

STUDENTS HANDBOOK

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WELCOME REMARKS

St. Paul's University welcomes you and appreciates your choosing to study with us. We trust that your stay with us will be enjoyable and memorable. To help you settle down quickly, this handbook has been prepared with you in mind. It serves only as a guide to the University so you will need to seek further information from other documents where you will be directed by your lecturers, Heads of Departments or Faculty Deans.

The University Vision: is to be a University of academic excellence based on Christian principles producing graduates in various fields for global service.

The University Mission: is to develop servant leaders by imparting knowledge, skills and values through creative methods of education, research and spiritual formation.

COMMUNICATION WITH STUDENTS

1. Modes of communication

The official mode of communication with you will be through your SPU email account. Important notices may also be sent via SMS, student's portal, direct calls and/or placed on Notice boards. It is your responsibility to check.

2. The University Catalogue

The University Catalogue provides a clear and adequate guide for you so familiarize yourself with it. It contains information on our programmes, policies, regulations, schedules and services provided by the University. Updates and changes will be made as they occur. Work closely with your Head of Department or supervisors to understand it. The University Catalogue is available on your student's portal.

3. Student's Portal

On your student portal, you will be informed on the important semester dates. You will also able to:

- keep track of units you have taken using the road map;
- check your examination results;
- view your fee statement;
- book and register your units;
- evaluate your courses;
- print your exam card; and

- have access to various forms such as transfer of credits, transfer of campus, change of the programme of study and mode of study, deferment of exams or semester, and intent to graduate.

NOTE: Your portal will be blocked if you are suspended or expelled.

4. Important Semester Dates

The dates for the semester will be shared with you on your student portal. Also, messages may be sent to you via your SPU email address, SMS, or direct calls.

REGISTRATION AND ORIENTATION

5. Registration Process

You are required to register on the first day of each Semester/Session. Registration involves: booking units (online) and paying for the booked units at the designated bank or via MPESA. If you are a new student, then you shall be required to also activate your SPU email account.

Payment of fees (at least 40% of the total fees) is what confirms your registration and should be paid by the end of the second week of the semester.

Registration enables you to:

- Appear on the class list;
- Sit for CATs;
- Sit for exams;
- Receive exam results on-line; and
- Receive financial statements online.

NOTE: Accommodation must be paid for in full.

6. Registration with Professional Bodies for Medical Students

As a medical student you are required to register with the Professional body (Nursing Council of Kenya or Clinical Officers Council) within one month of reporting to the University. Your respective registry will furnish you with details.

7. Student's Identity Card

Upon registration, you shall be issued with your Student Identity (ID) card. The card contains important information such as details of your program, your SPU email address to enable you to communicate with lecturers and receive important notices. It also gives you access to the library to borrow books. You are required to have your ID card on you at all times and to remember your student number.

8. Orientation

It is necessary for you to attend the orientation because this is where all the important information regarding your life at the University is provided. The program consists of presentations and activities to help you familiarize yourself with the faculties, resources available and campus community. It is offered to you as a new student to help you settle down quickly.

REGULATIONS ON YOUR STUDIES

9. Planning your studies: Road Maps and Timetables

On your student portal you will find the following information to help you plan your studies.

- Your programme road map that will help you see the units you are expected to cover for your programme.
- The timetable for you to know the times, venue and the lecturer teaching the unit.

The course planner guides the units that will be on offer for the year (three semesters), and is accessible through your HOD.

10. Unit Load

You may take a minimum of three and a maximum of six/seven units a semester depending on the programme requirements. The number of units include re-retakes were applicable.

- If you have a mean score of 70% and above you will be allowed to take seven/eighth units with written permission from the Dean of Faculty.
- You are allowed to take up to two units in another department in consultation with the respective Dean or Head of Department (HOD). Such units will be counted as electives.
- A prerequisite unit has to be passed before pursuing the next unit in the series.

11. Dropping / Adding Units

You may add / drop a unit(s) within the stipulated period indicated on the calendar (see your student portal). Beyond this period, you will be charged a fee. The deadline for adding and dropping units is indicated on the academic calendar which will be posted on your student portal. If you drop a unit, it will be de-registered at the Finance Office (Your name will be removed from the class list).

NOTE: Units cannot be dropped before examinations.

12. Credit Transfers

Credit transfers apply for candidates who have transferred to the university to do course units for similar programmes (bachelors) at the same level.

They will be permitted up to a maximum of 49% of the core course units for similar programmes at the same level. You will need to apply through the Faculty Dean using the standard form in the first year, first semester.

A letter will be sent to you from the Faculty Dean confirming the units you are exempted from once fully approved. When you receive the letter, pay the required amount. Payment should be made in the first semester of the first year.

