judgmental, culturally sensitive, and rights-based counseling services.

5.5.1 Services provided at the Counseling Center include: -

1. Individual/Personal Counseling Services both face-to-face and virtual through online platforms
2. Group counseling: Students with similar issues come together to share experiences and learn from each other, facilitated by a professional counselor.
3. Awareness programs: Sexual and reproductive health, alcohol, and drug abuse through events, workshops, seminars, class presentations, and notice board campaigns on university platforms.
4. Peer Counselling Club
5. Life skills training programmes
6. Free Voluntary HIV Counseling and Testing (HTS services).

Note: Counselors are available during working hours, but appointments with the Counseling assistant are recommended for timeliness.

5.5.2 HIV Counseling and Testing - The HIV/VCT

The University has established a robust AIDS Control Unit and a well-equipped HIV Voluntary Counseling and Testing office to effectively manage HIV and AIDS responses. The mandate of the unit includes.

1. Provide free HIV Counseling and Testing to the USIU-Africa Community.
2. Provide a framework for guiding the implementation, monitoring, and evaluation of HIV and AIDS activities at all levels.
3. Coordinate, plan, manage, and implement programs and activities in line with the HIV and AIDS policy.

4. Training, awareness creation, and research support on matters of HIV and AIDS
5. Spearhead the fight against the spread of HIV and AIDS at all levels.
6. Coordinate resource mobilization, planning, and budgeting in liaison with other partners.
7. Develop a shared strategy aimed at preventing the spread of the HIV and AIDS pandemic and mitigating its impact.
8. Ensure that HIV and AIDS are mainstreamed into the core functions of the University.
9. Organize and execute outreach programs for the local community.
10. Design an HIV and AIDS curriculum and facilitate the training of peer educators and others.
11. Undertake the review of the HIV policy from time to time to ensure relevancy.
5. Transparency as appropriate, while respecting the principles cited above.

Notification

The Deputy Vice-Chancellor (Student Life) is responsible for the coordination of the internal administrative response and support. The Dean of Students will manage the details relating to support for the family and students impacted.

1. An initial communication to the family and the public will be put out by the Vice Chancellor or the designate
2. Any witnesses will be required to be respectful of this process and refrain from posting information on their social media sites until an official announcement has been made.
3. In the event of media interest, such communication will be handled by the Vice Chancellor

5.6 Student Bereavement

It is an unfortunate but not uncommon reality that students are deceased or lose family members, friends, and relatives. When faced with this, a compassionate, coordinated, and timely response must occur, appropriate to the circumstances and consistent with the wishes of the family. The university has outlined a standard operating procedure to provide guidance to those responding to student bereavement and to provide the broader community with an overview of the University's response.

While the nature of a student's death may vary, the University will be guided by the following principles.

1. Respect and dignity for the student and the family's wishes.
2. Concern for the well-being and support of current students and the campus community.
3. Discretion in the disclosure of information and compliance with all relevant legislation.
4. Cooperation with external officials as required and compliance with all relevant legislation.

Demise of a Student's Relative

If a student will be absent because of a bereavement, the student is required to notify the university as soon as possible. A notification will be made by the student to the Dean of Student and copy to the Dean of his or her school informing of the death and requesting to be allowed to be absent from class for a specified period.

The Dean of Students will manage the details relating to support for the student including making referrals to the Counselling center for support.

General Procedures

1. Upon request, affected students may be allowed to withdraw from the semester. In such circumstances, the student may apply for an exemption from tuition fees for that semester under the University's Academic and Finance Policies for such requests.
2. The student who is in mourning will be given a reasonable number of days to make up for any missed academic activity as guided by the Dean of their School.

Insurance Cover: The University has subscribed for the insurance cover that advances the benefits for students who lose their lives during their studies. The insurance benefit will be subject to the policy in place and the related terms and conditions. The Dean of Students will advise the beneficiaries and support them in the process of accessing the same.

5.7 Disability Inclusion

USIU-Africa is founded on strong principles of diversity and inclusivity and as such has elaborate policies, and procedures to ensure that facilities, services, and processes are inclusive and meet the needs of all people. In designing its offerings, USIU-Africa has endeavored to ensure it serves all students with all forms of disabilities.

The Disability Inclusion Office is responsible for ensuring the implementation of the inclusivity agenda in the university. This is to fair and equal access to students with disabilities in accessing education, equipped with assistive technologies and specially designed furniture.

5.7.1 Supporting Students with Disabilities and Special Needs (SWD & SN)

Disability: any long-term physical, mental, intellectual, or sensory impairment, which in interaction with various barriers may hinder a student's full and effective participation in academic, social, and other campus activities.

Reasonable Adjustments/Accommodations are the modifications to instructional methods, materials, tools, assessments, physical infrastructure, work requirements, and policies that are necessary to ensure equal participation of students, staff, faculty, and stakeholders with disabilities and special needs.

5.7.2 The University's Commitment to Supporting SWD & SN Will Be:

1. "Towards an inclusive environment and quality provisions for Persons with Disabilities, and other Special Needs (SWD's & SN)"
2. Providing equal opportunities and support to all SWD & SN, respecting their rights, and ensuring quality education to help them reach their full potential.
3. Provide reasonable adjustments and accommodation guided by the principles of respect, inherent dignity, participation and involvement, inclusion, equity and equality, non-discrimination, and accessibility.
4. Uphold the Rights of SWD & SN.

5.7.3 SWD & SN's Rights and Privileges

1. Self-respect, dignity, and self-sufficiency: The assistance and support provided to SWD & SN must be done with their full consent and inclusion.
2. Self-representation in processes and structures of decision-making on issues that affect them. In situations where they cannot represent themselves, they have the right to choose/nominate someone to represent them.
3. Training on the use, care, and maintenance of whatever institutional assistive devices they may be reliant on to enhance and support their abilities and accessibility.
4. Access appropriate and relevant services according to the type or category of disability that one possesses.
5. Full inclusion and integration into appropriate functions, programs, and activities in the university.
6. Participate fully in appropriate curricular and co-curricular functions and utilize all services offered to other members of the university.
7. Appropriate and reasonable adjustments, as may be possible, concerning learning and physical accessibility.

5.7.4 Students with Disability: SWD & other SN's Responsibilities

1. Provide information to the Office of Disability and Inclusion to facilitate the provision of reasonable accommodation.
2. Support and inclusively engage the University in its quest for systemic changes of creating a usable, equitable, sustainable, and inclusive physical, information, curricular, and social environment for disability growth.
3. Cooperate with the institution's diverse community to facilitate all aspects of campus life so learning, working, and living are universally accessible and inclusive.
4. Respect and appreciate arrangements made towards the provision of reasonable accommodations, programs, services, activities facilities, and academic adjustments and/or auxiliary aids and services by the University.
5. Meet and maintain minimum qualifications and standards for university courses, programs, services, and activities. This includes but is not limited to: Student Code of Conduct, residence hall standards, all academic requirements as written in a syllabus, degree requirements and other general academic requirements.
6. Access services from within and outside the university that will facilitate their learning and working.
7. Understand and advocate for their rights.
8. Register with the disability assistive services available at the university; and participate in assessing the quality, relevance, and impact of the services offered to them.
9. Notify the Office of Disability Services should a situation arise with any disability-related issue. Raise any feedback they have on accommodations requests, grievances, or subject treatment with the Disability Office and are liable to receive timely feedback.
10. Advocate for their needs and barriers they may encounter around the campus facility by engaging all stakeholders even through the Disability Inclusion office.

11. Foster a culture of Inclusion through participating in awareness raising, sensitization, and training on Disability Inclusion.
12. Participate in co-curricular activities as per their preference.

5.7.5 Privacy, Confidentiality and Disclosure

The university's privacy and confidentiality policies apply, requiring explicit consent from individuals with disabilities (SWD & SN) through a Disability Disclosure Form. Although not required during recruitment, admission, or registration, it is advisable to disclose their condition early. **The university is not responsible for individual adjustments.**

5.8 Gender, Equity, and Protection

USIU-Africa has Zero tolerance for sexual harassment and any form of discrimination. The University has established a Gender, Equity, and Protection office responsible for ensuring adherence to the current legislation and international conventions on matters of gender equity and protection within the university. The office provides prompt responses to and effectively stops problematic behavior, prevents its recurrence, and remedies its effects as per the provided guidelines to ensure that the university is a safe space for all.

USIU-Africa prohibits all forms of sexual gender-based violence and discrimination on or off campus. Prohibited conduct includes sexual harassment, gender-based violence, sexual misconduct, harmful practices, sexual assault, interpersonal violence, and all forms of gender discrimination. The office is also tasked with providing technical oversight on gender mainstreaming and equitable transformation considerations for all USIU-Africa processes, functions, and services. The Gender Equity and Protection Brochure is available on the university website and can be accessed through the following link:

<https://www.usiu.ac.ke/assets/file/90075b3b-gender-equity-protection-brochure.pdf>

Contacts:

- **For harassment OR Gender-Based Violence;** Tel: 0782 539 361 (Accessible 24 hours) Ext. 210
- **USIU-Africa Counselling Center:** Tel: 0730 116 311. Ext. 748,750,746 or 790
- **USIU-Africa Security Department:** Tel: 0730 116 266/0730, Ext. 116 320
- **USIU-Africa Health Center:** Tel: 0730 116 720/0730 116 760, Ext. 759,760,764

5.9 The Placement and Career Services Department

The Placement and Career Services (PACS) department supports the institution's mission by helping students and alumni develop career, education, and employment plans. It also ensures retention and growth within employment or self-employment through comprehensive programs under advising, training, placement, and linkages pillars.

