



UNIVERSITY OF NAIROBI

ISO 9001:2015 CERTIFIED

www.uonbi.ac.ke

**ONLINE STUDENTS INFORMATION HANDBOOK
2020/2021**

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VISION

To be a world class hub for Open, Distance and e-Learning

MISSION

Our mission is to enable access to quality education and training through robust, integrated and scalable technology platforms, skilled personnel and effective learner support services.

CORE VALUES

The core values include:

- Freedom of thought and expression
The Campus shall promote and defend freedom of thought and expression in academic inquiry and other activities.
- Innovativeness and creativity
Innovativeness and creativity shall be the hallmarks of our activities as we initiate and adapt to change
- Good corporate governance and integrity
The Campus shall embrace and practices good corporate governance.
- Team spirit and teamwork
The Campus shall foster a work environment characterized by team spirit and teamwork.
- Professionalism
In all its actions and interactions, the Campus shall maintain ethical behaviour, professional etiquette, and honesty.
- Quality customer service
- Responsible citizenship

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DEFINITION OF TERMS USED IN ONLINE LEARNING

In this Student Information Handbook, unless the context otherwise requires, the following definitions of key terms shall apply:

- Blended Learning** Means learning that combines online digital media with traditional classroom methods. It requires the physical presence of both teacher and student, with some elements of student control over time, place, path, or pace. In this mode, face-to-face classroom practices are combined with computer-mediated activities regarding content and delivery.
- Continuation Tuition** Means tutorial support that is offered during the second face-to-face session in the semester of study.
- Course work** Means part of the evaluation of the learners during their course of study within a semester. It is usually a percentage of the entire evaluation. It constitutes continuous assessment tests, assignments, group work, practical sessions and any other forms of assessment as may be offered during the course of study.
- Distance Learning** Means delivery of learning or training to those who are separated mostly by time and space from those who are teaching or training. The teaching is done with a variety of mediating processes used to transmit content, provide tuition and to conduct assessment or measure outcomes. The delivery modes may include correspondence, online provision and interactive CD ROMs, e-Learning and blended learning.
- Distance Education** Means education of students who may not always be physically present at the institution. It uses various technologies (i) to deliver instruction to students who are separated from the instructor; and (ii) to support regular and substantive interaction between the students and the instructor.
- e-Learning** Means the application of Information and Communication Technologies (ICTs) to enhance distance learning, implement open

learning and make learning activities more flexible as well as enable distribution of learning activities in different learning points.

Flexible Learning	Means provision of learning opportunities that can be accessed at any place and time. It relates more to scheduling of activities than to any particular delivery mode.
Home study	Means learning that is done by the learner when he/she is separated from the tutor.
Introduction Tuition	Means tutorial support that is offered during the beginning of the semester of study.
Mobile Learning or m – Learning	Means learning using personal portable devices such as phones or tablets to obtain learning materials through mobile learning platforms. Allows learners to access content anywhere/anytime and to immerse himself/herself into that content (alone or interacting with teachers or colleagues via web communication forms).
Online Learning	Means learning that takes place partially or entirely over the internet
Open Learning	Means policies and practices that permit entry to learning with no or minimum barriers with respect to age, gender, or time constraints and with recognition or prior learning.
Programme of Study	Means the prescribed syllabus that learners must be taught at each key stage such as semester or part of study.
Virtual Learning	Means distance education which is largely web-centred, but does not necessarily limit itself to learners outside a conventional classroom. It uses multimedia and enables delivery of content, high level of interaction among learners, teachers, content, peers and administration.
Revision Tuition	Means the tutorial support offered to the learners during the final face-to-face session in a semester of study

SECTION ONE: INTRODUCTION

1. 1 Governance Structure

The structure of the University of Nairobi is as described here from the top downwards.

The Chancellor



As head of the University (Dr. Vijoo Rattansi (Mrs)), the Chancellor confers degrees and grants diplomas, directs inspection into University operations and advises the University Council when necessary.

The University Council



The University Council, chaired by Prof. Julia Ojiambo, is responsible for administration of the University. It is the supreme policy-making body which, among other things, provides for the welfare of students and after consultation with the senate, makes regulations governing the conduct and discipline of the students of the University.

The Senate, under the chairmanship of the Vice Chancellor, is the supreme academic body of the University responsible for considering and recommending regulations regarding admissions, curriculum, examinations, discipline and welfare of students.

The Vice Chancellor



The Vice Chancellor (Prof. Stephen Kiama) is the academic and administrative head of the University and is appointed by the Government after consultation with the University Council.

Deputy Vice Chancellors

There are four Deputy Vice Chancellors:



The Deputy Vice Chancellor, Academic Affairs (Prof. Julius Ogeng'o) is the head of all academic programmes in the University



The Deputy Vice Chancellor, Research, Production and Extension (Prof. Madara Ogot) is responsible for research and consultancy infrastructure, planning, coordination and management, and coordination of dissemination and use of research outputs and internationalization of the University



The Deputy Vice Chancellor, Administration and Finance (Prof. Margaret Hutchinson, Acting) is the head of the Finance Planning and Development Divisions of the University, whose functions include management of personnel matters, finance and assets



The Deputy Vice Chancellor, Human Resource and Administration and (Prof. Enos Njeru, Acting) is the head of the Human Resource and administration Divisions of the University, whose functions include management of personnel matters, finance and assets

Principals

Next in the hierarchy are the Principals who are the academic and administrative heads of Colleges. There are seven Colleges of the University. The Principal of the College of Education and External Studies which is located at Kikuyu Campus and Kenya Science Campus is Prof. Isaac Jumba. The Principal of the College of Humanities and Social Sciences which is located at the Main Campus, Lower Kabete Campus and Parklands Campus is Prof. Jama Muhamud Abdi. The Principal of the College of Agriculture and Veterinary Sciences which is located at Upper Kabete Campus is Prof. Rose Nyikal. The Principal of the College of Health Sciences which is located at Kenyatta Hospital Campus is Prof. James Machoki M'Imunya. The Principal of the College of Architecture and Engineering which is located on State House Road and Harry Thuku Road is headed by Prof. Peter Ngau. The Principal of the College of Biological and Physical Sciences which is located in Chiromo Campus is Prof. Francis Mulas Jakim - [-?](#) and the Director (equivalent to Principal) of Open, Distance and e-Learning Campus which is located on University Way and in regional Learning Centres is Prof. Christopher Gakuu. Director Graduate School Prof. Prof. Lydia Njenga.

