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ONLINE SUPPORT STAFF INFORMATION HANDBOOK

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UNIVERSITY OF NAIROBI

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ONLINE SUPPORT STAFF INFORMATION HANDBOOK

BY

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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 following are the core values of the ODeL Campus:

- 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 Online support staff 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-ace session in the semester of study.
Course work	Means part of the evaluation of the learners during their programme of study. 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 first face-to-face session in 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 (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
Asynchronous online Learning	Web-based version of computer-based training typically offered on removable media or across a local area network. The learner access the course at any time at his or her own pace
Synchronous online learning:	Online learning where the interaction is live. It requires all the participants to be available at the same time
Learning Management System:	Web-based system that allows learning activities to be integrated in a single multimedia enabled environment.

SECTION ONE: INTRODUCTION

1.0   Introduction

This Handbook has been prepared to guide and facilitate orientation of online support Staff at the University of Nairobi (UoN). It is largely divided into eight sections. Section one covers the scope of the handbook, section two covers the Governing structure of the university and the functions of Management organs of the University, the third section presents the role and responsibilities of online support staff

1.1   The scope of the Hand book

This handbook covers all administrative staff, support staff and technical staff supporting students on online mode of delivery:

Administrative staff – means a member of staff of the University in Grade 5 to 15, who is appointed for general purposes of performing duties related to general management and administration of the University

Support staff – means a member of staff of the University in any of the Grades 1 to 4 who is appointed for the purposes of providing support services for the general management and administration of the University

Technical staff – means a member of staff of the University of Nairobi who is appointed to conduct general clerical, laboratory and field courses, and assist in the conduct of lecturers, examinations and research of the University

SECTION TWO: GOVERNANCE AND STRUCTURE

2.1 Governance Structure

The Chancellor

As head of the University (Dr. VijooRattansi (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.
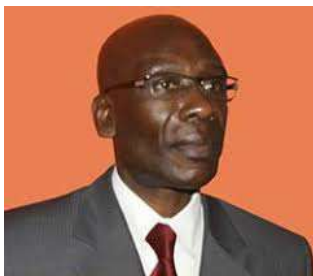
Deputy Vice Chancellors

There are four Deputy Vice Chancellors:

The Deputy Vice Chancellor, 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

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

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 MachokiM'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.

2.1.1 University Management Board

The University Management Board is responsible for the coordination of University and College development plans, the efficient management of University resources, both human and material, and making proposals to the Council and the Senate on policies that have a University–wide application.

Its membership comprises of the Vice Chancellor (Chairman), the Deputy Vice Chancellors, the Principals of constituent colleges of the University, and the Administration Registrar as Secretary.

2.2   Functions of Management organs of the University
2.2.1 The University council

The council of the University constitute of nine (9) members appointed by cabinet secretary. The council performs the following functions:

a) Determine the methods of recruitment , appointment and promotion of all staff of the University
b) To appoint and determine the terms and conditions of service for all staff of the University
c) To confer after receiving a report from the senate the title of the Emeritus Professors, visiting professors, honorary lecturer or honorary fellow
d) To approve budgets
e) To promote and make financial provisions facilities for execution of the function of the university
f) To determine, after considering the recommendations of the senate, all fees payable to the University
g) To approve any investment of any Money belonging to the University including any unutilized income, in such stocks, funds, fully paid shares or securities as Council may from time to time deem fit, in accordance with general law for the investment of trust moneys or in the purchase of freehold or leasehold properties, including rents and subjects to the Act with the powers of varying such investment from time to time by sale or re-investment or otherwise
h) Subject to the laid down government procedures to approve sale, purchase, exchange, lease or take on , lease movable and immovable property on behalf on behalf of the University
i) Subject to the laid down government procedures, to approve the borrowing of money on behalf of the University ; and for that purpose and subject to the Act, to mortgage or charge all or any of the property unless the conditions of the property so held provide otherwise, and to give such other security whether upon movable and immovable property or otherwise as the council may deem fit
j) On the recommendation of the senate to provide in accordance with the statutes, for the creation of new divisions, faculties, schools, institutes, departments, centers or other bodies of learning, research and production in the university, whether formed by the sub-division of any