5.9.1 Services Offered

- Career Advising
- Training
- Industry engagement and placement
- Research and community outreach.
- Industry engagement and placement

The main activities of the department include but are not limited to the following.

1. Develop career services programs that will help students in exploring and planning career options.
2. Work with students on their needs for career development.
3. Conduct training, workshops, lectures, presentations, and other events to develop career planning and employability skills for students.
4. Coordinate with academic advisers to help students in making career choices based on their academic majors.
5. Research and analyze current employment trends in various industries and put programs for job and internship placements.
6. Conduct career awareness events for students and execute outreach programs to promote career services among students.
7. Enable students who are struggling in specific courses to work with peer tutors to address challenges they are facing during coursework leading to improvement.

Contacts:

Head of Placement and Career Services Ext 779

Career & Placement Officer Ext 778 OR 796

The PACS offices are located at the Freida Brown Student Center on 1st Floor.

6.0 POLICIES AND REGULATIONS FOR STUDENT ACTIVITIES



6.1 Guidelines on Posters and Use of Official Electronic Media on Campus

1. All Student Association (SA) related activity posters, flyers, advertisements, notices, and any activity students, **MUST** be approved and where appropriate, stamped by the Student Association Cabinet (SAC) or the Sports Committee (SPAC) in the case of sports.
2. These posters, notices, or advertisements should meet the following standard
 - a. 75% of all writing is in English or translated.
 - b. The items do not advertise prohibited items such as drugs, cigarettes, or alcohol.
 - c. The literature is dated and signed.
 - d. The event has been approved by the respective officer of the Student Life Division or club/sports Patron.
3. The Housing Officer or a designated Resident Assistant must authorize any literature that is posted on the Hostel notice boards.
4. Material for websites, electronic media, or social media outlets must adhere to university regulations, including copyright and Data Protection laws, and be reviewed by the club or sports or patron's office overseeing the club or activity with the Student Life Division.

Final approvals must be obtained from the Director of Marketing and Strategic Communication

All social media posts should comply with social media policy.

6.1.1 Use of Surfaces, Bulletin Boards & Spaces

1. The Dean of Students Office, University Officers, and SC may approve the use of bulletin boards and electronic media devices for official University, club/sports team, SC events, or student-related information.
2. Campus bulletin boards and electronic media channels require prior approval for commercial use, and notices must be removed two weeks after posting, except for student election campaign materials to be removed under the stipulated time.
3. The use of exterior and interior surfaces in residence halls is subject to regulation by the University through the Head of Housing.
4. Informational materials are prohibited from being placed on vehicles or unapproved surfaces in university buildings to prevent littering.

5. Except for student election materials which are governed by Election Procedures, no other signs, exhibits, works of art, displays, temporary structures, or other materials may be posted or displayed on university grounds or adjacent to university facilities without prior written approval.
6. No materials may be fastened to any part of a facility except on spaces provided for this purpose. Materials may not interfere with the ingress, egress, or safety of any individual using a facility. If the posting or display of any material could result in damage to a facility, prior written approval must be obtained from the Operations Manager.
7. In addition to being subject to those consequences associated with violations of this policy, persons responsible for damage to walls or other surfaces resulting from a violation of this paragraph shall pay the cost of repair and may be subjected to applicable disciplinary and criminal laws.

6.2 Policy on Use of University Facilities or Services

The University Academic Program Administrators schedule academic classes in all buildings, Class scheduling, and academic activities take priority in the use of all university facilities.

The University's members can reserve auditorium, TV, and boardrooms through the LibCal, <https://usiu-ke.libcal.com/> application on the USIU-Africa website accessible to students, staff, and faculty.

Members of the university community must reserve university facilities for internal events by contacting the persons responsible for approving specific facilities and programs.

Once approved for use, a confirmation email on the availability of the room is sent to the patron.

The confirmation email should be used at the respective security desks to request access to the room.

For use of university facilities involving external participants please contact the Advancement and Partnership Division at devt@usiu.ac.ke / partnerships@usiu.ac.ke

6.2.1. Guidelines Apply When Reserving A Facility (Open Spaces and Sports Fields)

1. Requests to the relevant offices must be in writing and copied to the relevant office as listed.
2. Requests should be made at least a month before the anticipated event.
3. Any use of university facilities must not violate the University policy of non-discrimination, littering, or substance abuse among others.
4. Activities in or on university facilities must not violate the policies, regulations, or laws of the Republic of Kenya including noise pollution.
5. Use of any facility shall not be authorized where such use may disturb the conduct of university activities.
6. Use of any facility must be appropriate for the size, design, and purpose of the facility and must not pose an undue burden on university resources.
7. Events or activities that may require the use of fire/fireworks must get prior approval from the Deputy Vice Chancellor of Finance and Operations (DVC FinOps) and Head of Security.
8. The University reserves the right to cancel or modify reservations of external organizations if they conflict with its central education mission functions.

7.0 THE UNIVERSITY LIBRARY AND INFORMATION CENTER



7.1 Library and Information Center

The United States International University-Africa Library promotes knowledge discovery, skill acquisition, and intellectual development to prepare students for a technologically advanced world. Its staff actively participate in teaching, research, and community service by selecting, organizing, presenting, and preserving information resources.

7.2 Library and Information System Access and Support

The library offers a range of relevant academic information resources, both print and electronic, with password-protected access for online learners.

7.3 Library Rules and Regulations

7.3.1 Admission

The library is open to registered students, faculty members, staff, administration, technical team, and alumni at an annual fee, as per the prescribed rate at application time. Other users can borrow books at prescribed rates for various durations.

7.3.2 Access

The university community is required to access the library via a biometric/RFID system, and

failure to comply with regulations may result in disciplinary action.

7.3.3 Borrowing (General)

1. Library materials can be borrowed, except for reference works, periodicals, Archive collections, American collections, Africana collections, UN collections, and temporary short-loan materials in high demand.
2. Loaned items cannot be transferred between borrowers but must be returned to the library and formally re-issued.
3. Borrowers are personally responsible for the safe custody of loaned materials and are required to cover the cost of replacement for lost items.
4. Borrowers are responsible for paying compensation set by the University Librarian for any damage to items while on loan, which will be retained by the Library after payment or replacement.
5. Library materials can be loaned to other libraries at the librarian's discretion.
6. Library materials borrowed from other libraries are subject to the terms and conditions of the lending library.
7. The librarian has the authority to decline the issuance of specific items or limit their circulation as needed.

7.3.4 Period of Loan

- | | |
|--------------|----------------------|
| 1. Faculty | 15 books for a month |
| 2. Staff | 6 books for 2 weeks |
| 3. Doctorate | 15 books for a month |
| 4. Students | 10 books for 2 weeks |
| 5. Alumni | 2 books for 2 weeks |
| 6. Others | No borrowing |

All registered members may borrow audio-visual materials for two (2) days. Note: Issuing of short loans and circulating materials on Sundays begins at 11.00 a.m. to 4.30 p.m.

Renewal: Items can be renewed twice, unless there are holds, and in person if not with you. High-demand items may not be renewed under conditions that;

- The item is not overdue.
- The item is not on reserve or in heavy demand.
- You have not previously renewed the item or you have renewed it once.
- You have no blocks in your account.

7.3.5 Penalties/Fines

Infractions of library rules, such as improper removal of materials without documentation and late return of books, may result in fines and suspensions.

Fine limits: Library fines vary for overdue items, circulating books, course texts, short loans, and audiovisuals. Lost or damaged items must be replaced according to library policy.

Note: All fines must be paid in the Finance Office.

7.3.6 Inter-Library Loan

Inter-library loan services from other local libraries can be requested, with introduction letters from the Librarian. A charge may be incurred to meet photocopying expenses, should there be a need to photocopy.

7.3.7 Sanctions

All persons registered to use the library are required to abide by the regulations of the library.

7.4 Library Discipline

1. Order & silence shall be maintained in ALL Library areas always including study carrels*
2. Food and drinks or any other materials that could accidentally damage library property, will not be brought into the library. *
3. Use of communication devices in the library including mobile phones is prohibited*
4. Discussion in the library's open areas is prohibited.
5. Booking of seats in the library is prohibited.*
6. Sleeping in the library is prohibited.*
7. The marking, defacing, or mutilation of any library material including audiovisual material is strictly prohibited.
8. Attempted theft/theft/stealing of library materials is prohibited.
9. Obtaining or using a Library card under pretenses is not allowed
10. Removal of computer components including mouse, cables, etc. from one computer to another is not permitted
11. Behavior that adversely impacts other individuals' use or access to Library facilities and resources is not allowed*
12. Moving of seats from one table to the other is prohibited.*
13. All readers leaving the library in possession of books, papers, bags, and overcoats must show them to the library security at the exit point.*
14. All readers are prohibited from re-shelving reading materials. Materials used should be left on the tables or un-shelved books shelved*
15. Loaned items may not be transferred from one borrower to another but must be returned to the library and formally re-issued.*

16. Items not returned within the loan period shall be subject to overdue fines. *
17. If an item is reported as lost or damaged (within 120 days from the due date), the cost of the item shall be double the current cost price or the user will be required to make a replacement of the current edition as per the replacement policy.
18. Photocopying of more than 10% of any document is punishable under the copyright
19. law of the country.
20. Time allowed for usage of the library must be observed. After the second bell, every library user should be on their way out. *
21. All materials leaving the library must be legally discharged by the librarian.
22. No visitor will be allowed to tour or use library facilities except with express permission of the University Librarian.
23. Study carrels are treated as shared spaces and not reserved for individual use. They are issued on a first come first served basis (NOTE: Carrels are reserved for faculty, doctoral, and graduate students)
24. Any acts that violate the essence of the University Library policy.