1.2 Online Mode of Learning

Students enrolled at the University of Nairobi can study through face-to-face learning, eLearning or blended learning modes of study. It is therefore important for the learner to be familiar with the concept of Open, Distance and e-Learning. Open Learning is an institutional based mode which is characterised by flexibility. Where the face-to-face mode of learning is used, the learner is expected to physically attend the class. This is the traditional classroom learning.

Face-to-face can be offered in a blended learning environment. Blended learning is the combination of face-to-face instruction and online learning. Course instructor would teach both face to face and through the use of technological media at different times. The face to face sessions may constitute tutorials for course introduction, revision tuition or laboratory or practical session.

For online learning, the instructor will use the online platforms to interact with learners. In online learning, the learner and the facilitator may interact either in real time or at a different time. The platforms used for online learning will vary depending of the usability and accesses ability by both faculty and students. For synchronous learning some of the available videoconferencing platforms

include but are not limited to: Google Meet google meet, Zoom Meetings, CISCO Webex, Microsoft Teams, Big Blue Button and Bluejeans Meetings. For the interaction of learner and tutor at different time, the main learning platform at the University of Nairobi is the e-Class, however, your instructor may expose you to other available platform on a need-to-need basis.

1.3 Student Orientation

First-time students are required to attend the Online Learning Student Orientation prior to the start of classes. The orientation dates are communicated to you prior to the Session. The orientation is conducted virtually or face to face. The orientation helps you to familiarize yourself with the Online learning environment and outlines key behaviours of successful Online learning students. In subsequent semesters, you will be required to attend an orientation session that will detail semester requirements as well as address any issues that may have arisen in the course of your studies.

1.4 Medical Services

All services afforded to on-campus students are available to online learners. All students are eligible and are required to register as members of the University of Nairobi Health Scheme by paying the prescribed medical fees of Ksh.5000/= as indicated in the fees structure and charged as part of statutory fees. In addition, the students are required to submit a fully filled **J1/3** forms signed by the student and a registered medical practitioner at the time of registration to University of Nairobi Chief Medical Officer's office. The form **J1/3** is accessible through the University of Nairobi online application site <http://application.uonbi.ac.ke> . The student is required to report directly to respective campus clinic with their university student card for identification. Other various services are obtained from Kenyatta National Hospital on referral from University Clinics.

1.5 Admission of Students

The admission into the University of Nairobi starts at the point of application through the Online Application site <http://application.uonbi.ac.ke> where the qualified candidates register by creating a user account using personal e-mail addresses and keying in personal details, uploading of scanned copies of academic certificates and selecting the course one is interested in studying. They

are then issued with a **reference number** and directed to pay the prescribed application fee through Credit/Debit Card, MPESA pay bill or direct cash deposit at any KCB Bank branch. Upon payment, the applicant receives a confirmation of payment on e-mail address and phone number registered in the site. The application status tracking is done through the online application system. After Admission process is complete, an admission letter together with other admission documents are posted to the application site of the applicant. The applicant downloads the admission letter through which he acquires a reference number and the fees payment account details and pays fees by quoting the unique reference number at the bank. The applicant then generates a registration number on the University of Nairobi student online portal.

1.6 Issuance of Student Identification Card

On acquisition of a registration number, an applicant becomes a registered student. The student then registered Biometrically by the respective Schools/ Faculties/ Institutes where the Biometrics and photo are taken and at this point on the student is able to make a request of a student Identification card on the Student online portal log in using the generated registration number and the national Identification number if the student is a Kenyan or a Passport number if the student is a foreigner.

The Student will be able to use the student Identification card to acquire a number of services: -

- i. Access the university premises/buildings whenever he/she is looking for services
- ii. Access medical services at any University of Nairobi clinic when on session
- iii. Use it for identification when sitting for exams.

1.7 University Resources Available to Learners

Learners can visit <https://eclass.uonbi.ac.ke/> to access various information and resources that would enhance their learning experience. All learners are issued with the rights to login to the University of Nairobi and create student email addresses. You can create their account by clicking on <http://mail2.uonbi.ac.ke> from the UoN website. The email address user name will be firstname.lastname@student.uonbi.ac.ke. The learner's initial password is the national identification number which can be changed with a combination of letters and numbers.

All learners are issued with the rights to login to the University of Nairobi Student Portal (<https://smis.uonbi.ac.ke/>) where they are expected to login, go to “My Profile” and do the following;

1. Click on the button “Create uonbi email” to create a university student email.
2. Click on the link “Click here to Activate/Reset AD account” and follow the following steps in resetting the account
 - a. Click on the link Forgotten/Expired Password
 - b. Type your registration number without forward slash(/) e.g. L50123452020
 - c. Click search button
 - d. Type your registration number again and click check answer
 - e. Put a new password and confirm by typing it again.
 - f. Click on the button Change Password.
 - g. Use now the new login details to login to eclass.uonbi.ac.ke
 - h. Click on the Link “Click here to update profile”

Learners can visit the library services portal <http://uonlibrary.uonbi.ac.ke/node/1009> .For remote access, students require a [UoN Network Access Account to](#) log in to the [VPN portal](#).

1.8 Student Welfare

The office of the special student advisor’s primary purpose is to assist students who face academic, financial or social problems. It provides advisory, counselling and guidance services. This is done by liaising with relevant authorities. The office therefore makes every effort to assist both on campus and online learners to achieve their academic goals and aspirations.

The security department is responsible for formulating the security strategy, management and coordination of security network in the entire University of Nairobi. The security department Schools/ faculties/institutes through the specific colleges to maintain close contacts with students both on and off campus by updating on the university’s website current information pertaining security details. Learners are also advised to regularly check their emails for security updates.

1.9 Communication and Information for online Learners.

Students are advised to get in touch with the chairmen of their respective departments or Deans/Directors of their respective Schools/Institutes for any academic related issues. For any technical issue you may reach our technical team through email: lst@uonbi.ac.ke or Call Centre +254792 085 552 or +254716 617 763

Email: odelcallcentre@uonbi.ac.ke.

1.10 Information for International Students

The University of Nairobi is home to over 40 nationalities from various parts of the World. It is important that International students are equipped with the right information during their studies at the University of Nairobi.

UNIVERSITY OF NAIROBI CAMPUSES

The University of Nairobi comprises of the following campuses

Main Campus	-	Located in the Central Business District
Chiromo Campus	-	Located off Riverside Drive
Lower Kabete Campus	-	Located along Lower Kabete Road
Kikuyu Campus	-	Located near Kikuyu Town
Kenyatta National Campus	-	Located within Kenyatta National Hospital
Parklands Campus	-	Located in Parklands
Kenya Science Campus	-	Located along Ngong Road.

