

# **GREAT LAKES UNIVERSITY OF KISUMU (GLUK)**



## **FEE PAYMENT POLICY**

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Signed:

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Vice Chancellor, Secretary to Council

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Date:

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Chairman of Council

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Date:

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## DEFINITION OF TERMS

**For the purpose of this document:**

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

**“Bursary”**- refers to the sum of money which is given to needy students to allow them to study in the University.

**“Fees”** – refers to the amount of money paid by the student to the University for educational and other services provided by the University.

**“Installment”** – refers to payment of fees in parts within a specified period.

**“Refund”** – refers to the money paid back to the sponsor as a result of a student withdrawal from the University, demise or overpayment of fees.

**“Registration”** – refers to the process where a person puts his/her name and signing the official list that allows him/her to become a student and hence receive educational and other services offered by the University.

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

**“Semester”** – refers to a period of study consisting of sixteen (16) weeks or its equivalent in contact hours.

**Sponsor”** – refers to an individual or organization responsible for payment of some or all the fees of the student.

**Student”** – refers to a person who is registered as a student of the University during a current academic year for a first or higher degree, diploma, certificate or such other qualification or course of the University as may be approved by the Senate as qualifying a person for the status of a student, but does not include a student of an affiliated institution who is registered for examinations leading to the degree, diploma, certificate and other academic award of the University.

**“Trimester”** – refers to one of the three periods in which the academic calendar year of the University is divided and each comprising of sixteen (16) weeks of study.

## EXECUTIVE SUMMARY

This policy recognizes that fees payment to the University by students and stakeholders is critical to effective and efficient service delivery. A convenient fee payment plan facilitates prompt fee collection, which in turn ensures effective planning and development of the University. The fee payment policy ensures value for money and quality service delivery to customers and the community at large. The policy strives to accommodate diverse needs of the students and the aspirations of the University and the stakeholders. It gives clear guidelines to students, sponsors and stakeholders on a convenient fee payment mode ensuring equity and equality in provision and access of University education. This policy is a product of a participatory process, and is cognizant of the various University performance management processes, including the service charter, strategic plan and objectives.

Signed:

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Vice Chancellor, Chair of the University Senate

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Date:

## **1.0. GENERAL UNIVERSITY INFORMATION**

Great Lakes University of Kisumu is committed to maintaining high standards of education and training of professionals who are responsible stewards of resources and services in the society. GLUK graduates after going through the learning experience with the institution go out equipped with the following rare and important attributes; high level of integrity, transparency and accountability, they are selfless, inclusive and participatory providing space and voice for all people. Our curricula prepare them to meet the needs of the market and professional bodies.

The following section provides guidelines that are applied to determine the eligibility of the applicants seeking admission to various programmes offered at GLUK.

### **1.1. Vision, Mission, Philosophy and Core Values of the University.**

#### **1.1.1. Vision:**

The Great Lakes University of Kisumu (GLUK) is established as a centre of excellence bridging academics with community and institutional based development.

#### **1.1.2. Mission:**

The Mission of GLUK is to develop effective and concerned managers or leaders with a vision for the transformation of situations in the African context.

#### **1.1.3. Philosophy of the University:**

GLUK believes that all people and communities have capacities and are fully engaged in individual, collective and collaborative actions to solve their own problems.

#### **1.1.4. Core Values and principles:**

All members of the University in their individual and collective capacities shall be fully committed to high standards of good governance and shall act in a manner consistent with the following values and principles which shall provide the framework within which all the University activities shall be performed:

- a) Excellence.
- b) Respect for dignity of every person.
- c) Results orientation.
- d) Accountability and prudent stewardship of resources.
- e) Integrity and honesty.
- f) Mutual respect.
- g) Inclusive participation.

## **2.0. INTRODUCTION**

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

## **3.0 POLICY STATEMENT AND SCOPE**

### **3.1 Policy Statement**

Policy development and review shall be undertaken by faculty members through their respective Departments. Programmes shall be developed by faculty or, where external expertise is required, by non-faculty practitioners or academic specialists engaged by a faculty selection committee and working under the authority of the Faculty. The approval process shall follow the University approved process of adoption of Senate Documents.