The university librarian will handle infractions marked with an asterisk (*), while other violations follow the student code of ethics. Warnings, probation, and repeated violations may be referred to the disciplinary committee.

7.5 Library Opening Hours

During the Semester:

Monday to Friday:	8.15 am - 9.00 p.m.
Saturday:	9.00 a.m. - 6.00 p.m.
Sunday:	11.00 a.m. - 5.00 p.m.
Public Holidays:	CLOSED

During the Academic Breaks:

Monday to Friday:	8.15 am - 5.00 p.m.
Saturday:	CLOSED
Sunday:	CLOSED
Public Holidays:	CLOSED

The opening hours depend on the day of the week and time of the year, i.e., whether during semester or vacation.

7.6 Key Library Links

1. VPN installation Guide for remote/off-campus access
2. Library OPAC
3. LibGuides
4. AskALibrarian Live Chat (8:00 am to 9:00 pm every day of the week)
5. LibraryHelpDesk: askalibrarian@usiu.ac.ke OR libraryhelpdesk@usiu.ac.ke
6. Library subscribed to local and international Magazines and newspapers
 - International magazines and newspapers <https://www.pressreader.com/catalog>
 - Daily Nation <http://epaper.nationmedia.com/>
 - Standard Newspaper <https://cx.usiu.ac.ke/ICS/Library/>
7. Library Downloads
8. Library FAQs
9. A-Z database list

7.7 Contacts

E-Mail askalibrarian@usiu.ac.ke & libraryhelpdesk@usiu.ac.ke

Online/live chat services @ <https://library.usiu.ac.ke>

Library WhatsApp chat line: 0782620858

You may also call the following telephone extensions 254, 371, 364 252, 292,549,373,235,429



8.0 INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)



The ICT Department plays a critical role in enhancing teaching, learning, research by integrating technology and empowering students, faculty, and staff.

8.1 Serviced Provided by ICT

1. Access to computers during classes in the various laboratories located in the Lillian K Beam Building the Instruction room located in the Library and the Main Lab. ICT and psychology lab in the school of humanities.
2. Access to computers in the Main Lab for academic research purposes and academic work.
3. Access to the computers in the e-resource area of the library for academic research purposes.
4. Printing, photocopying, and scanning services are available provided students top up their printing accounts in the finance office.
5. Wireless Internet Access in designated areas of the campus.

8.2 Other services available include.

Access to registration information, fee statement, and grades on the University's Enterprise Resource Planning (ERP) system, CX or CARS.

The University's e-learning platform - Blackboard.

Portal to manage login accounts (password reset, password change, unlocking accounts) by registering on <https://myaccount.usiu.ac.ke>

Official USIU-Africa email account on the Microsoft platform.

Multimedia services. This includes video conferencing, public address services, live events coverage, etc. Wireless Internet in designated indoor and outdoor areas on campus.

8.3 List of ICT Labs Available to Students

Lab 1 Lab 5 in the Lillian K Beam Building
Software Lab in the Lillian K Beam Building

Hardware Lab in the Lillian K Beam Building
Journalism Editing Lab in the Lillian K Beam Building

Journalism Mac Lab 1 and 2 in the Lillian K Beam Building
Psychology Lab in the SHSS

Instruction Room in the Library
e-resource area in the library

Main Lab
Film editing room in the SCCA

Animation Lab 1 & 2 in SCCCA
Computer Lab in the SHSS

8.4 ICT support services are available by: -

On Campus – call Extension (Ext) 333 which directs your call to the ICT Call Center, Off Campus – call +254 20 3606 333, On or Off Campus – Students can also reach the ICT helpdesk via WhatsApp at +254 735 000 377

Send an email to helpdesk@usiu.ac.ke. This MUST originate from your official USIU-Africa Microsoft Office365 account.

Multimedia services are available by sending an email to helpdesk@usiu.ac.ke and booking of facilities must occur at least 48 hours before the expected function's start time.

8.5 Computer Lab Regulations

1. Access is granted to registered students only
2. Laboratories have faculty and supervisors who are responsible for assisting and ensuring that equipment is safeguarded.
3. Students should always show their Identity (ID) Cards with the appropriate sticker in place to security personnel every time they enter these facilities.
4. Students are NOT permitted to play GAMES or do personal work in the laboratories. These are strictly for academic research and academic work.
5. Pirating of software, music, videos, and any other electronic information is NOT permitted.
6. Students are not permitted to modify any application or delete any system/application file.
7. Students are not allowed to move equipment in or out of any laboratory.
8. Food and drinks are NOT allowed in the computer laboratories.
9. Students should NOT make noise or cause disturbance in the Lab premises.
10. Fraudulent, harassing, or obscene messages and/or materials must NOT be sent, printed, requested, displayed, or stored within the USIU-Africa computing system.

NOTE: Any student found in contravention of these rules or acting in contravention of the University's Fair Usage and ICT policies will face disciplinary action.

8.6 Data Security and Ethics

- The University ensures computing security.
- Users must engage in “safe computing” practices, including setting access restrictions, guarding passwords, and regularly changing them.
- Students can manage their login accounts (password reset, password change, unlocking accounts) by registering at <https://myaccount.usiu.ac.ke>

8.7 Data Security Guidelines

1. Data transfer on the University network should be for academic purposes only e.g., academic research and assignments.
2. All personal devices on campus must have the latest anti-virus installed and activated.
3. All data should be scanned for viruses and other malware before being used, saved or transferred onto the University network.
4. Transmission of harassing, discriminatory, or otherwise objectionable e-mails or files (as determined by the recipient) is strictly prohibited.
5. Use of another person's account or access to their personal information without their consent is strictly prohibited.
6. Access to ICT services is provided initially using standard passwords. Protect your password and change it immediately upon activation or when you suspect it may have been compromised.
7. Students will be held personally responsible for all activities that occur using their account login credentials.
8. Students should NOT save data onto local hard drives since these could fail and/or be formatted or replaced without notice.

NOTE: Users should be aware that university computing resources are intended to support our core business learning and research. These can be queried routinely or when the need arises to establish patterns, accountability, and responsibility for activities that place the University at risk.

8.8 Bring Your Device (BYOD) Guidelines on Campus.

1. All personal mobile devices e.g., laptops, tablets, etc. using ICT facilities on campus should be registered with the ICT Division.
2. Personal mobile devices should be presented to security personnel for inspection upon request and signed in and out of various buildings on campus.
3. Mobile devices that access the wireless network MUST have licensed software and a current, up-to-date antivirus running.
4. It is the responsibility of the owner of a personal mobile device to have it in proper

5. working condition.
6. Mobile device use for authorized software or data access without authorization is criminal and highly prohibited, students may face full law enforcement for such activities
7. Personal mobile devices are not allowed in teaching laboratories without explicit authorization from ICT, lab supervisor, or faculty, and can only be plugged in at the designated section.
8. Students will be held personally liable if they are found to have engaged in acts that expose the University network to ICT security risks.
9. Personal mobile devices should not be used to engage in profit-making activities, personal gain, or in any way that is likely to compromise the University's mission.

***Please contact ICT should you need clarification on the University's BYOD policy.**





9.0 USIU-ONLINE



The USIU-Online is the eLearning Directorate responsible for managing teaching and learning activities at the University. The department;

- Serves as the administrative and coordinating hub for instructors and student interaction in the online learning process at USIU-Africa.
- Facilitates and coordinates activities for the development of online learning at the University.
- Trains and equips instructors with the capacity to effectively design and deliver online learning.
- Facilitates the design, preparation, and review of course materials for use in online learning in collaboration with subject matter experts.
- Coordinates instructor training and certification for online teaching.
- Provides students' orientation for online learning.
- Provides technical support to faculty and students for online teaching and learning.

9.1 Online Student's Expectations:

A successful online student is:

1. Self-motivated and works well independently.

2. Follow the instructor's written directions well.
3. Have strong reading and writing skills.
4. Are good communicators and will contact the instructor when questions or confusion arise

9.2 Student Commitment:

1. Your commitment will require at least as much time as you dedicate to a traditional class.
2. A typical three-credit hour class will require approximately nine hours per week of your time.
3. You will need to carefully read online lectures and textbook chapters.
4. Participate in online activities and watch online videos, participate in online discussions, and complete weekly quizzes.
5. Conscientiousness, attention to detail, and skills in reading and writing are critical for success.

9.3 Computer Requirements:

1. A computer (desktop/laptop) that is less than 5 years old will work.
2. The computer user must have administrative rights for downloading and installing software applications and extensions.
3. A Webcam shall be required for interacting in course activities that require video feedback from students (such as Zoom), video test proctoring (such as Respondus Monitor), or other third-party tools.
4. Stable Internet connection, preferably connected to an access point using an Ethernet cable. Consider having a backup internet connection such as a 4 G-enabled phone or modem.
5. An updated Internet browser, such as Mozilla Firefox and Google Chrome is preferred.
6. Respondus Lockdown Browser and Monitor for taking proctored tests and exams.
7. Microsoft Office suite (includes Microsoft Word, Excel, and PowerPoint). Students have free access to install the suite on their computers. (Consult ICT helpdesk).
8. Updated Anti-virus software.
9. Learning applications will be availed on

the USIU-Africa network based on course outline/syllabus requirements. Lecturers will provide further details for the respective courses.