The university also has campuses in Mombasa and Kisumu. Students can locate these campuses through google maps. <https://www.google.com/maps/>

STUDENT PASS(VISA)

All international students are required to obtain a student pass (Visa). This is a document issued to applicants (foreign students) (section 30(1) of the Kenya Citizenship and Immigration Regulations 2012, who wish to pursue their education in Kenya's Education or Training Institutions where they have been accepted or admitted. The applicant (foreign student) must be accepted as a student by an approved Educational or Training Establishment. The International Office which is currently domiciled at the Directorate of Corporate Affairs facilitates the process of student pass (Visa).

New Applicants

A duly filled, signed and stamped application Form 30, by the institution's authorized personnel.
You will print out the form at the end of the application for a Student Visa.

Detailed and Signed Cover letter addressed to the Director of Immigration Services from the institution indicating the course to be pursued and the duration

Signed commitment letter from the sponsor or sponsoring institution or proof of funds for self-sponsored students

National passport copy of the sponsor/parent or guardian.

Copy of a valid national passport (the bio-data page)

Current immigration status for the pupil/student(If in the country)

Two (2) recent passport size color photos.

Duly certified Copies of basic academic certificates.

Documents in foreign languages should be translated into English by either the Embassy, Public Notary, or authorized /recognized institution

Clearance letter from Department of Refugee Affairs for refugees.

Police Clearance Certificate from the country of origin, or if a resident, from the Kenya Police Service

NB: Students can access the Form 30 using the following link below

<https://fns.immigration.go.ke/> . Students who have challenges in creating an account can send their documents to pr@uonbi.ac.ke or echesoni@uonbi.ac.ke.

Renewal Cases

A duly filled, signed and stamped application Form 30, by the institution's authorized personnel.
You will print out the form at the end of the application for a Student Visa.

Detailed and Signed Cover letter addressed to the Director of Immigration Services from the institution indicating the course to be pursued and the duration

Signed commitment letter from the sponsor or sponsoring institution or proof of funds for self-sponsored students

National passport copy of the sponsor.

Copy of a valid national passport (the bio-data page)

Current immigration status for the pupil/student(If in the country)

Two (2) recent passport size color photos.

Clearance letter from Department of Refugee Affairs for refugees.

Copy of student's pass previously held -for renewal cases

Certified copies of progress report/transcripts obtained (by the issuing institution)

ACCOMODATION

The Students' Welfare Authority (SWA) is in charge of student accommodation and catering. Majority of the students' halls of Residence and Central Catering Unit are situated along State House Road. Foreign Students who wish to be considered for on - campus accommodation should apply at least six months in advance to the Director, SWA, through the respective Deans/Directors of Faculties/Schools/Institutes. Admission to the University does not guarantee on-campus accommodation.

Contact Information

Director Student Welfare Authority

Physical Location: State House Road

Telephone: **020 -4913433**

Email: director-swa@uonbi.ac.ke / dswa@uonbi.ac.ke
croswa@uonbi.ac.ke

Website: <https://swa.uonbi.ac.ke/>

Off-Campus Accommodation

Students can also find secure and private accommodation outside the University e.g. YMCA, YWCA, QWETU and other secure and affordable guesthouses (see the list below). Students are advised to seek assistance regarding such accommodation from Dean of Students or the International Office

LIST OF PRIVATE HOSTELS AROUND UNIVERSITY OF NAIROBI

JessyGreen Student Residence

Zimmerman Estate

Tel: 0780 443399

Nairobi

Qwetu Student Residence

Tol Free – 0800730333

Tel: 0730850000

Nairobi

Esgray Annex Hostels

Ngara Mushembi Road

P. O. Box 33906 – 00600, Nairobi

Tel: 0721568608/0707364806

Hayden Stone – Boys Hostel

Ring Road Kileleshwa, Opposite Prime Bank

Tel: 0726383699/0726872029

Nairobi

1. Brinda Ladies Hostel

Ngara Road South, opposite Total Petrol Station

Contact Kevin: 0735223355

2. Simba ladies Hostel

Ngara Road North, opposite Fig Tree Hotel

Contact Kevin: 0735223355

3. Classy Ladies Hostel

Gatak-ini Hose, Tom Mboya Street

Contact: 0715654492

4. One on One Hostel

Ngara Road next to Bano House

Contact: 0718053224/0711622125/0708141340

5. Ngara Men's Hostel

Ngara Road off Murang'a Road

Contact: 0720342750/0722692813

6. Modern Christian Hostel

Ngara Road opp. Kenya Police Sacco

Contact: 0717110588/0764161662

7. St. Johns Ladies Hostel

Ngara Road off Murang'a Road

Contact: 0722101717

8. Olelai Hostels

Kipande Road, Globe Roundabout

Contact: 0722862779/0721881866

1. OBTAINING CERTIFICATE EQUATIONS AND EQUIVALENTS

International Students who wish to obtain an equation of their secondary/high school academic certificates by the Kenya National Qualifications Authority (KNQA) should visit use the portal <http://rev.knqa.go.ke> to create a profile and Apply for Recognition, Equation and Verifications of their National and Foreign Qualifications. For more details you can visit their website: <http://www.knqa.go.ke/> to access the guidelines for doing so. The KNQA charges a nominal fee for this service.

2. FEES

Fees payable by foreign students vary depending on the degree courses taken. All Fees are payable in Kenyan Shillings (Kshs) or US Dollars (USD). Fees payable in US dollars equivalent of the Kenya Shilling and is subject to the prevailing exchange rate.

Contact Information

Students Finance

Physical Location: Gandhi Wing G2&G3

Telephone: +254 20491 8144

Email: students_finance@uonbi.ac.ke

Website: <http://finance.uonbi.ac.ke>

3. STUDENT COUNSELING AND WELFARE SERVICES

The office of the Dean of Students caters for non-academic matters of student life, and especially student welfare and conduct. The Dean of students Office also maintains a regular counseling service for individual students or groups. The aim of this service is to provide an opportunity for students to discuss their problems and to assist them in being realistic about themselves, their potential, independence and ability to solve their own problems.

Contact Information

Dean of Students

Physical Location: Main Campus Gandhi wing Ground Floor

Telephone: +254 20 4918119

Email: dean-students@uonbi.ac.ke

Website: <https://studentlife.uonbi.ac.ke/>

4. CAREER SERVICES

The University of Nairobi is committed to producing holistic graduates who are prepared for the job market and entrepreneurial activities. Vocational and Career guidance services are provided by discussing vocational plans with student and advising government and employment agencies about graduating students and their career interests. Mentorship programmes for students to address career opportunities are organized between students and representatives of various companies, firms, and government departments.