one or more than one of any such new body or otherwise, and for the abolition from time to time of any such body, and to approve the establishment, abolition or subdivision to any such body however so described

k) To institute on the recommendation of the senate fellowships, scholarships, studentships, exhibitions, bursaries, prizes and other aids to study and research

l) To approve the terms and conditions upon which internal and external examiners shall be appointed by the senate

m) To empower committees to act jointly with any committees appointed by the senate, provided that the council shall not delegate to the Chairman or to a committee the power to approve without further reference to the council annual estimates of expenditure.

n) To approve regulations governing the conduct and discipline of the students of the University

o) To receive on behalf of the University, donations, endowments, gifts, grants or other moneys and make legitimate disbursements wherefrom;

p) To approve the constitution of the students organizations and do far as is reasonably practicable, to ensure that students' organization operate in a fair and democratic manner and is accountable for its finances;

q) To provide for welfare of the staff and students of the University

r) To approve regulations governing the recruitment, conduct and discipline of the staff of the university

s) To monitor and evaluate the implementation of strategies, policies and the management criteria and plans of the University

t) To constantly review the viability and financial stability of the University, and shall do so once every year

u) To ensure that the University complies with the constitution, and other relevant laws, regulations, governance practices, accounting and auditing standards

v) To perform such other duties as may be contained in the statutes and may have other powers as contained in the Act

w) The council shall ensure that a proper management structure is in place and make sure that the structure, functions to maintain corporate integrity, reputation and responsibility

2.2.2 The senate

The University Senate is chaired by the Vice Chancellor and has the following powers and duties:

a) To set the date of the academic year and to determine the schedule of academic programme within the academic year
b) To approve all the syllabi of the University
c) To make regulations governing methods of assessing and examining the academic performance of students
d) To evaluate academic records of both undergraduate and postgraduate candidates for the purpose of admission into the University
e) To regulate the conduct of the examiner
f) To appoint internal and external examiners and recommend to the council the terms and conditions of their appointments
g) To approve the examination results
h) Subject to the Act, to approve the award of degrees including the award of honorary degrees and other academic distinctions
i) To determine which qualifications or credits from other Universities or institutions shall be acceptable as equivalent to particular qualifications of the University
j) To determine the procedure to be followed in the conferment of the degrees and other awards
k) To determine the design of academic dress and prescribe its use
l) To evaluate research, teaching, staff and general work of nay body or section of the University and if it is so wishes to report and make recommendations thereon to the council
m) To promote and administer the extra mural, external and extension work of the University
n) To promote research and innovation work in the University
o) To promote co-operation and linkages with other institutions of higher learning and industry
p) To make regulations governing the award of fellowships, bursaries, prizes and other awards
q) To develop, implement and promote quality assurance systems and structures in the University operations
r) To promote the welfare of students and staff in the University
s) To propose regulations and procedures for discipline of students and make recommendations thereof to the council
t) To discontinue a student from a programme of study on academic grounds

u) To receive proposal from various boards and Faculties, Institutes, Schools, Centers, and to consider their recommendations and make appropriate decisions

v) To recommend to the council appropriate criteria for appointments and promotion of academic staff of the University

w) To review the statutes from time to time and present recommendations thereon to the Council provided that all statutes shall be reviewed at least once every five years

x) To determine general policy matters relating to the library, laboratory facilities, teaching aids, workshops and such other academic services which are in its view necessary for the furtherance of the academic Objectives of the University

y) To make regulations governing such other matters as are within its powers in accordance with this charter or the statutes