13. Exemptions

Exemptions apply for candidates who have transited through professional examinations and diploma courses. You may apply for these through your Head of Department and you must provide your academic transcript(s) which lists the courses taken, grades and duration from each institution they attended. Each transcript and the listed courses shall be evaluated to confirm they satisfy the requirements of the university. A letter from the Faculty Dean will be sent to you confirming the units you are exempted from once fully approved. When you receive the letter, pay the required amount. Payment should be made in the first semester of the first year.

14. Transferring to another campus or changing of programme of study

To transfer to another campus or to change your programme of study, complete the "Student Campus Transfer Form" or the "Change of Programme of Study Form" online. The request will be processed and you shall receive the necessary communication.

15. Medical Students Transferring to/from another campus

Medical students wishing to transfer to St. Paul's University from another institution shall be required to present a "no objection letter" from the Clinical Officers Council. Any units you may have failed in the previous institution and is in our curriculum, will have to be repeated.

Medical students wishing to transfer from St. Paul's University to another institution shall be required to withdraw from the University by filling in the University Withdrawal Form and also get a no objection letter from the Clinical Officers Council.

16. Changing programme of study

Change of programme of study is only permitted in the first year, first semester and within the registration period. You should apply online through the student's portal to the HOD/Programme Coordinator stating the reasons why you wish to change the mode of study. The HOD/Programme Coordinator will approve/reject the request. Upon approval, the new programme of study shall be entered into your student record.

17. Changing mode of study

You may change the mode of study at the beginning of the semester, within the registration period. Apply online through the student's portal to the HOD/Programme Coordinator stating the reasons why you wish to change the mode of study. The HOD/Programme Coordinator will approve/reject the request. Upon approval, the new study mode shall be entered into your student record.

18. Deferment of Studies

You may defer studies because of illness, financial problems, or family issues. In case of deferment:

- Apply online through the student's portal to the HOD/Programme Coordinator stating the reasons why you wish to defer;
- The department committee will approve/reject the deferment and inform the Faculty Dean;
- The Faculty Dean will approve/reject the deferment for a given period. Upon approval, the deferment details shall be entered into your student record.
- After the period of deferment is over you will re-apply for admission two months before the semester begins. The Faculty Dean will assess the letter and re-admit you.
- With the deferment the undergraduate programme should be completed in six (6) years total, diploma and certificate programmes in three (3) years while the post graduate programmes should be completed in five (5) or six (6) years depending on the program.

Note: For more information on financial implications on deferment, see the section on Refund of Fees (No.48).

19. Duration of programmes

Undergraduate programme should be completed in six (6) years total, diploma and certificate programmes in three (3) while the post graduate programmes should be completed in five (5) or six (6) years depending on the program.

20. Overstayed students

- Certificate, Diploma and Undergraduate students who overstay beyond the semester they were supposed to finish without approval (such as deferment or taking a lesser course load) will incur a charge of Ksh.5,000 per year up to a maximum of the duration their curriculum allows. Thereafter, they shall be de-registered.
- Masters students who overstay beyond the semester they were supposed to finish will incur a charge of 10,000 per year up to a maximum of the duration their curriculum allows. Thereafter, they shall be de-registered as per policy.
- PhD students who overstay beyond the semester they were supposed to finish will be expected to apply for extension to the University Senate through the Board of Postgraduate Studies.

EXAMINATIONS

University examinations shall consist of Continuous Assessment Tests (CATS) and end of semester exams.

21. Eligibility for Examination sitting

Examinations are administered at the end of every semester. You shall be eligible to sit for University Examinations only if you are a registered student, and only for the units you have registered for. You shall sit for your exams at the times indicated on the examination timetable.

22. Conduct in the Examination room

You are reminded to observe the following:

- You shall **NOT** be allowed to enter the examination room thirty minutes after the commencement of the exam.
- You are expected to take only your writing pen(s), student ID and your examination card into the examination room.
- You are expected to organize where to keep all your belongings before entering the exam room.
- You shall be expected to write only in the Examination Book provided and not on the examination paper (writing on the examination paper may be construed as cheating).

23. Exam Cards

You shall print your exam card during the period stipulated in the calendar.

You shall be eligible to be print an exam card if you have:

- Registered for the semester (i.e. booked units and paid in full for them);

- Maintained a minimum of 75% lecture attendance and completed coursework;
- Completed course evaluation for all courses registered.

24. Deferment of Exams

Missed exams should be taken the next time they are on offer. If you are unable to sit for an exam, you **MUST**:

- Provide written proof of the reasons why the exam was not taken and provide evidence.
- You should apply online through the student's portal during the examination period to the HOD/Programme Coordinator stating the reasons why you wish to defer exams and attach all documentary evidence where applicable.
- The department committee may allow the deferment and inform the Dean of Faculty.
- The Dean of the Faculty will approve/reject the deferment.
- Coursework marks will be valid for a period of one academic year that is **three (3)** semesters only.
- If you fail to take the exam by the end of one academic year you will be required to repeat the unit(s).
- You are only allowed to do a maximum of **three (3)** missed exams per semester.