Contact Information

Career Services

Physical Location: Mahatma Gandhi Building, G8 Office

Telephone: 020-491-8121 / +254 716 398 980

Email: careers@uonbi.ac.ke

Address: P.O Box 30197 – 00100 Nairobi

Website: <http://careerservices.uonbi.ac.ke/>

SECTION TWO: ONLINE COURSE DELIVERY

2.1 Introduction

Online course delivery is a bit different for face to face course delivery. Online course delivery creates an environment where most of the learners access their materials anytime anywhere. This section introduces you to the various ways of accessing course ware, tutorial, tutorial support, conducting your course work as well as examination and graduation.

2.2 Accessing to Course-ware

The courseware in online programmes is presented on the Learning Management System (LMS).

2.2.1 Learning Management System/e-Learning Portal

The primary mode of access to study modules will be through the Learning Management System (LMS). The LMS is an interactive e-learning platform that will enable you access study materials anywhere anytime. The LMS is the e-Learning portal of the University of Nairobi, commonly referred to as e-class. The LMS allows you to register for courses as well as access course materials. The LMS is accessed via URL: <https://eclass.uonbi.ac.ke/>

Accessing eclass

Eclass can be accessed in two ways:

1. Through the web
2. Through the Moodle Mobile App

To access eclass through the web you follow the three steps below:

- i. Go to url : <https://eclass.uonbi.ac.ke/>
- ii. Login using username (Registration Number) without forward slash quotes (/)
- iii. Enter your unique password

NB: If unable to login, please email your Reg No. ID No. and Phone Number to helpdeskmain@uonbi.ac.ke or lst@uonbi.ac.ke

1. To access eclass through the Moodle Mobile App
 - a. **Go to play store**

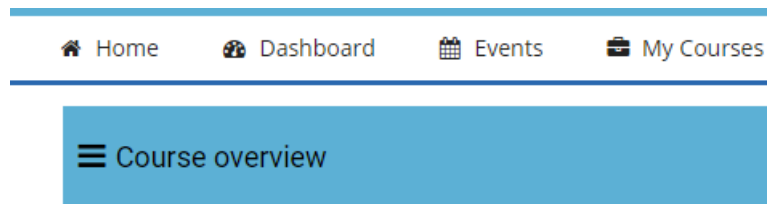
b. Download Moodle Mobile App



c. Enter e-class url (eclass.uonbi.ac.ke)

d. Then proceed to login, using your credentials (username i.e. registration number & your unique password)

The following e-class page will appear



Accessing learning materials on e-class

Once you are logged in, you access the learning materials and lecture notes and other resources as follows:

- a) Click on menu item Home
- b) Scroll down and locate a course category you wish to enroll in, e.g. BA, BSc or *M.A*
- c) Click on a course e.g CCS 010 within Course Category and click on enroll Me
- d) All enrolled courses will appears at the dashboard
- e) Click on the course at the dashboard and enjoy navigating the different course resources attached.

The menu items are used to navigate as shown:

- i. Home: is where you find a list of all courses category and General Information of the e-class
- ii. Dashboard/My Courses : is where you find a list of all courses you are undertaking
- iii. Events: is where you find all announcements, discussions, assignments and their due dates

To be a successful learner through online mode, one has to develop and execute good study habits which include; frequent visit to the e-class at least daily; dedicating at least 8 hours per week for each unit you have registered for; frequent communication with the instructors and fellow learners via on e-class, attending programmed virtual lessons discussion forum, chats and group emails among others. Learners who have a strong sense of self-awareness and good study habits usually have better strategies for understanding new information and are typically more successful in approaching online Learning environment.

Self-discipline is key. This feature is seen in a learners' ability to stay current with class assignments, participation on a regular basis through online discussions on the forums created by instructors in e-class. Learners should adhere to the set deadlines for all online activities including term papers, assignments, continuous assessment tests and even examinations.

2.3 Tutorials

Learners undertaking their studies on the online learning approach will undertake tutorials. The tutorials may be conducted in a face-to-face or virtual learning environment. The tutorials may take several formats. The tutorial could be in form of introduction tuition, continuation tuition and revision tuition.

Introduction tuition will be conducted in the beginning of every semester. During the introduction tuition session you will be oriented to the semester requirements for completion of each course. You will also be introduced to the course content, issued with the assignments and study materials where applicable. The session will also present you with an opportunity for interaction with the tutors.

The continuation tuition will take place during the semester and as per the departmental schedule. The dates of the tuition will be specified at the departmental level and will have been issued to you during the orientation. The session will entail tutorial support, group discussions, feedback from tutors, submission of assignments, learner-learner interaction. The session will also present you with an opportunity for interaction with the tutors.

The revision tuition will be conducted towards the end of the semester and before the exams. The dates of the tuition will be specified at the departmental level and will have been issued to you during the orientation. The purpose of the revision session is to enable you revise for examinations, access tutorial support, receive feedback on assignments, participate in discussions and in depth content clarification.

2.4 Course work

All the students undertaking their studies under the online mode of study will be expected to complete course work within the stipulated timelines. The course work will vary from one course to another. You will however be subjected to the University of Nairobi regulations. The course work will constitute but will not be limited to:

- Take away assignments
- Continuous Assessment Tests
- Group work
- Practical work and Field work (for selected programmes)

Note: It is important for you to ensure that you receive your assignment and submit within the deadline as specified.

2.5 Practical Work

For student undertaking their studies in programmes where practical sessions, clinical session or laboratory work is a requirements, arrangements are made to enable you conduct your practical sessions. The specific guidelines for the practical session will vary from programme to programme and will be provided by your department.

2.6 Examination processing and Graduation

The University of Nairobi assesses students using tests and examinations which may be administered face-to-face or online. These tests and examinations are used to determine the progression of students from one level to another until they finally satisfy the Board of Examiners

and Senate for the conferment of degrees and award of diplomas and certificates. The examinations are also used to evaluate whether the student has learnt what was taught.

