

FREQUENTLY ASKED QUESTIONS DURING THE COVID-19 CLOSURE, MARCH 2020

1. When will the University re-open?

The University shall re-open after the Government lifts the restriction on public gatherings announced on 15th March 2020. The Monday 16th March 2020 closure of on-campus learning was in response to a government directive to schools, colleges and universities; only a government directive will lift the ban. To facilitate the continuation of learning, classes have been made available online on the University e-learning platform Moodle supplemented by other online systems. The University shall resume when the Government lifts the ban.

2. What happens to students who are in their last semester and are supposed to graduate?

All students in session for the January 2020 semester are advised to login to: elearning.daystar.ac.ke platform to continue with classes in line with the University Calendar. All students planning to graduate this year will need to meet graduation requirements.

3. How do we pay fees if the finance office is closed and some of us would like to swipe cards?

For now, we encourage use of MPESA, EFT, and direct deposits in favour of Daystar University. Remember to Email your transaction receipt to finance@daystar.ac.ke

4. Why should we pay fees if we are not in school?

Fees should be paid because learning continues on the e-learning platform for the remaining weeks of the Semester weeks.

5. How will students in remote locations without internet, laptops and smart phones access the e-learning?

This concern has reached the Office of Deputy Vice-Chancellor (Academic, Research and Student Affairs, and is under discussion.

6. Why are you sending Parents information about e-learning which they don't even understand?

Parents and the University have a shared responsibility to ensure students successfully complete their studies and graduate. For this reason, during this Coronavirus crisis it was important to inform parents, as key stakeholders, about measures the University had put in place since the Corona outbreak to ensure the students' safety, the Senate decision to close, send students home, and keep them learning online until the Government lifts the ban to enable re-opening. We request parents to ensure students are supported while at home to attend to classwork.

7. Why is it that some students are not able to log into their portals?

*While trying to login, use your official university email address. If still unable, please contact the **ICT Department on 0709 972 324** or webmaster@daystar.ac.ke for support, your course Lecturer or HOD. You can also reach the University on **0709 972 000 Monday to Friday, 8:00am to 5:00pm**. Our friendly Customer Care staff are waiting to assist you.*

8. What happens to students who had not cleared their fees and were not issued with attendance cards but have recently cleared their school fees since the finance office is closed?

*Before we closed, the Finance Department had sent Notice giving Friday 13th March 2020 as the **de-registration deadline** for students who were not financially cleared. This was effected on Tuesday 17th March 2020. De-registered student who have paid fees since then should contact the University Registrar on registrar@daystar.ac.ke or ICT on webmaster@daystar.ac.ke for assistance.*

9. When will the finance office open?

*The Finance Department has assigned an Officer to be at the Nairobi Campus on **Monday 23rd March 2020** during working hours (**8:00am to 5:00pm**) to assist students and parents with various needs, including swiping cards. Please note, the Finance Office will only be open on this day during this time of closure.*

10. Will students do their exams through online platform?

In the event that the Government shall uphold its directive to close learning institutions beyond our scheduled exam time, the DVC Academic, Research and Student Affairs shall give direction subject to a Senate decision.

11. What happens to the Certificate students, who were to report on 6th April 2020?

The intake is currently suspended until the University resumes operation. Those with admission letters shall be communicated to.

12. If a student cleared school fees and cannot access the work through e-learning, will the student be de-registered?

No, they won't be de-registered. It is the desire of each Lecturer to have all registered students on the e-learning platform. For assistance to access the e-learning platform, please contact ICT department on: webmaster@daystar.ac.ke or registrar@daystar.ac.ke

13. What do you advise de-registered students to do when they're ready to clear their fees?

They should pay through MPESA, EFT or direct deposits in favour of the University's account after which they should Email their transaction receipt to

finance@daystar.ac.ke and thereafter contact ICT on: webmaster@daystar.ac.ke and/or University Registrar on registrar@daystar.ac.ke for registration back in class.

14. Will parents be penalized for late fee payment since the finance office is closed?

During this time of closure, parents on the Installment Plan don't need to fear penalties. We advise they pay through MPESA, EFT or direct deposits in favour of Daystar University, after which the student should Email the transaction receipt to finance@daystar.ac.ke

15. Should parents still pay for dining hall when students are not in school?

This question has been referred to the Management and shall be clarified by the time we re-open.

16. What should students who don't have access to internet and power do?

The best advice at the moment is to try your best as the University does it's best to keep classes running online. If you're totally unable present yourself to your HOD/

17. How should students get the Daystar email and e-learning log in if they forgot?

*The ICT Department is available on **0709 972 324** or webmaster@daystar.ac.ke for support. You can also contact your course Lecturer or HOD for help, or call the University through the Switchboard on **0709 972 000, Monday to Friday, 8:00am to 5:00pm**. Our friendly Customer Care staff are waiting to assist you.*

18. What should be done about the late examination registration

The University Registrar will communicate about examinations

19. How can a student or graduate collect their transcript / certificate that is urgently needed since the Registrar's Office is closed?

Please contact the Registrar Office on email: registrar@daystar.ac.ke for help.

20. How can those who have travelled get their degree certificates?

Please contact the Registrar Office on email: registrar@daystar.ac.ke for help.

21. How about students with Fee balances?

Before we closed, Notice had been served giving Friday 13th March 2020 as the deadline for de-registering students who had not financially cleared. Deregistration was effected on Tuesday 17th March 2020. Any deregistered student who has paid fees since then should contact the University Registrar on registrar@daystar.ac.ke for assistance.

22. What about payment of Suppliers?

Supplier payments will be contacted after we re-open.

23. What if one has paid fees in excess?

Any excess fee paid is normally utilized in the subsequent semester. For those in their final semester, the money is refunded upon clearance after graduation.

24. Any more questions?

*You may contact us on info@daystar.ac.ke, pr@daystar.ac.ke, careersmade@daystar.ac.ke or call us on **0709 972 000 Monday to Friday, 8:00am to 5:00pm**. Our friendly Customer Care staff are waiting to assist you.*

Approved for release:

The Chair
Crisis Management Team
22nd March 2020
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