### **3.2 Policy Scope**

Policy review can take place at different levels. For instance at the department level before it is brought to the Faculty.

### **3.3. Scope**

This policy applies to all developments and reviews of courses, curricula and subjects offered at GLUK.

## **4.0. POLICY OBJECTIVES**

The objectives of this policy are to:

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



## **5.0. PAYMENT OF FEES**

All students are required to pay 100% fees and all other charges in respect of their Programme at the time of registration and this should be within the three first weeks of the opening date of every new semester. No registration is complete until all fees have been paid. If it is not possible for students to pay the full amount at the time of registration, a suitable payment plan approved by the Vice-Chancellor on recommendation from the Dean of the respective School will be made on how the outstanding amount will be paid. The student will be required to pay an amount determined in the payment plan. Such a student will also be required to complete a fees debt guarantee Form which will attract a fee this form should be fully signed by the approving authority. (Credit and Penalties)

Failure to adhere to the plan will result in automatic exclusion of the student from the bona fide students list.

### **5.1. Support to Students**

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

### **5.2. Setting of Tuition Fees and other charges**

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

### **5.3. Terms for Payment of Tuition Fees by a Sponsor**

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

Students in receipt of sponsorship from a sponsor must provide a letter of confirmation to the University on the sponsor's official letterhead in order to be rolled onto their course of study. Sponsors will be invoiced for their contribution to the Student's fees after the Student has been enrolled. Payment must be made in full by the sponsor within 30 days from the date of invoice. Installment payments are not offered to sponsor unless with prior arrangements. Where the Student's Fees are to be paid by a sponsor it shall remain the personal responsibility of the Student to ensure that their Fees and other charges are paid in full. This means that any amounts unpaid by the sponsor will become payable by the Student.

#### **5.4. Accommodation Fees**

The University's accommodation charges and application procedures including contacts are set out in the admission guidelines. Rent payments are due at the beginning of each semester. Every student is expected to exercise care in the safe use of their room hence a student would be held responsible for any damages caused. Damages caused would call for disciplinary action on the student including a surcharge and exclusion from university halls of residence. Continued non-payment of accommodation fees, will ultimately result in eviction proceedings.

#### **5.5. Other Charges including Fines**

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

### **6.0. FEE PAYMENT**

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

#### **6.1. Sanctions on non-payment of fees**

The following consequences shall apply to any student who fails to pay their fees and other charges on the due date set by the University (normally within the 25% rule):

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

## **7.0. REFUND GUIDELINES**

### **7.1. Full Refund of Tuition Fees Paid**

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

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

## **7.2. Partial Refunds of Tuition Fees Paid**

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

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

## **8.0. WITHDRAWING FROM A COURSE**

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

### **8.1. How to Request for a Refund**

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

### **8.2. Monitoring the Procedures**

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

## **9.0. FEE RECOVERY GUIDELINES**

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

- i. If fees remain unpaid beyond the stipulated period, access to the University IT network and Library services is removed. Access is not re-instated unless outstanding fees are paid in full or a new payment plan is agreed with the University.

- ii. In addition, the student may be required to vacate the University premises and that the student would not be allowed to re-enroll and/or graduate.
- iii. If the fees remain unpaid, the student will subsequently be notified in writing of the University's decision to take legal action to recover outstanding debt, including costs incurred e.g. commission and charges and that the University's sanction of withholding the conferment of awards and/or re-enrolment will be applied.

## **10. REFERENCES:**

This policy was informed by relevant national legislation and documents such as:

1. The Commission for University Education Standards and Guidelines
2. Universities Act 2012 (revised 2016)
3. Universities Code of Conduct
4. Statutory/Regulatory Bodies requirements
5. GLUK Examinations Procedures and Guidelines
6. GLUK Examination Rules and Regulations
7. GLUK School of Graduate Studies Guidelines
8. GLUK Quality Manual
9. GLUK Quality Policy Statement