The University of Nairobi examination guidelines shall apply for all students undertaking their studies under the online mode of study. Institute, Faculty, School or departmental specific regulations shall apply. The following are key areas you need to know:

i. Rules and Regulations

Examinations are very important component of a students' academic life and students are expected to familiarize themselves with examination rules and regulations in the courses they have chosen and that they have fulfilled all the examination requirements in each semester.

ii. Registration

At the start of each semester (within the first three weeks) every student must register for courses and the examinations that they are due to take during that semester. It is important that you get the right information from their respective faculties on the examinations they are expected to take in each semester.

iii. Attendance

Students should note that they are required to attend all courses they are registered in and to take the requisite continuous assessment tests in those courses in order to be allowed to sit the end of semester examinations.

iv. Problems

A student who experiences a problem, writing which is likely to affect his/her examination performance (i.e. sickness, bereavement etc.) must report before sitting the examinations such problems in writing to the Chairman of the Department offering the courses the student is taking and to the Dean of the Faculty. Any problem that is reported after the examination results are known will not be admissible for examination appeals.

v. Examination Cards

Every student who is registered for university examinations will be issued with an examination card by their respective faculty. This card must be produced at each examination sitting.

vi. Lateness

- Lateness to examination venues will not be tolerated and no student will be allowed to enter an examination 30 minutes after the start of an examination, and also no student will be allowed to leave the examination room during the last 30 minutes of the examination.
- Students are advised to ensure that at no time do they carry unauthorized materials such as notes, books, handbags, mobile phones etc. into the examination rooms.

vii. Cheating

Any student caught cheating in examination e.g. by copying, having or making reference to unauthorized materials, communicating to other students verbally or through other means will be expelled from the University, and shall not be eligible for admission to any other programmes of the university.

viii. Answer Books

For face-to-face examination administration, students must not take examination answer books from the examination rooms.

For Online examinations, guidelines on answer booklets will be issued by the administering Faculty/ School/ Institute.

ix. Examination Results

Provisional result slip may be obtained from the respective office of the Dean/ Director of Faculty/Institute/School/Centre.

x. Academic Transcripts

Academic Transcript is available at the end of each academic year and is issued on application by the Academic Registrar.

SECTION THREE: LEARNER SUPPORT SERVICES

3.1 Introduction

As a student undertaking your studies on the online mode of study, you will need information on how to relate to the institution and understand its operations. You will also need information on how to contact tutors to help maintain motivation and overcome learning problems. You also need good study techniques and advice on how to study. An important requirement to overcome the feeling of isolation and gain a sense of belonging is learner support services. The support you will receive include; tutorial support, administrative support, counselling support, library support, technical support, orientation services and pre-admission to post graduation services.

3.2 Administrative Support

As an online learning student you will be offered administrative support by administrators either at the regional learning centres or at the departmental offices. The administrative support include but is not limited to:

- Administrative support in line with faculty, school or departmental needs
- Admission support
- Online course registration
- Biometric registration
- Online student registration, billing and payment system

3.3 Tutorial support

All students undertaking studies online will be offered tutorial support to undertake their studies. The tutorial support will be offered during the introduction, continuation and revision tuition sessions. Tutorial support will also be offered throughout your period of study on the online learning platform. The tutorial support is offered by course tutors and will vary depending on the course under study. Tutorial support will be in two forms:

- **E-Tutoring:** This will entail the support offered for the delivery of teaching and learning online via the internet either on the LMS or other media. The purpose of e-Tutoring is to support and enable you learn online effectively.

- **Face-to-Face tutoring:** This involves face-to-face contact sessions between you and the tutor. Face to face tutorial sessions as the name suggests means you will meet with tutors in at designated venues and at specific times.

Note: You will be required to contact your department and tutors when the tutorial sessions will be taking place.

3.4 Counselling Support

Counselling support is provided for online students on matters such as on academic and psychosocial issues. The choice of where to seek counselling support is dependent of the nature of the counselling issue. The counselling services offered at the University are can be accessed through the office of the dean of students. Your tutors will also be able to offer you academic counselling.

3.5 Library support

Through online mode, students will have access to the University of Nairobi Online Library Services. The orientation dates will be communicated to you prior to the session. The orientation helps you to familiarize yourself with the distance learning environment and outlines key behaviours of successful online learning students. In subsequent semesters, you will be required to attend an orientation session that will detail semester requirements as well as address any issues that may have arisen in the course of your studies. This may be department-based or programme-based.

The library support is available via <http://uonlibrary.uonbi.ac.ke/> . The online library will guide you on the following areas:

3.5.1 Research

The University of Nairobi library has links with information on the following areas to guide your research work.

- Referencing and Citation
- Copyright & Plagiarism

- Subject Guides
- E-Theses
- Open Access Resources

3.5.2 Resources

The University of Nairobi library has links with on the following resources at your disposal.

- Online Catalogue
- Digital Repository
- Electronic Books
- Electronic Journals
- EBSCO Discovery

3.5.3 Services

The library offers the following services.

- Remote Access
- Disability Services
- Short Courses
- Library Liaisons

Note: The library web page has a help section detailing help on publishing, graduate students, access to books in print Data base as well as How-To- access Videos

3.6 Technical support

In order for you to successfully undertake your studies you will be expected to use the online services available for online students including the e-library and the eLearning platform. As a learner you will be expected to access the Learning Management System among others. The LMS enables you to Log In, access course resources and submit assignments. The portal is designed to enrich your learning experience. In the event of any difficulties you should seek help from the e-Learning support team via the email: lst@uonbi.ac.ke.

In addition to the LMS you will be supported to access the university web portal. This support is offered to help you be able to navigate the web portal of the university. The portal enables you to

perform a number of activities on the student web portal like fee payment, checking fee balance and access to e-resources.

3.7 Pre-admission to post Graduation Services

Online students are offered pre and post-graduation support services. Pre-admission support include online application support. Application support is the support given to learners when applying to the university so that they can be considered for admission into various programmes offered by the university. Registration for programme support is usually given once you have been admitted in the university.

SECTION FOUR: ONLINE SERVICES

4.1 Introduction

There are a number of online services offered by the University of Nairobi to prospective learners as well as those who have been admitted to pursue any programme of study. The online service starts with online application and ends with graduation and certification.

4.2 Online Application.

Students who wish to be admitted to pursue any programme at the University of Nairobi can apply using the online application service. This service can be accessed through the University of Nairobi Online Application Portal. The link is www.application.uonbi.ac.ke. The Online Self-sponsored Students Application System is user friendly. It has an Online Student Application Manual that assists an applicant to complete his/her application successfully. If the applicant encounters any problems (queries) with the procedure, they are required to write an email to helpdeskmain@uonbi.ac.ke or call on phone numbers provided.

4.3 Online Orientation

Students attend orientation virtually and are guided on what is required of them during their study period. The students are taken through an orientation programme during the first two weeks of Reporting

4.4 Online Teaching and Learning

Interaction between the learner and the teacher happens on e-class where well prepared study materials and other resources are uploaded for access by the students. You are also expected to attend online tutorial sessions and take your assignments and other activities online. Remember to adhere to the set deadlines.