9.4 Technology Support

1. All online learners will be given a USIU-Africa username and password to access all ICT resources.
2. The credentials follow this convention: e.g. user named John Smith/ jsmith@usiu.ac.ke; Password: [Issued by the ICT Helpdesk]
3. The credentials issued shall be used to access all these ICT services. The same links are available on the university website: www.usiu.ac.ke
4. All online learners will be given access to the student portal where they can access so much information, including the following;
 - Register for courses.
 - Download course and fee statements.
 - Course evaluations
 - GPA projections
 - View grades for courses taken



10.0 THE STUDENT CODE OF CONDUCT: NON-ACADEMIC



10.1 Conduct Jurisdiction

1. The university has the authority to safeguard the safety, reputation, and well-being of its campus community, facilities, and programs, requiring all students to adhere to the Student Code of Conduct.
2. It is expected of students to follow USIU-Africa policies and Kenyan legislation, breaking the law could result in fines set by civil authorities.
3. The university may exercise its authority in situations where its interests are at stake whereby the Vice Chancellor or a designee will decide whether to take legal and/or disciplinary action.
4. If a student finds themselves facing prosecution in the criminal or civil judicial system, the university will not be held liable.
5. Any breach of university regulations, Kenyan statutes, or civil law will be treated as a university disciplinary case, regardless of whether it occurred on campus or off.
6. The university's disciplinary punishment cannot be challenged if criminal charges related to the same incident are dropped or reduced.
7. The university's disciplinary authority does not protect students from civil process or criminal prosecution, nor does it imply the institution views it as a replacement.
8. Cases against organizations, associations,

or groups are considered if a significant number of students involved in alleged offenses belong to them or if planning and leadership originated from student members.

10.2 University Disciplinary Authority Promotes

In general, the university, by its disciplinary authority, attempts to promote:

1. Highest possible care and diligence especially within matters which impinge upon academic achievement and standards, as well as on the personal integrity and morale of students.
2. Protection of both university and personal property.
3. Interest in the mental and physical health and safety of members of its community.
4. Concern for preserving the peace for ensuring orderly procedures.
5. Personal and collective responsibility for character development, for maintaining the highest possible standards of decency and good taste, and an appropriate moral climate on the campus.
6. Protection of the university's good relations with the community.

10.3 Conduct Regulations

A student who is found in violation of any of the following regulations is subject to the sanctions provided in this policy.

1. The implications of some violations are so serious that a single incident would require a sanction at or near the maximum.
2. Other violations become significant through repetition or if they are committed intentionally or recklessly.
3. A violation will be regarded as more serious if it is criminal or committed because of race, gender, religion, national origin, disability, or sexual orientation of another individual or group of individuals.

10.4 Disciplinary Sanctions

The following disciplinary sanction(s) comprise a range of official actions that may be imposed for violation of regulations.

- No refunds will be made to students who are suspended or dismissed from the University for Disciplinary Reasons.
- If the disciplinary action results in the loss of any University contracted service for the student, no refund is available.
- students who violate the laws of Kenya may also be referred to the criminal system for prosecution.
- Students found to be using illegal substances or to violate the alcohol use policy, a condition of continuance at the university may include the completion of an appropriate education and/or rehabilitation program.

10.5 Disciplinary Warning

In cases of minor student misconduct;

1. A written action is taken by the Hearing Officer when the individual's conduct merits an official admonition.
2. The student is warned that further misconduct may result in more severe disciplinary action.

10.6 Disciplinary Probations

Probation-Level I This is a serious form of reprimanding that is fitting for the type of violation(s) designated for a certain period by the University Hearing Officer.

1. The student may, if deemed appropriate, represent the University in activities and hold office in student organizations during the time stipulated as probationary.
2. The student is notified that further infractions of any University regulation may result in more stringent restrictions being placed on his/her actions.

Probation-Level II This is the most serious level of disciplinary sanction short of suspension from the university.

1. The student remains enrolled at the University under circumstances defined by the University hearing officer.
2. The student will not represent the University in an official capacity or hold office in any student organization.
3. The student remains in good standing, and their financial aid benefits are not affected by probation, but it will impact future program applications.
4. The probation level indicates that further violations of university regulations may lead to more severe disciplinary action, such as suspension or dismissal from the university.
5. Students on Level II probation may face additional restrictions, including loss of on-campus housing privileges and restrictions from campus events and activities, including the use of university sports facilities.
6. On completion of the disciplinary sanctions, the student must apply to the Hearing Officer for reinstatement.
7. An extension of the sanctions may be affected if the student does not abide by the terms of the suspension.

Interim Suspension

1. If a student's presence on campus poses a serious risk to safety, well-being, or university property, the DVCSL or their designee may suspend or remove them temporarily while full disciplinary proceedings are underway.
2. An interim suspension can be immediately imposed, allowing students 14 days from the suspension's start date to appear before a hearing officer, without warning.
3. An interim suspension restricts a student from university premises, and further disciplinary action may be taken if they return without DVCSL's permission.

Suspension

This sanction is one of involuntary separation of the student from the University for a designated period.

1. The University hearing officer may establish additional requirements, which must be fulfilled to his/her satisfaction, before reinstatement.
2. The student will also be barred from university premises and participating in any University activities.
3. Application for reinstatement is required upon completion of the suspension period.
4. The extension of the suspension period is effective if the group does not abide by the stipulated terms of the suspension.
5. Notice of the suspension will appear on the student's disciplinary records.

Suspension of Group Recognition

This sanction involves withdrawing official recognition of an organization or group for specified periods with conditions for reinstatement or recognition.

1. Total removal or recognition results in complete suspension of the activity of the group.
2. On completion of disciplinary sanctions, the members of the group must apply for their official lifting.

3. An extension of the sanctions may be affected if the students or the group do not abide by the terms of the sanction.

Dismissal

This sanction is one of involuntary and permanent separation from the University.

1. Notice of permanent dismissal will appear on the student's academic history and transcript.
2. The student will also be barred from university activities and premises.

Revocation of Group Recognition

This sanction is permanent cancellation of the official University recognition and privileges of a group such as a university club, a sports team, or a committee and results in suspension of the group's registration and activities.

Restitution Fines

Students or organizations may be obligated to pay damages for violations of the student code of conduct, and may also face restitution fines, including administrative fees for disciplinary proceedings.

10.7 Conduct Regulations

Student violations of policy regulations, particularly criminal or based on race, gender, religion, national origin, disability, or sexual orientation, may result in sanctions.

1. Actual or threatened assault, physical assault, or intentional or reckless injury to self, persons, or property. - **Suspension**
2. Sexual assault, rape or attempted rape, sexual harassment, or any other sexual offense - **Dismissal**
3. Possession, sale, use, transfer, purchase, or delivery of Alcohol, intoxicating substances, or illicit drugs except as expressly permitted by law - **Suspension**
4. Hazing, harassment, bullying, stalking, or any behavior whether verbal, written,

emails, mobile phone texts, or in any other form that can be construed as making someone go through a frightening, humiliating, or abusive experience -

Suspension

5. Causing a disturbance to university activities or programs due to being under the influence of alcohol or other intoxicating substances within the university premises or in any university function or event-

Probation level 2

6. Offensive or disorderly conduct which causes interference, annoyance or alarm, or recklessly creates a risk of harm. - **Probation level 2**
7. Littering, defacing university or private property - **Probation Level 1 and fine of Ksh 2,000.00. Repeat offenders: Probation Level 2 and a fine of Ksh 4,000.00**
8. Interfering with the freedom of any person to express his/her views, including invited speakers - **Probation Level 1**
9. Interference with entry into or exit from buildings or areas or free movement of any person - **Probation level 1**
10. Behavior or activities which endanger the safety and/wellbeing of oneself and /or others, and /or property, including stalking - **Probation Level 2**
11. Disruption or obstruction of teaching, research administration, disciplinary proceedings, or any other university activity whether on or off campus - **Probation Level 2**
12. Wrongful parking of vehicles within the university grounds including but not limited to blocking, abandoning, obstructing, or otherwise interfering with places marked for specific access, reserved or for use only by persons with disability - **Probation Level 1 and a fine of Ksh 2,000.00 imposed on the offender. The vehicle may also be clamped by the University Security Team. Payment will be made at the finance office. Proof of such payment will be required by Security before the vehicle is unclamped. Repeat offenders will be placed on Probation Level 2 and may be denied parking rights within the university compound for a minimum of one semester.**

The university also retains the right to tow, without notice, any vehicle that violates this clause to the nearest police station at the owner/driver's cost.