2.2.3 University Executive Board

It functions as the Management Board. It assists the Vice Chancellor in day to day management of the University. Thus it is responsible for the following functions;

a) The efficient management of the human, physical and financial resource of the University

b) The implementations of the University's policies

c) Making proposal to the Council and Senate on policies that have a University wide application

d) The coordination of the University strategic and development plans; and

e) Any other matters related to the management of the University

2.2.4 University Management Board (UMB)

The UMB is chaired by Vice Chancellor with Administration registrar as the secretary and shall be responsible for;

i. The coordination of University and College development plans

ii. The efficient management of University resources both human and material. Making proposals to the Council and the Senate on policies that have a University wide application, and

iii. Any other matters related to the management of the University and the College

2.2.5 College Management Board (CMB)

This is chaired by the Principal of each College and the College registrar is the secretary;

The college Management Board shall be responsible for the administrative functions of the College and for this purpose its functions shall include:

i. Management of the personnel, facilities and finances of the college
ii. Planning for College needs and development
iii. Preparation of annual estimates of the funds required by the College generation of revenue and admiration of all funds entrusted to it
iv. Appointment of the Unionisable staff Grades I – IV and middle grades A – F, Graduate Assistant, Tutorial Fellows and Assistant lecturers
v. Provision of the welfare of staff and students
vi. Implementation of rules and regulations governing the conduct, behavior and discipline of staff and students of the college as approved by the Senate and Council, and
vii. Repair and Maintenance of College equipment and facilities

2.2.6 College Academic Board (CAB)

This is chaired by the College Principal with College registrar as the secretary. The CAB is responsible for the administration and management of the academic programmes of the College, and to the end its functions shall include:

i. To propose regulations to the Senate for the admission of students to the courses in the college and their continuance with such courses
ii. To consider and select, and to recommend to the University Admissions board for approval, the undergraduate students who apply to the University of Nairobi for admission for the course at the College
iii. To consider and select postgraduate students, to approve admissions, course and appoint supervisors and examiners
iv. To grant scholarships, fellowships and awards and to revoke any such grants in accordance with statutes and regulations
v. To direct and make regulations on the teaching and research within the College in accordance with the University rules and statutes, and
vi. To recommend names of examiners for appointments by senate

SECTION THREE: ROLE AND RESPONSIBILITIES OF ONLINE SUPPORT STAFF

3.3 Role of online support staff

The online staff can be of two types; the technical staff and administrative staff

3.4 Role of online Technical support Staff

Operating technicians play a number of roles in distance learning programs, the most obvious being the operation and support of the technology itself. Other roles include:

i. Provide support of computer systems and network problems, including answering questions, providing advice, and troubleshooting.
ii. Help Desk personnel solve basic technical problems;
iii. Investigate and seek solutions to complex issues,
iv. Perform onsite installation or replacement of various hardware components, software repair, diagnostic testing, and the utilization of remote control tools.
v. Give individual or group instruction to users or make arrangements for instruction of software or systems.
vi. Configure workstations, system hardware and software,
vii. Provide technical assistance.
viii. Assist in determining hardware, software needs and upgrades.
ix. Track escalated user problems and inform the user of the status. Log all client problems and solutions.

Other roles include:
- Pre-Instructional activities such as ensuring that new participants are competent to interact with technology
- Providing a considerable amount of pre-instructional support to program participants'.
- Provide orientation to the system,

- Provide logistical and production support
- Reducing the anxiety of participants to the distance learning environment-reduce the anxiety level of participants by demystifying the technology and developing confidence in the technician.
- Facilitate the distribution of instructional and evaluation materials between participants and serve as examination proctors.
- Providing logistical support during teaching, learning and examination time
- Ensuring that instructional sites are electronically connected.