4.5 Online Examination

Examinations may be administered online. It is important to note that when the time for examination comes, the examination will be available on e-class and they will be administered according to the University of Nairobi online examination policy.

SECTION FIVE: STUDY SKILLS

5.1 Introduction

Now that you are going to study through online learning mode of study, you need some skills on how to study. Although online learning mode of study may not be suitable for everyone, it has many benefits. It gives you the freedom to study from anywhere, it can be more affordable than studying full-time at a traditional tertiary institution, and it allows you to work while you study, thus enabling you to earn an income while you complete your studies. Online learning is the most convenient way for busy adults with busy lives that include full-time jobs and family responsibilities but have the desire to get quality education. Fresh students from high school are also increasingly opting for distance learning to overcome challenges of travel and accommodations costs. While there are many benefits to controlling your own timetable and taking your education into your own hands, you also need to remember that you alone are responsible for finding the time, energy and motivation to learn and study. You need to be disciplined and committed to your studies, and you must be able to work independently.

This section attempts to equip you with the study skills you need to succeed as an online learning student. We shall address the following issues:

- What are the study habits needed by online learners?
- What is my learning style?
- How do I stay disciplined and motivated?
- How do I manage time?
- How do I communicate with my tutors and fellow learners?

5.2 Good Study Habits

To succeed as an online learner, you need to cultivate some good study habits that you will follow until completion of your studies. Here are ten habits to guide you:

1. **Planning:**

Set yourself a realistic schedule that will enable you to complete the course within the time you have set for yourself. Mark the deadlines for assignments and course registration on your calendar. This will give you a plan to follow. Check your email account, WhatsApp and any other means being used for communication at least once a day. Planning enables you to manage your time so that you do not let assignments go until the last day.

2. Organize your study space

As an online-learning student, you must make some preparations to facilitate your home study. Here are some tips to help you:

i) Select your study place

A permanent study place at home is important as it puts you in a learning mood. The place selected should be comfortable with good lighting, ventilation and no interruptions. To enhance your learning mood further, arrange all your study materials – pens, notebooks, reference books and self-study modules neatly. Ensure you can access the online platform either on your phone, tablets or computer.

ii) Plan your time

After deducting time for work and leisure you will find that you have about two hours for studying every day in the semester. Based on this, draw up a timetable allocating time for all your units including time for writing assignments.

iii) Seek the cooperation of family and friends

Family and friends are the most likely source of interruptions. Let them know what you are doing and explain why you need the time. If possible try to meet their needs in advance before your scheduled study time.

iv) Communicate frequently with your instructor and peers

Reach out when you need help and develop a strong sense of self-awareness. Learners who have a strong sense of self-awareness and good study habits usually have better strategies for understanding new information and are typically more successful in an online learning environment.

v) **Prepare for Examinations**

The following tips are useful when preparing for examinations:

- Study the objectives/learning outcomes given at the beginning of every lecture carefully. Turn them into questions and attempt to answer them to see whether you have understood the lecture in the first place.
- Revise your notes constantly. **NEVER** wait until the examination time to revise. Remember, recent information is remembered better.
- Create memory aids and clues from your notes such as mnemonics, mind maps and revisit them frequently.
- Make sure you complete all the prescribed lectures for the units to be examined.
- Plan to complete your studying in advance so that adequate time is left for revision.
- Discover the style and nature of examinations in your subject so that you don't encounter surprises during the exam.

The biggest question for learners is “how do I study on my own?” The study materials you access will represent the teacher. The unit is designed to talk and communicate with you. The following suggestions will be useful for effective study:

- **Scan the unit** – This means you skim through the unit to get its overview. This involves reading the unit title and the page of contents carefully. As you do so, try to figure out the logical flow of the content. Now read the introduction to the unit and the introduction and conclusion of every lecture. This will give you an idea of what the unit is all about.
- **Study questions in the unit** – The second stage is to get an idea of the nature and type of questions to expect in the unit. You will then read the activities and self-assessment questions in the unit. Try to see the connections between the questions posed and the objectives/learning outcomes of the lectures. This is useful because effective studying is about finding answers to questions.
- **Reading** - After scanning and reading the questions, it is now time to start reading. Scanning will make reading faster, more effective and focused.

- **Writing** – This involves taking notes as you read. Notes will help you to remember the information you have read and are also very useful later on during revision. You need a notebook by your side.
- **Review the unit** – To prevent loss of knowledge, review as frequently as possible. Reviewing can be as short as five minutes. A sketch diagram, a graph or a mind map is all you need to remember, not huge chunks of notes. Try to condense your notes by use of codes or mnemonics, which can be memorized.
- **Consult other resources** – It is not enough to just rely on the unit alone. The unit alone will only give you a minimum pass. High marks are earned by reading beyond the unit, hence read reference materials in libraries such your local public library, libraries of other institutions within your locality, the library at your regional centre and the internet. In short search for extra knowledge.

Note: If after studying a lecture more than twice and you do not understand, discuss it with a colleague. If it is still a problem then discuss with your tutor online, or face to face during tutorial sessions.

5.3 Learning Style

Learning style is a concept in psychology and education which is used to identify how people learn best. The way you prefer to learn new information is called your learning style. There are several models that have been advanced. The VARK model of learning styles advanced by Neil Fleming in 1987 suggests that there are four main types of learners.

Table 1 shows each learning style and preferences. Read through the questions about each style and think about whether they might apply to you. If you responded yes to most of the questions in any one of the four styles then that is your preferred learning style.

Table 1: Various Types of Learners.

Learning Style	Preferred approach to learning.
Visual Learners	<p>Graphic displays such as charts, Diagrams, Illustrations, hand-outs, Videos, Pictures, Movies</p> <ul style="list-style-type: none"> • Do you have to see information in order to remember it? • Do you pay close attention to body language? • Is art, beauty, and aesthetics important to you? • Does visualizing information in your mind help you remember it better?
Auditory learners	<p>Music, Discussion, Lectures</p> <p>Are you an auditory learner? Consider the following questions:</p> <ul style="list-style-type: none"> • Do you prefer to listen to class lectures rather than reading from the textbook? • Does reading out loud help you remember information better? • Would you prefer to listen to a recording of your class lectures or a podcast rather than going over your class notes? • Do you create songs to help remember information?
Reading/writing learners	<p>Making lists, Reading textbooks, Taking notes</p> <ul style="list-style-type: none"> • Do you find reading your textbook to be a great way to learn new information? • Do you take a lot of notes during class and while reading textbooks? • Do you enjoy making lists, reading definitions, and creating presentations? • Do you prefer it when teachers make use of overheads and handouts?
Kinestheticlearners	Movement, Experiments, Hands-on activities

Learning Style	Preferred approach to learning.
	<ul style="list-style-type: none"> • Do you enjoy performing tasks that involve directly manipulating objects and materials? • Is it difficult for you to sit still for long periods of time? • Are you good at applied activities such as painting, cooking, mechanics, sports, and woodworking? • Do you have to actually practice doing something in order to learn it?