13. Refusal to display or provide identification upon demand by, or to comply with other directions of university Employees or the employees of contractual affiliates of the university or, of other public officials acting in the performance of their duties, while on university property or at official university functions; or resisting or obstructing such officials in the performance of their duties - **Probation Level 2.**
14. Misuse of university (or university affiliates) documents or facilities including, but not limited to forging, transferring, altering, or otherwise misusing a student ID card, PIN, official letterhead, or other university identifications, or committing any other acts of forgery; conniving to violate policy, or peddling falsehoods - **Suspension**
15. Participation in fraud or making false statements in any application for admission, petition, complaint, request, payment, or in any other Official University document or record including posting on official university sites on the internet /social media handles - **Suspension**
16. Forcible entry into a university building or facility or other premises including private property - **Probation Level 2 and payment of repair charges resulting from any damages or losses to facility or property.**
17. Trespass or Unauthorized presence in a building or other premises - **Probation level 1**
18. Unauthorized possession or use of; firearms, fireworks, dangerous weapons or devices, or possession of restricted chemicals when not authorized, or possession or use of realistic-looking toy weapons that can be used to threaten or harm people - **Suspension**
19. All forms of gross misconduct including assaulting an employee of the university, starting fires or igniting fireworks, unauthorized cooking, possession of or using incendiary devices, or of any form of prohibited explosives - **Suspension**
20. False reporting of a bomb, incendiary

device, or other explosive, or any false reporting of an emergency or falsely accusing others of committing a transgression against others or against the university - **Probation Level 2**

21. Tampering with fire or other safety equipment - **Probation Level 2**
22. Refusal to evacuate during emergency preparedness drills of any kind - **Probation level 2**
23. Damage, destruction, tampering, or defacement of personal, public, university, or university affiliates' property-Probation Level 2
24. Obscenity or lewd or indecent conduct - **Probation Level 2**
25. All forms of social media crime including Cyberbullying, trolling, making threats, making hit lists, harassing and stalking others, posting videos of criminal activity, hacking, and fraud (creating fake accounts or impersonation accounts to trick people – **Suspension**
26. Illegal /unauthorized gambling on campus - **Probation Level 2**
27. Violation of residence hall rules and regulations - **Sanctions as per the residence handbook will apply in addition to the relevant articles under this section.**
28. Misuse or unauthorized use of communication equipment including electronic and non-electronic devices and facilities such as physical or electronic notice boards – **Probation Level 2**
29. Recording the voice or image of another without the prior consent of the individual being recorded or in any way that invades the privacy of others - **Probation Level 2**
30. Unauthorized use of the university logo, facilities, premises, or any other property for
31. Personal, private, or/and commercial purposes - **Probation Level 2.**
32. Soliciting for, receiving, or offering items, funds, or services that can under surrounding circumstances be reasonably construed as a bribe, payoff, or kickback - **Suspension**

33. Forms of protest and/or political agitation that disrupt the normal activities of the university and which can or do interfere with the rights or safety of other students - **Suspension**

34. Theft and/ or knowingly handling of stolen property - **Dismissal**
35. Speeding on Campus, causing accidents or injury to self or others through reckless driving- Banned from driving inside the University for One Semester. - **Probation Level 2**
36. Any acts that violate the essence of the University Code of Conduct that members of the institution are expected to adhere to **Probation Level 2**
37. Unauthorized use of recording devices and equipment including drones, camera etc to take pictures, and record conversations or activities happening during a university event either on or outside the campus - **Probation Level 2**
38. Violation of any of the restrictions, conditions, or terms of sanctions resulting from prior disciplinary action - **Probation Level 2 or Suspension from the University for a set period for serious offenses.**

10.8 Scope, Authority, and Jurisdiction on Discipline

The university has the authority to administer discipline, both on and off campus, and has disciplinary authority over a student;

1. During the regular university calendar;
2. While the student is traveling on university transportation, whether outsourced or
3. internal;
4. At any university-related activity, regardless of time or location;
5. For any university-related misconduct, regardless of time or location;
6. When retaliation against a university employee, fellow student, outsourced services
7. employee or volunteer occurs, or is threatened, regardless of time or location;

8. When a student engages in cyberbullying, stalking, trolling more particularly
9. defined in the Social Media Policy and Cyber Crimes Act;
10. When criminal mischief is committed on or off university property or at a university - related event;

The university has the right to conduct impromptu searches of a student/friend/guardian/family member of the student or vehicle or office or student resident room or any other person or part of the university property if there is reason to suspect that there are dangerous or prohibited items or materials present. A search may also be done at any university-sanctioned activity outside the campus or in any accommodation facility recommended by or hired by the university for use by students.

10.9 Disciplinary Procedures

1. Disciplinary action is intended to identify and correct problematic behaviors or actions.
2. Distinct disciplinary procedures have been designated to ensure the rights of due process and a fair hearing.
3. A collaborative disciplinary approach will be developed at the university level and will include faculty, counselors, students, and administrators.
4. The University Hearing Officer who is also the Dean of Students may issue a letter of interim suspension to allow for investigations to proceed with minimal interruptions.
5. The Dean of Students may also process minor incidents through the issuing of verbal or written warnings or placing students on Probation Level 1 sanction where students admit to having committed the offenses they have been charged with.
6. Serious infractions that attract higher sanctions if proven may require the setting up of a disciplinary panel that will hear and determine each case.
7. The Housing Officer in consultation with the Hearing Officer will process minor incidents

occurring in the residence halls.

8. Serious infractions of the Hostel or University policies will be handled as prescribed in this Handbook.
9. Complaints involving discrimination will follow the procedures outlined in this Handbook in the section titled **“Discrimination: Students Initiated Grievance Procedures”**.

Other incidents will be processed according to the following disciplinary procedures.

10.10 Disciplinary Charges

1. Any member of the university community or university department may bring up charges against any student which must be written and filed in the office of the Dean of Students or designee.
2. Grievances related to sexual harassment or sexual assault, as well as those dealing with any form of discrimination may also be filed directly with the Gender and Equity Protection office.
3. Students with non-academic charges against staff or faculty must file them with the Dean of Students, who will conduct initial investigations and refer them to university authorities for further investigations and processing of the disciplinary charges as may be necessary.
4. A complaint filed against a student in writing should be received within 14 calendar days of the infraction. This time for filing can be extended up to one calendar year by the DVC Student Life or designee based upon unforeseen information or circumstances.
5. After receiving the written complaint, the Hearing Officer or designee will accept it within five (5) working days and begin an investigation within ten (10) working days.
6. The University Security Office may be contacted to help with investigations if needed.
7. The Hearing Officer will notify the complainant in writing of the next steps after the investigations are finished.
8. The Hearing Officer will notify the

concerned party of the hearing date and provide the parties interested in the matter with at least five (5) working days' notice to appear at the hearing if a disciplinary committee is required.

9. The Hearing Officer will chair the proceedings in a 5-member panel comprising two students, a faculty member, a staff member, and the Hearing Officer or designee.
10. All five (5) members will have to be present at a hearing. The Hearing Officer or designee will have a casting vote in case of a tie.
11. The Hearing Officer or Designee will convene all disciplinary meetings.
12. The DVC Student Life, in collaboration with other university organs, will appoint members of the panel who will serve for one year. This period is subject to renewal for one more year.

10.11 Hearing Procedures

NOTE: Special exemptions are allowed in sensitive cases like sexual harassment or assault, without infringing on the rights of any party involved.

1. The alleged offending student will be provided written notification of the time, place, and date of the hearing.
2. Sufficient notice is defined as at least five working days.
3. The notice will include the charges that will be reviewed and other pertinent information about the hearing.
4. An extension may be requested within two days of the receipt of the notice.
5. The student(s) has the right to have a friendly advisor present at the hearing.
6. This could be any member of the university community who is not directly involved in the case at hand.
7. The hearing will be closed to the public, except for an immediate member of the student's family and his/her advisor or witness.

8. The university reserves the right to review individuals participating in the hearing procedures based on their involvement with the incident.
9. Oral or written testimony by the alleged offender student (s) or witness may be presented.
10. Students are allowed to present witnesses to give testimony during the hearing.
11. Such witnesses may be subject to charges of dishonesty within the university disciplinary system if their testimony is deemed to be intentionally inaccurate to confuse the facts in favor of the student.
12. Prospective witnesses, other than the accuser(s) and alleged offender will be excluded from the hearing during the testimony of other witnesses.
13. Any person, including the alleged offender(s), who disrupt(s) a hearing, may be excluded from the proceedings.
14. Persons with declared disabilities who are involved in disciplinary cases will be accorded all the necessary support to ensure a fair hearing.
15. The Hearing will be conducted fairly and impartially.

10.12 Order of Proceedings at Disciplinary Hearings.

1. A suggested order for hearing is as follows:
2. Introductions.
3. Explanation of the Student Disciplinary Procedure
4. Charges (in the presence of the alleged offender).
5. Evidence in support of the charges.
6. Witnesses in support of the charges.
7. Evidence in support of the alleged offender.
8. Witness in support of the alleged offender.
9. Review of the evidence and testimony.
10. Panel deliberations (after accuser and alleged offender have been released)

Note:

1. If an alleged offender fails to appear at a scheduled hearing without a valid excuse, the hearing will proceed to a decision based on the evidence presented.
2. A record of the hearing proceedings must be made and stored securely. The record must be maintained in the Student Life office for two years or until such a time as all appeal procedures are exhausted.
3. Pending action on any charges, the status of the student will not be altered, except in cases involving interim suspensions and only following the procedures for such suspensions.
4. The alleged offender has the right to receive in writing the decision or verdict of the panel that must contain the findings of facts and an explanation of the sanctions.
5. The university Hearing Officer shall prepare the verdict promptly, but no longer than 30 calendar days after the hearing.

10.13 Appeal Procedure

Formal appeals from disciplinary committees or Deans must be submitted within five working days of hearing outcome to the DVCSL, failure to do so may render the original decision final. This procedure, like the university hearing procedures, provides for the internal resolutions of disciplinary-related incidents and is **NOT** a legal forum.

1. An appeal must be based upon one or more of the following conditions:
2. Proven errors in interpretation or implementation of procedures for conduct violations that were so significant as to effectively deny the student a fair hearing.
3. New and significant evidence not previously presented to at the initial hearing is now available.
4. Lack of substantial evidence in the record to support the outcome. The DVC Student Life will limit his/her inquiry to the record of fact from the hearing.
5. In response to an appeal, the DVC Student Life will either grant a new hearing or reject,

modify, or revise the Hearing Officer's decision in writing within ten calendar days. The student will be informed of the time, location, and date of the hearing if one is granted. The hearing could be informal or include the above-described formation of a disciplinary panel. A record of the proceedings will be kept in both cases. After that, the panel will offer suggestions to the DVC SL. The DVC SL's ruling is conclusive.