3.5 Online Administrators –

They work closely with technical and support service personnel to ensure that technological resources are effectively deployed. They maintain an academic focus and their ultimate aim of meeting the instructional needs of online students. In general the roles of administrative staff can fall under the following categories:

3.5.1 A learning Management system administrator

A Learning Management System administrator is a person who has the responsibility of managing the team and providing daily support as well as keeping the ongoing operations of an LMS stable. The roles of LMS administrator include the following:

1. Provide learning management system (LMS) training and support to faculty and students.
2. Research and resolve LMS functionality issues.
3. Collaborate with peers at other institutions to determine and facilitate best practices.
4. Design and maintain official, accurate, and up-to-date Web and Internet presence.

5. Maintain and operate various technologies used in the delivery of instructional and/or interactive programs and courses.
6. Creating and upload learning courses.
7. Building customer certification.
8. Providing personal feedback for the learners
9. Maintenance of the client portal.

A good LMS administrator should have a professional and efficient collaboration with cross functional teams. The administrator should:

- Actively participate in the process of information exchange.
- Assist in the process of the review creation.
- Make consultations with other teams in order to implement the best learning practices.
- Keep the track of the freshly uploaded relevant courses, materials, and workshops within the LCMS.
- Recognize and resolve the issues that may appear when it comes to course design, its configuration or infrastructure.
- Make sure that the LMS works properly and act fast if it comes to bugs and unexpected errors.
- Help the learners with any issues.

3.6   Roles related to supporting students and faculties to access online facilities

3.6.1 Facilitating students to access university resources

The administrative staff are required to guide students on how they can access university resources. 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. Students 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.

3.6.2 Facilitating access to video conference facilities
a) Key online etiquette to consider when video conferencing
Before the video conference there are certain things that you must ensure are taken care of;

- Check audio settings, video settings, device battery, and Connectivity

- Online meeting will often start on time. Ensure you sign at the actual listed time or early if settings allow
- Wear appropriate clothing for the meeting/class. Do not be partially dressed for online classes
- Make sure your background is appropriate and suited for the meeting/ class
- Switch of other gadgets that may interrupt your meeting. Incoming calls can interrupt your session. Your friends and family members and even your pets may disrupt you. Turn off TV, radio etc.

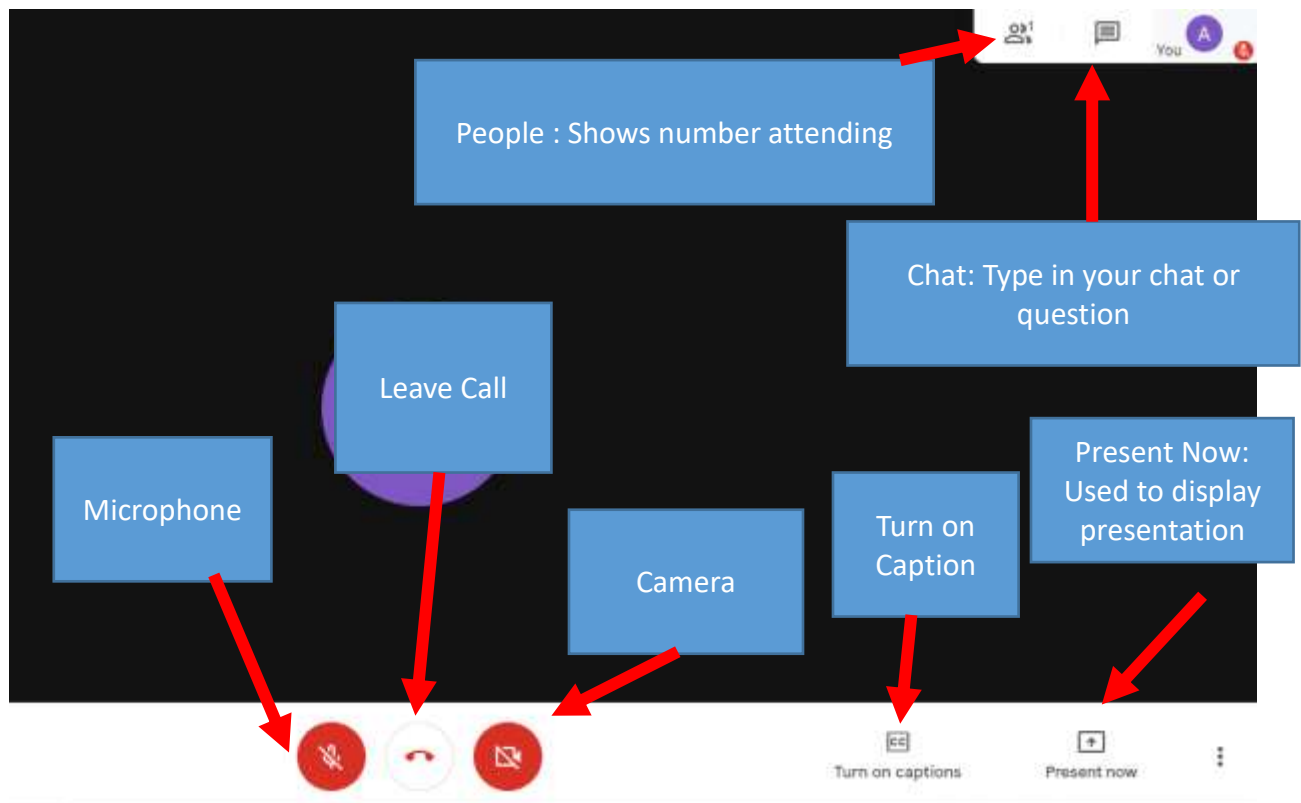During the video conferencing, you meet to consider the following