5.4 Self-Discipline and Motivation

Self-discipline is the ability to make yourself do things you know you should do even when you do not want to. This is the one characteristic that determines success in distance learning. When taking a distance learning course you need to have self-discipline because although you will be assigned a tutor, you may not even be contacted unless you make contact first. Your tutor is there to support you, but independent learning is very much a feature of distance learning. The pressure is therefore on you to read about what is expected of you and to ensure that you complete all the work that will be assessed and count towards your degree or diploma. If you don't, then you may not realize that an assignment is due or what you have to do to achieve the best marks. As a distance learner, you have to fit in your studies among many other responsibilities such as work and family. Self-discipline comes in handy, as you know what you have to do and how long you are able to spend reading, taking notes and writing essays. This will keep your mind focused on accomplishing all you need to. Without self-discipline, you will start missing assignments and then examinations and before long frustration sets in and you may even drop out.

Ways to promote self-discipline

- a. **Organize your time using a calendar:** Schedule time on the calendar to study for an examination, work on assignments, and complete assigned readings. Adhere to your appointed time and stay for the full allotted time. Work from a place dedicated for study free from distractions. Your study area should be quiet and has enough light and space for you to work properly. This arrangement allows you the

flexibility to work when it is most convenient for you. It will be your responsibility to remain motivated and engaged. You are responsible for knowing when course activities are due

- ii. **Avoid temptations:** Self-control is easier when abiding by the old saying, “out of sight, out of mind.” Remove all temptations and distractions from your study environment.
- iii. **Eat regularly and healthily:** Studies have shown that low blood sugar weakens a person’s decision making and judgment. Hunger affects the ability to concentrate as the brain is not functioning to its highest potential. This is much more likely to lead to lack of self-discipline in all areas of one’s life - diet, exercise, work, relationships and study. In order to stay on track, make sure that you eat healthy meals and snacks regularly to ensure your blood sugar levels are balanced and improve your decision making skills and concentration.
- iv. **Be persistent:** don’t wait until you feel until it is the right time for you to study. Improve your self-discipline by changing your normal routine. You need to persist until the new behaviour becomes a habit.
- v. **Schedule breaks, treats, and rewards for yourself:** Self-discipline does not mean your new routine needs to be entirely work. While practicing self-control, schedule specific breaks, treats, and rewards for yourself. For example, watch a movie, visit a friend or take a walk after completing an assignment. Self-discipline can be hard. Reward your effort.
- vi. **Move forward:** Sometimes things don’t go according to plan. You will have ups and downs, fabulous successes, and flat out failures. The key is to keep moving forward. When you have a setback, acknowledge what caused it and move on. It is easy to get wrapped up in guilt, anger, or frustration, but these emotions will not help build improve self-discipline. Instead, use the hiccups in your plan as learning experiences for the future.
- vii. **Keep good company:** Seek the advice of experts by all means and learn from the best, but never accept negativity from people who have not themselves achieved what it is you are set upon achieving. If people say you will not complete your course or sneer at your efforts, do not be deterred by this; rather, use it to fire your energy and strength. Proving others wrong is a greatly underrated pleasure.

5.5 Time Management

Time management is a commitment. As you begin your studies, you will find that online learning classes require as much time and effort as traditional classes, if not more. It is important not to leave assignments until the last minute. Plan your time to include any potential technical difficulties in software, hardware, or internet connections. Using the course syllabus as a guide and the calendar you developed for self-discipline, will help you better manage your time.

These are other time management strategies that you might find useful in your studies.

i. Devote specific hours to your studies

One way to get yourself situated in your online learning programme is to have a set schedule for yourself, placing specific time slots that are strictly devoted to taking your classes and sitting through online tutorials. Having a strict schedule like this forces you to work your life and activities around your school work; it gives you the feeling that you are enrolled as a student in a traditional classroom. Consider your priorities in advance and be as best prepared as you can.

ii. Develop timelines for big and small assignments

For many students, there is a habit of doing assignments one after another, basing your work on when their deadlines are. While this may seem like a wise way to work out your assignments, it is actually not the most efficient way to work. Instead, you should consider the amount of labour and time your assignments will take, and then start with the most involving and intense assignments. For example, if you have been assigned an online quiz, a 10-page paper, and a group project, it will probably be wise to start with the group project first, even if it is due last because it is more involving.

iii. Choose the best time for study

The best time to study depends on your own personal circumstances. Consider when your mind will be in its most active state and when there are very few distractions around you. If you feel that this is in the morning – but you have to go to work – then consider going to bed and getting up earlier. If this does not work for you then make sure you take a break after work, before studying. Being aware of what time of the day suits you best for studying is a key time management skill.

iv. Frequently self-assess your time management

It is important to regularly ask yourself: “Am I using my time effectively and efficiently?” Sometimes, you may feel as though a whole day has passed you by and you have not done any useful work. This might be because you get distracted easily, or have a tendency to procrastinate. It is a good idea to make to-do lists, either at the end or beginning of each day, and cross each activity out as you go along. This way you will know if you have managed your time effectively and efficiently.

v. Keep yourself informed

It is very important to keep up to date because sometimes changes occur unexpectedly. Therefore, check your emails, WhatsApp, Facebook or any other form of communication every morning, afternoon and evening to ensure that you keep abreast of any changes in the semester schedule.

vi. Dividing Up Your Work

Leaving assignments to the last minute is not good practice. Assignments should be broken up into small chunks, for example, research, outlines, writing, editing and finalising. Each stage requires equal portions of time and effort. It is also important to prioritise tasks.

vii. Stay Focused

Studying at home means it is a lot easier to become distracted unlike when studying on campus. Some of the ways to stay focused include switching off your phone or keeping it out of sight and earshot as well, turning email and news notifications off and staying logged out of social networking sites unless they are being used for study purposes.

viii. Plan events around your semester schedule

As a distance learner, you need to balance your academic life with competing needs such as social events. Inform your family and friends so that they can consider your studies in their plans. Tell your employer you are studying. Most of them tend to be supportive and may even give you a day's study leave before your examination while some may refund your fees if you pass. In your study schedule, do not omit work deadlines if you are working. Many working students have access to high speed internet at work, and employers are usually quite open to library research of

databases and e-journals during lunchtimes. Carrying out this time-consuming task that eats into study time in shorter bursts during lunchtime at work gives you more time to focus on reading for and writing assignments at home.