10.14 Alcohol and Drug Policy

1. USIU-Africa is an alcohol and drug-free environment.
2. USIU-Africa community members and visitors are expected to respect national law, accept accountability for their behavior, and abide by the alcohol policy. Failure to do so may result in disciplinary measures, counseling sessions, or mandated alcohol education.
3. USIU-Africa community members are prohibited from engaging in alcohol-related or drug-induced misconduct, causing disorder, bodily harm, public disturbance, property damage, or danger. Sanctions will be imposed for reported illegal use.
4. Consumption of alcohol or any intoxicating substances is NOT allowed during any University-related travel or function.
5. Sanctions for alcohol or use of intoxicating substances-related incidents will be dealt with as indicated in section 6.1.1 above.
6. Encourage friends and students struggling with alcohol or drug issues to seek counseling, as this is an illness and should be treated equally.
7. Illegal drug possession or consumption is strictly prohibited in USIU-Africa and all university functions, except those prescribed by a physician, violation may result in disciplinary action.
8. In Kenya, possessing an illegal drug such as cannabis, heroin, morphine, cocaine, and opium is a criminal offense.
9. It is unlawful to knowingly be place where any controlled substances (such as marijuana) or narcotics are being unlawfully stored, sold, smoked, or used.

10. The university authorities reserve the right to carry out inspections and/or order drug/alcohol tests whenever necessary.
11. Smoking, vaping, or any form of tobacco use in university buses, buildings, and compounds is strictly prohibited. Security officers will be on the lookout and will file charges against any violators.
12. USIU-Africa has a zero-tolerance policy on drug-related offenses and any violations will result in dismissal from the university.

Drug and Alcohol Abuse Prevention Information

There are several resources on campus where one can receive assistance, these include:

- The Counselling services
- The Health Center
- Peer Educators and Counsellors

10.15 Littering, Graffiti, and Public Nuisance/ Disturbance

The university ensures campus cleanliness and maintains international standards. Students are responsible for maintaining the campus and surrounding areas, including the walkway and roads. Proper disposal of fliers is also required. Offenders face charges and a fine of Kshs 2,000.

Policy Regulations

Littering of the university and its environs is prohibited, items must be properly disposed of in dustbins or disposal containers.

Graffiti: The writing of graffiti in any university building or property is prohibited.

Public Nuisance / Disturbance: The University community is prohibited from creating public nuisances, including rowdy behavior, fighting, and careless driving, with penalties for infractions based on severity.

Implementation and Compliance: If a University community member suspects or witnesses a violation of these guidelines, they should contact the Security Office, Dean

of Students, Human Resources Office, or department manager.

10.16 Policy of Non-Discrimination

1. USIU-Africa provides equal education and employment opportunities without any form of unlawful discrimination, harassment, or retaliation for reporting a complaint. This policy prohibits discrimination between members of the University community including between students and between employees and students.
2. Student Initiated Grievances Procedure: Filing a Formal Grievance/writing to the University Hearing Officer /Dean of Students for investigations.
3. It is important that the student reports the incident completely so that a thorough and unbiased investigation can be made.
4. The University Hearing Officer or designee must acknowledge receipt of the complaint within five working days and proceed with the matter as per the handbook's prescribed procedures.
5. Parties will be promptly notified of any interim actions, and the status quo will be maintained, with no services removed or additional obligations imposed.

10.16.1 Complaints against the University or an Employee

1. Complaints against the University or its employees are addressed by the University Hearing officer, Human Resource Manager, Deputy Vice Chancellor of Student Life, or the Office of Gender and Equity Protection, following the University's policy on discrimination.
2. Complaints against faculty members are handled by DVC Academic Affairs following academic rules, conduct regulations, policies, and procedures.
3. The University Hearing Officer also addresses non-academic grievances related to university policies, procedures, entities, or programs.

NOTE: All Sexual and gender-based violations will be investigated by the Gender and Equity Protection Office under the Sexual and Gender-Based Violence Policy. The investigation report will then be handed over to the University Hearing Officer who will institute the disciplinary procedures in compliance with this handbook and any other relevant university policy.

10.16.2 Complaints Against Students

1. The University Hearing Officer conducts a thorough investigation into student complaints, followed by handling the matter following the guidelines outlined in the Student Handbook.
2. Students violating this policy, including sexual and gender discrimination, discrimination against disabled individuals, and gross misconduct, may face disciplinary action, including suspension or dismissal.
3. The Investigating office or Dean of Students will inform the complainant, victim, and alleged offender within 30 days of the grievance's findings, including discrimination, remedy, and appeal rights.
4. Investigating a Complaint: The following principles are applied during investigations

10.16.4 Confidentiality

The identity of the complainant will only be disclosed to those necessary, including the reporter, victim, alleged offender, and witnesses. All parties involved are respected, and retaliation against alleged discrimination targets or witnesses is a separate offense. Confidentiality will be maintained during the investigation.

10.16.5 Co-operation

If a party fails to cooperate with a university-sponsored investigation, he or she will be subject to appropriate discipline.

10.16.6 Aspects of Investigation

The parties will have the opportunity to present evidence. False evidence presentation is a serious infraction that can result in severe disciplinary sanctions, including university suspension for students.

10.16.7 False Accusation

If a complainant is found to have knowingly or maliciously falsely accused another of discrimination or any other transgression, the complainant may face the sanctions that would otherwise have been levied against the falsely alleged offending person, including dismissal.

10.16.7 Appeals

If either party is dissatisfied with the outcome or resolution, they have the right to appeal the decision. All appeals will be handled as described in Article 6.2.6 above.

10.16.8 Maintaining a Written Record of the Grievance

The University will maintain written records of grievances, investigations, and resolutions, with staff records in the Human Resource Office and student records in the DVC Student Life office.

10.17 Sexual and Gender-Based Violence Policy

This policy prohibits sexual misconduct between members of the University community, including between students, or between students and University employees.

Sexual harassment exists when:

1. The victim or perpetrator may be a woman or a man. An older man/woman harassing younger women/men, seniors harassing juniors regardless of sex.
2. The perpetrator can be a victim's manager, a lecturer, a student, a supervisor in another department, a coworker, a fellow student, an agent of the employer, non-employee such as a supplier, contractor service provider, or client.

3. Where there is inequality of power between a victim and the perpetrator that strongly suggests that the victim engages in sexual relations out of fear.
4. The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
5. Sexual harassment is illegal in all university contexts, including work, conferences, sports, trips, and parties, involving students, staff, and faculty.

Sexual harassment can manifest in various forms such as physical, verbal, and visual harassment.

10.17.1 Sexual Misconduct

- Offering grades or academic benefits in exchange for sexual favors
- Leering at a person or parts of their body in a sexually suggestive manner
- Making promises or threatening reprisals after a negative response to sexual advances. Subtle pressure for sexual activity
- Unnecessary brushes or touches
- Disparaging remarks about one's gender or physical appearance.
- Comments that are sufficiently offensive to cause discomfort and interfere with learning or emotional well-being.
- Sexual assault
- Physical aggression such as groping, pinching, and patting.
- Verbal sexual abuse directly expressed or disguised as humor including sex-based insults, taunts, teasing, or name-calling.
- Whistling suggestively.
- Obscene gestures.
- Favoritism of any kind toward one gender or another.

- Displaying sexually graphic materials including posters, magazines, cartoons, graffiti or messages left on notice boards, desks or sent electronically or in common areas.
- Inappropriate advances in social networking sites, sending or forwarding sexually explicit emails or text messages, or emailing offensive jokes in university computers.

10.17.2 Sexual and Gender-Based Violence Assault

Sexual assault refers to any involuntary sexual act where a person is threatened, coerced, or forced to comply against their will, including rape, acquaintance rape, date rape, and forcible fondling. USIU-Africa prohibits sexual assault, including acquaintance rape,

10.17.3 What should you do if you are a victim of sexual assault?

If you have been sexually assaulted call the police at 999 or 112e, or our Counselling Service at 748, 797,746, 791 or at the Gender Equity and Protection (GEP) Office at 210, GEP Hotline 0782539361 OR GEP Email gep@usiu.ac.ke.

What to do when you are raped:

Step 1

Ensure your safety by going to a safe place.

Step 2

- Do not take a shower or bath as this will destroy the evidence that shall be collected.
- Do not throw away your clothes or burn them. Preserve evidence.
- Avoid passing urine; if you must, put the urine/stool in a bottle/container and carry it to a hospital/health facility.
- Do not brush your teeth or cut your nails.

Step 3

- Seek medical assistance at the nearest hospital or health facility.
- Get preventive treatment for HIV/AIDs, sexually transmitted infections, pregnancy within 72 hours.
- Ensure that the Post Rape Care form is filled and take original and duplicate copies with you.