- Mute your microphone unless you are speaking. This will enable the facilitator be heard clearly
- Take care of nonverbal communication by staying focused on the call. You may consider looking straight at the camera if on. Avoid multitasking
- Treat the video call as a face to face interaction. Do not walk, drive or eat during the video conferencing
- Do not interrupt speakers. Wait until you are given a chance to speak or wait for pause before speaking
- To safe on data you may consider muting your microphone and camera during the video conference

b) How to facilitate student join a google meet session

- The generate a link and shared either on students email or other platforms such as WhatsApp
- If you are on university email, click on the google App on your right and click on the google meet application on the dropdown men
- If not, you may just go directly and click on the link shared i.e. meet.google.com/ogp-spxd-yzd
- Joining via phone may require you to download google meet up via play store app on your phone

- If you click 'JOIN MEET' it may ask you for the meeting code which you must enter
- If invited through email, just click on the meeting to join

c) Some key meeting features

People : Shows number attending

Chat: Type in your chat or question

Leave Call

Present Now: Used to display presentation

Microphone

Turn on Caption

Camera

3.3.3.Accessing to Course-ware in the LMS

The courseware (Modules) for online teaching and learning is presented on the Learning Management System (LMS).

3.3.3.1 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
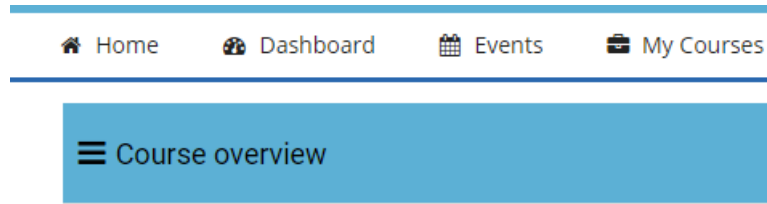
1. To access eclass through the Moodle Mobile App
   a. **Go to play store**
   b. **Download Moodle Mobile App**

   c. **Enter eclass url (eclass.uonbi.ac.ke)**

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

The following eclass page will appear

Accessing learning materials on eclass

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 enrol in, e.g BA, BSc or *M.A*
c) Click on a <u>course e.g *CCS 010*</u> within <u>Course Category</u> 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 eclass

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

- How to support faculties and students access video conference facilities
- How to support faculties to create google classroom
- How to support faculties utilize eClass
    - Access eclass
    - Update and Post material on eClass
    - Sett exams on eClass
    - Mark assignements on eClass