ix. Allow time for preparation/revision for examinations

Being caught up by examinations without adequate preparation can be very distressful for a student. It is ideal to set aside at least three weeks preparation and revision for examinations. You may access all the reading materials in the e-class or through the university e-resources. During times when face-to-face learning is possible in the University, you may get the books you need from the library early as everyone else in your class is probably looking for the same books. If you are lucky enough to get the book first, use it. Photocopy the pages you need for your reference. You can also request the book again after you have returned it. Know your examination timetable in advance to allow you to see how close together your examinations are and plan accordingly. This also reminds you to inform your employer early enough that you may want leave for study and/or to sit examinations

x. Attend Tutorial Sessions

Try as much as possible to attend the face to face tutorials offered at the learning centres/campuses. These will give you the opportunity to meet the lecturer(s) in person, work alongside and with other students, some of whom may become friends, and allow you to clarify any problems. This kind of support saves you a lot of time that could have been used unravelling difficult concepts in your courses.

5.6 Class Communication

Successful distance learners interact frequently with instructors and fellow students during course activities. Without the frequent face-to-face contact of a traditional classroom, written communication becomes paramount.

Since written communication lacks the facial expressions, tone of voice and other non- verbal cues seen or heard during face-to-face communication, effective modes of communication in becomes essential to compensate for the lack of face-to-face interaction.

There are many types of media used in distance learning. These range from online and offline discussion forums, Email, WhatsApp, Instagram, Facebook and other social networks. In any communication with each other, tutors or the institution, distance students must communicate effectively so that they are understood. Some of the strategies to follow are as follows:

- i. Always identify yourself in the message. For any written communication, indicate your name, registration number, course code and title, year and semester, and learning centre.
- ii. When asking a question, be specific and provide details about what you are trying to ask and what you do not understand
- iii. Keep it simple - be clear and concise
- iv. Avoid using jargons.
- v. Use concrete, specific words rather than vague, general words
- vi. Write professionally, but in a conversational style
- vii. Avoid “texting” language, foul language or slang
- viii. Avoid very long sentences
- ix. Write in a positive tone
- x. Do not respond in anger
- xi. Always edit and proofread your work before submitting.
- xii. Check spelling and grammar
- xiii. Avoid plagiarism.

SECTION SIX: ACADEMIC INTEGRITY

6.1 Introduction

University of Nairobi offers courses online through digital platform. All members including students and staff are expected to maintain high standards of academic conduct and professional relationships based on courtesy, honesty and mutual respect. Academic integrity is fundamental for success of this mode of teaching and learning.

Academic integrity means conducting all aspects of your academic life in a professional manner. The University takes any breaches of academic integrity (such as plagiarism, collusion, data fabrication, cheating, copying your own previously submitted work or another student's work) very seriously.

As learner, you are expected to:

- Take responsibility for your own work.
- Respect the rights of other scholars.
- Maintain respect and courtesy when debating with others, even when you do not agree with them.
- Acknowledge the work of others wherever it has contributed to your own.
- Ensure that your own work is reported honestly.
- Adhere to accepted conventions, rules and laws of referencing when presenting your own work.
- Ensure that you follow the ethical conventions and requirements appropriate to your discipline (referencing styles will vary from one department to another).
- Support others in their own efforts to behave with academic integrity.
- Avoid actions which seek to give you an unfair advantage over others.
- Demonstrate your own knowledge, skills and understanding of a subject.
- Receive feedback to help you progress by constantly maintaining academic integrity. Acting with academic integrity will help you develop professional skills and values which are sought by employers.

6.2 Plagiarism

Plagiarism is the act of copying and using another person's expressions or ideas, without acknowledging them. We trust most students will always want to do the right thing. However, in instances where issues may arise, it is important to note how we define plagiarism to ensure serious cases can be avoided.

Unintentional plagiarism arises due to student confusion over how and where to reference, poor information literacy skills and confusion over the difference between copyright and common knowledge information.

Intentional plagiarism involves the deliberate act of presenting someone else's work/ideas as if it were your own. Current technology makes such responses easy (e.g. cut and paste). To ensure your work is not penalized for plagiarism, meaning you risk failing assessment, as learners, you are required to avoid:

- Copying or paraphrasing another person's work without acknowledgment,
- Cutting and pasting entire documents from the internet and placing them inside your assessed work (even with minor changes).

This pitfall can be avoided by doing the following:

- Reference all assignments for submission appropriately.
- Check with your course facilitator about how group work will be assessed.
- Seek advice and support from your course facilitator.

Note: It is a requirement that all research work be subjected to an anti-plagiarism software before submission.

6.3 Academic Practice in Assessments

Academic integrity in assessment entails:

- Understanding good academic practice in written work and creative practice. Understanding how to use the work of other scholars, including your peers, to develop your own insights into a subject and spark new ideas.
- Use of words of others or their creative output (whether published or unpublished, including material from the internet) without explicit acknowledgement is plagiarism and is punishable.

- When taking notes, record your observations based on the document you are reading, show the paraphrased sections and direct quotations.

Learn to plan your study time effectively, be aware of deadlines and leave plenty of time for writing to avoid the need to take 'short cuts' which could lead to bad academic practice and poor achievement. To demonstrate your knowledge and ability effectively in assignments, you need to ensure that you address the question you are asked. The purpose of assessment is to enable you to develop and demonstrate your own knowledge and understanding of the learning outcomes of a unit or programme or particular professional skills or competencies. It is important to make clear which are your words, ideas or artworks and which have been taken from others. It is often helpful to discuss ideas and approaches to your work with your peers and this is a good way to help you think through your own ideas. However, work submitted for assessment should always be entirely your own except where clearly specified otherwise in the instructions of the assignment.

6.4 Support from your Department

To support you in developing your understanding of academic integrity and sound academic practice, your Department will provide you with:

- You will be provided with University of Nairobi guidelines and regulations regarding academic integrity.
- Opportunities to participate in learning experiences to improve your understanding of academic integrity and academic good practice appropriate to your level of study.
- You will be provided with advice and information about referencing conventions within your discipline as appropriate to each level of study; information about sources of advice if you have particular learning needs.
- Advice as to what information in the discipline may be regarded as 'common knowledge' and therefore does not need to be referenced.
- Information about copyright and intellectual property and when you need permission to reproduce figures or other printed material (including material from the internet).
- Feedback on your work to help you perform to the best of your ability.
- Information, where applicable, about the use of electronic methods of plagiarism detection.
- Information about the consequences of academic malpractice.

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