Step 4

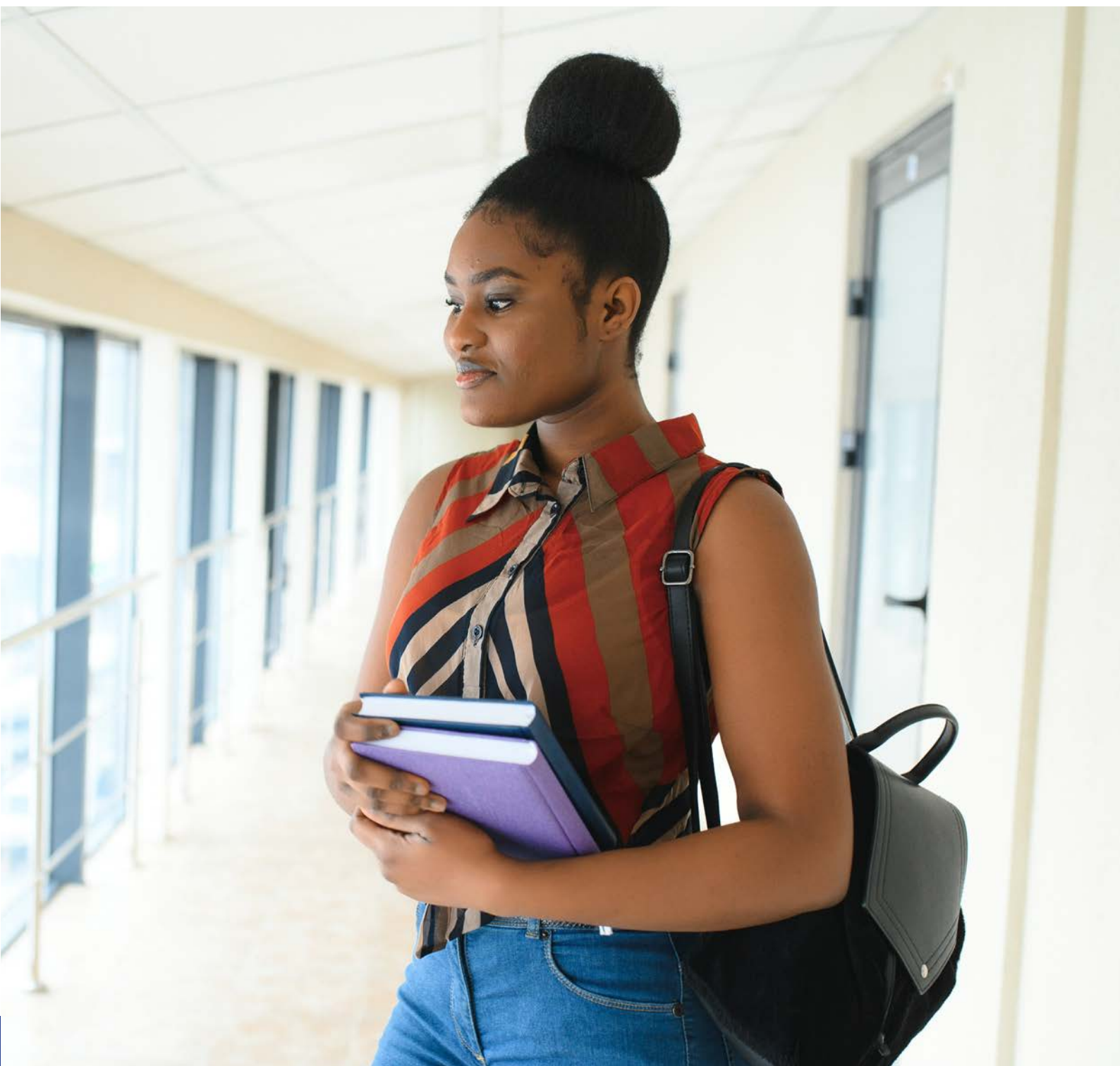
Report the matter to the security within the university and the police

Step 5

It is important that you seek psychological support (counseling) to help you deal with the impact of the assault on your life

Step 6

Seek independent legal redress (get legal advice).



11.0 STUDENT SUPPORT AND AUXILIARY SERVICES



11.1 Catering Services

The university has contracted food service providers stationed on campus to offer quality and affordable food service to the university community. The eateries provide a variety of food services to meet the needs of the diverse university community.

To access the services, the providers have availed different modes of payment to meet the requirements of the student community.

TABLE TO BE INSERTED

11.2 Transport Service

USIU-Africa has two transport services; the university fleet to serve university official functions and the contracted student shuttle services.

Student Shuttle Services: This service is made available to help students shuttle to and from campus. The students can use the contracted transport at a fee payable to the Transport Company through their student accounts at the Finance Office. The service provider has been allocated an office next to the USIU-Africa's transport office where students can obtain the schedules of the buses and make further consultations.

The contracted transport company works in consultation with the Student Government (Student Association Cabinet (SAC)) to prepare transport schedules based on the academic schedules.

11.3 Health Services

USIU-Africa takes a key interest in the health and wellness of the community. The university has a well-equipped health center located on the Ground Floor of Freida Brown Students Centre. This facility attends to all students upon registration. The facility offers several primary care services including

1. Curative services:
2. Clinical diagnosis and treatment of different ailments
3. Lab testing
4. Dispensing prescriptions
5. Minor surgery e.g., stitching of cuts, dressing of wounds, ear syringing, etc.
6. Providing preventive care to students and employees
7. Health counselling
8. Vaccinations
9. First Aid training and First Aid kits

The health Center is open 24 hours a day 7 days a week including public holidays & school holidays except during the December holidays when the University is fully closed.

NOTE: It is advisable for students both Kenyan and Non-Kenyan leaving away from their parents or guardians to take health Insurance coverage to access services that will require to be referred

The health center can be contacted through
Tel: 730611760/762/271.

11.4 Insurance Services

The insurance office located at the Health Centre will support all the student insurance services.

Medical Insurance

10. All registered students are eligible for medical insurance at the prevailing fee, with a range of benefits accruing to members each semester.
11. All University hostels residents and international students are required to have medical cover and are thus charged medical fees except for those who present proof of alternative medical insurance. Students with acceptable alternative medical insurance will be required to send the same to mwanderi@usiu.ac.ke for consideration for exemption from this charge.
12. All students successfully registered for the medical insurance policy will receive confirmation via SMS.
13. Students will use their mobile numbers to access services at any of the hospitals registered for the insurance as per the list shared at the beginning of every semester.
14. The university recognizes that medical insurance plays a critical role in accessing quality medical attention. In this regard, all students both local and international are encouraged to ensure that to register for medical insurance.

For more information contact mwanderi@usiu.ac.ke

Personal Accident Insurance

All fully registered students are insured against accidents and injuries that could lead to death or permanent disability. This scheme is operational when students are in session whether injuries occur within or outside campus. The benefits of the cover include medical expenses reimbursement (up to 600,000), death & Permanent disability cover (up to Kes 500,000) artificial appliances benefit, dental and optical cover, and last expense payment (Kes 250,000) for accident-related injuries only.

To access the insurance services

15. In case of injury while on campus immediately report to the USIU-Africa Health Centre for first aid. In case of a serious injury where the student is unable to reach the health Centre contact emergency line 0730116760/762/271.

16. While at the Health Centre complete the Personal Accident Claim Form (1) obtained in the insurance office located inside the Health Center.

17. Those outside campus should seek medical treatment from a recognized facility and later within the same week pick claim forms from the Insurance Office. The said forms should then be returned to the insurance office with the original medical bills within 14 days from the actual date of injury.

NOTE: Where a student is injured and seeks treatment but fails to complete the prescribed forms all medical charges incurred by the University **shall be charged to the student account within 30 days of such injury.**

Contact USIUinsuranceteam@usiu.ac.ke
Office on extension 271





12.0 CAMPUS SAFETY AND SECURITY



The university has elaborate security protocols to ensure the safety and security of all. While on campus, all students are required to be vigilant and play their role including complying with all security protocols.

Campus Access and Security: Persons with a valid reason may enter University premises, if entry has not been prohibited by any security officer and they comply with relevant policies or procedures applicable to their right of access.

Electronic access: Students walking to campus, driving, or being driven, shall access the campus by use of biometrics or proximity cards (Radio Frequency Identification (RFID). Service points such as the gym, computer and Pharmacy laboratories, Library, and other places where the electronic access system has been installed will be accessed by use of either biometrics or proximity cards (RFID)

University Identification cards: Students shall be issued with university identification cards which should be displayed while on the university premises availed upon reasonable request from any security officer or any other member of the USIU-Africa community who might require such identification in the course of their duties.

Entrance Identification Documents: ALL Visitors shall produce identification documents for vetting, before being granted access to the campus. The identification documents shall be retained at the entrance and collected upon exit.

Security officers may designate a controlled area to regulate access within university premises to ensure the security and safety of people and university property.

Controlled areas: Controlled areas are identified by: signs; locked doors; fences; boom gates; and barrier tape. Students must not access a controlled area without approval by internal security officers:

Security of buildings: Students who require access to any building(s) after working hours should liaise with the caretakers of respective zones in which the building(s) is (are) located.

Lost and Found items:

1. Found items shall be handed over to the nearest security desk.
2. All items received at the security desk shall be labeled and recorded in a lost and found register, and the person handing over the lost item issued with the OB number.
3. At the time the property is handed over, every effort shall be made to establish if the
4. property contains any item from which the owner can be identified.
5. Every effort shall be made to contact the rightful owner as soon as possible.
6. All currency and valuables handed in as found property must immediately be accounted for in the presence of two people and stored in a secure place.
7. Any opened foodstuffs/drinks or anything considered hazardous must be handled appropriately or destroyed for health and safety purposes.

Motor Vehicle Parking Management

1. While on campus, motorists are required to observe a speed limit of 10KPH.
2. Vehicles shall be parked on campus at the owner's risk.
3. Parking of cars on campus shall be on a first come first served principle unless were
4. the parking slots are reserved for certain reasons. Every parking on campus has parking designated slots for Persons with disabilities, no vehicle should be parked in those slots unless it is for the intended purpose and the owner should display a sticker for ease of identification.
5. The responsibility for illegal parking lies solely with the vehicle owner. The University
6. will act against illegally parked vehicles and such action may be taken without warning. Any vehicle that is found illegally parked in a reserved car park or blocking access for other vehicles around campus will be, clamped and the vehicle driver charged following the conduct regulations contained in this handbook.

Photos and Videos

Photo taking and/or video filming of the campus is prohibited except for academic purposes with permission from the relevant lecturer and security office.

Reporting Security incidents

Incidents of a security nature should be reported to any internal security office(s) indicating the date, time, location, persons involved, and nature of the incident.

A felony should be reported to the nearest police station. In case of doubt, advice on police involvement may be sought from internal security personnel on campus. A witness who willingly reports such crimes or incidents to campus authorities may request anonymity to the extent practicable and permitted by local law.

NOTE: Professionals at the Counselling and Health Centre (extension 779) are available to help you cope if you become a victim of a crime.

General Guidelines on security of self and Possessions

1. Awareness reduces the likelihood of becoming a victim. Familiarize yourself with policies including the Sexual and Gender-Based Violence Policy and the Drug and Alcohol Prevention Information located in this Handbook.
2. Attend security awareness, and drug and alcohol prevention programs which are presented by USIU throughout the year.
3. Take responsibility for all your personal belongings. do not leave them unattended.
4. While at the Gym, swimming pool, and other places where locks are provided, use them appropriately to lock your valuables.

For more information, liaise with the Security office at Freida Brown Student Center Ground Floor or on Tel: 730116 774/618

Guidelines for Fire Safety: While on campus, students are expected to adhere to all the fire safety guidelines.

1. Do not overload electrical outlets or extension cords.
2. Never smoke in bed or anywhere on campus
3. Never go back into a burning building!
4. Plan escape routes. Remember that during a fire you may not be able to rely on lights and the main exit may be unusable.
5. Familiarize yourselves with the type of fire extinguishers to use during fire incidents.
 - **Class A:** combustible carbon-based solids e.g., paper, wood, or textile
 - **Class B:** flammable liquids e.g., paraffin, petrol, diesel, or oil (but not cooking oil)
 - **Class C:** flammable gases, e.g., butane, propane, or methane
 - **Class D:** burning metals, e.g., aluminum, lithium, or magnesium
Fires caused by electrical equipment (indicated by an electric spark symbol and not the letter E)
 - **Class F:** fats and cooking oils.

CAUTION: Use extinguishers only for small fires that don't involve great risk. It is important to ensure that you know the location of fire extinguishers.

NOTE: It is against Kenyan law to tamper with or illegally discharge a fire extinguisher. Once a fire starts, get out of the building, alert the nearest internal security officer on campus, and call the fire department from a neighbor's phone or public phone.

6. If you suspect fire on the other side of a door, feel the door near the top. If it is hot, do not open it. If you think it is safe, brace your shoulder against the door and open it cautiously. Be prepared to slam it if smoke or heat rushes in.
7. Because toxic fumes and high temperatures usually fill the higher levels of air, it is best to crawl out of a burning building. Cover your face with a cloth, preferably damp. If the fire alarm goes off, you are to immediately leave the building to go to an assembly point without panic.

Campus Security Policy and Standard Operating Procedures

1. Familiarize yourself with both the campus security policy as well as the Standard Operating Procedures to understand how various security and safety incidents need to be addressed while on campus.
2. The University has Zero tolerance for theft, assault, carrying dangerous weapons, harassment, smoking, drugs, and prohibited substance use.



13.0 UNIVERSITY COMMUNICATION



USIU-Africa appreciates that communicating, frequently, and with consistency is key to sustaining a successful engagement within and without the university. USIU-Africa has a Strategic marketing and communication division in place to support the communication agenda. The division is responsible for managing its marketing and communications channels, including its website and corporate social media presence on various platforms. It also manages the University's brand, including the development of brand guidelines to ensure a uniform look and feel in terms of brand application.

Services offered:

- Disseminate university information to the public, media, parents, and the general public through advertising, press statements, press releases, and a mix of traditional and new media.
- Dissemination of information or news to all internal stakeholders, including students, staff, and faculty, through internal channels.
- Assists schools and departments in developing advertisements and purchasing media space for placement.
- Provides creative design services for various formats like booklets, magazines, brochures, posters, invitations, pull-up

banners, advertisements, merchandise, and promotional items.

- Collaborates with stakeholders to maintain the University's reputation through consistent media engagement strategies and managing potential issues.
- Collaborates with the School of Communications, Cinematic and Creative Arts to offer photography and videography services for university events, requiring booking at least a week in advance.
- Manages Campus This Week, a weekly newsletter.
- Oversee the University's marketing and communications channels, including its website and corporate social media presence on various platforms.
- Support various university events and provide guidance on event planning to maximize visibility and effectiveness.
- Brand custodian

Location and contacts

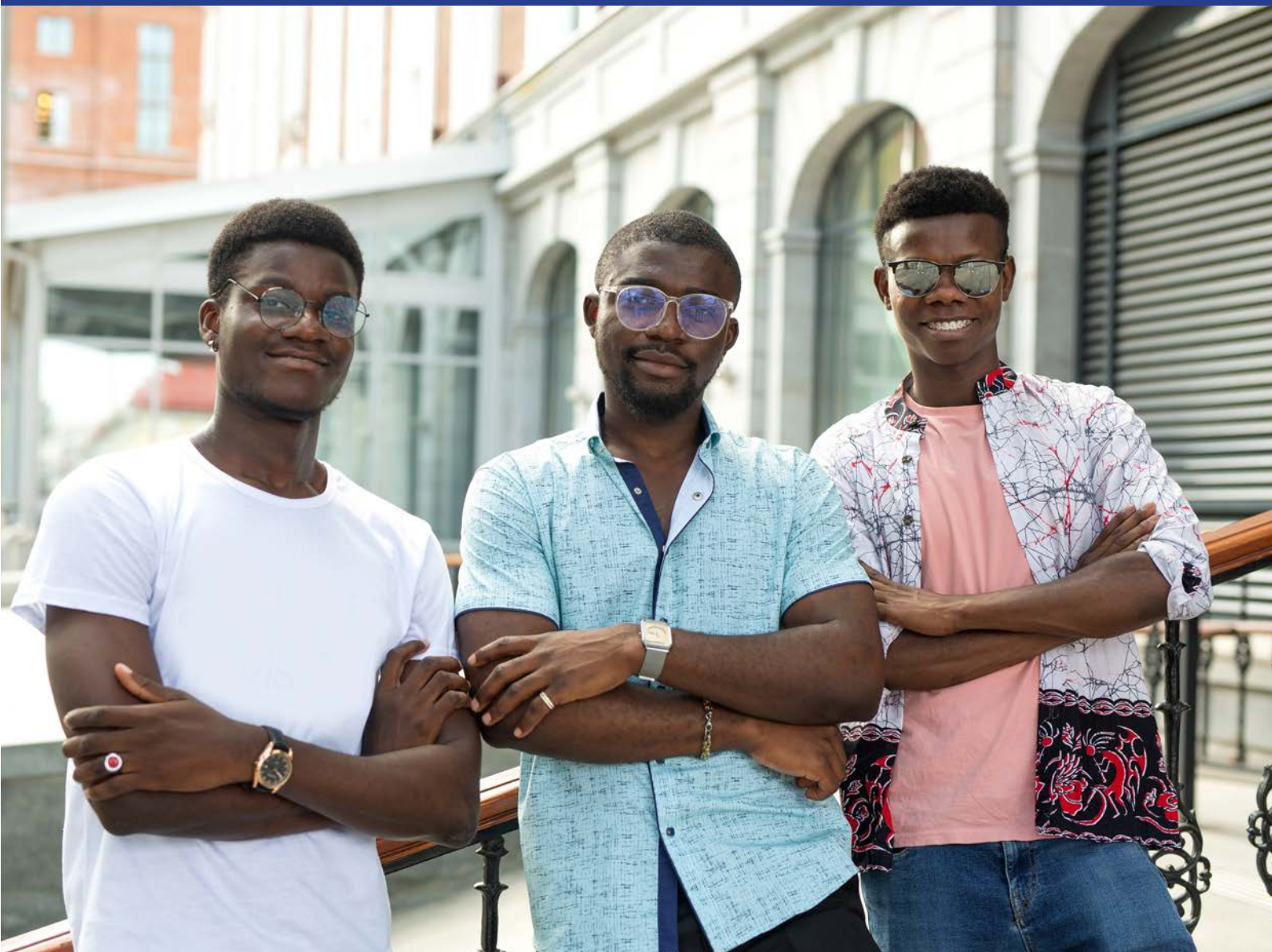
The Strategic Marketing and Communications Team

Email: marketing@usiu.ac.ke, pr@usiu.ac.ke

Telephone: +254-730 116 562



14.0 ALUMNI RELATIONS OFFICE



The Alumni Association is a registered society as of April 1990 and is governed by Nine Executive Committee Members appointed in its Annual General Meeting.

All graduating students are required to register online at <https://www.usiu.ac.ke/online-registration/> after which further information will be provided to them on the role of the alumni in the development of the association and the general university.

While most of the services extended to Alumni are free of charge, you might be required to pay stipulated fees to the Business Office

before you can be allowed to use some of the University facilities. For more information on various benefits extended to our alumni, please feel free to visit <https://www.usiu.ac.ke/benefits-activities/> Your Alumni membership is renewable every year.

The Alumni office can be reached on extension 417 or 818. Email alumni@usiu.ac.ke

Social Media:

X - @USIUAlumni,

Facebook - @USIUAfricaAlumni

Instagram – usiuAfricaalumniofficial.

CONTACT US

P.O. Box 14634-00800

USIU Road, Off Thika Road (Exit 7) Nairobi, Kenya

Tel: +254 730 116 218 /500 /107 /148 /521 /303 /567

www.usiu.ac.ke