Only the following reasons are acceptable for failure to sit an exam:

- Illness (letter from the hospital must be attached);
- Bereavement;
- Failure to raise the remaining tuition fee.

25. Evaluation of programme

You are required to evaluate the units you have studied for at the end of every semester. This will help the faculty to improve the programme and also will enable you to get an exam card. Check the calendar for when this is scheduled.

26. Missed Exam

You may sit for a missed exam when it is next offered and this must be within three (3) semesters. In this option, the coursework mark shall be carried forward on condition that the three (3) semesters have not expired. You will not be required to pay for the exam as it had previously been paid for. This shall also apply for those who are on a two-semester academic year. Thus, you may

sit for a missed exam during the May- August semester when you are not required to be in session.

27. Re-taking an Exam

If you fail an exam, you may opt to repeat the unit(s) and can attempt a maximum of **two (2) re-sits**. You will need to:

- a) Register for the unit(s) afresh.
- b) Study the unit(s) again for a whole semester.
- c) Complete the course work and sit for CATs and final exam.
- d) The final grade obtained after the re-take will reflect an “R” on the transcript indicating it is a re-take.

28. Supplementary Examinations

Supplementary examinations are examinations that a student will be allowed to take if they fail a unit(s). They should be done within the semester that the results have been released. They will be offered immediately after the main end of semester examinations. To be eligible, you will need to apply for a supplementary exam and make the necessary payment.

The options available to you for this option will be:

- a) There will be no course work and the exam will be marked out of 70%, 60% and 50% depending on the faculty then converted to be out of 100%.
- b) The exam mark shall not exceed 40% for undergraduates and 52% for postgraduate students.
- c) The transcript shall read (S) to indicate Supplementary Exam.
- d) You must have a minimum of 75% class attendance for the unit failed, and this has to be approved by the department/Dean
- e) You shall be required to pay 25% of the unit cost.
- f) You will be allowed to repeat two more times and should you still fail, you shall be discontinued.
- g) You need to apply for the exam in the following semester.

29. Improving your Grades

You are allowed to improve your grades as long as you register for the unit(s) when it is next offered, pay full tuition fees, attend all lectures and fulfill all the requirements of the course as per the University policy. The latter mark whether higher or lower will supersede the first mark.

However, you will be time-barred if the unit is not taken within three semesters (even if the unit was not on offer during that period).

Note: you cannot repeat a first-year unit in third or fourth year. You can only repeat it within three Semesters.

30. Auditing a Unit

A student may audit a unit with permission from the Registrar (Academics). An audited unit will not be converted to a regular unit and will not be examined but it will be reflected in the results slip and transcript as follows:
Audited-A

31. Result slips

You will receive your examination results in your portal for viewing. In case you need a printed copy of the results slip, channel your request to your department. Only the last released results will be printed.

32. Failure to request for Results Slips within the Stipulated Time

In case you fail to obtain a result slip within the stipulated time, then you can request for a provisional transcript which will have the results of all the examinations you have sat for. You will be required to pay for the provisional transcript. The Finance office will give you a clearance note to present to the Registry that will then process your transcript. The transcript will be availed within a minimum of a week from the date the clearance note is delivered at the Registry.

33. Examination Irregularity

In the context of Examinations, an exam **irregularity** constitutes the following:

- | | |
|---|--|
| <ul style="list-style-type: none">• Late arrival of a candidate at the examination hall.• Entering the examination hall without a Student's Identification Card and Exam Card.• Going out of the examination hall without permission.• Disturbing or distracting any other candidate in the exam room. | <ul style="list-style-type: none">• Starting to write the Examination before the Invigilator has given permission.• Refusal to stop writing after the invigilator has timed off.• Taking the examination script out of the examination room without permission |
|---|--|

34. Examination Cheating

Cheating is the use of unauthorized material in the examination room, and is a very serious offense. If caught cheating, you will be suspended for one semester, and if caught a second time you will be expelled.

In the context of Examinations, cheating constitutes the following:

- Use of unauthorized material;
- Being in possession of a mobile phone, unauthorized electronic devices, smart watches or digital watches in the examination room;
- Passing or receiving relevant verbal, written or electronic communication to or from other candidates or any other source during the examination;
- Unauthorized possession of used or unused examination answers booklet(s) outside the examination room;
- Possessing any unauthorized written material in the examination room;
- Copying from other candidate's answer book or any other source e.g. body parts or clothing.
- Impersonation.

Note: You shall be summoned by the Examinations Irregularities Committee if you are involved in an exam irregularity or cheating. Failure to present yourself after being asked to do so, shall be deemed you are guilty and not willing to defend yourself.

35. Plagiarism

Plagiarism refers to the use of someone else's ideas, words (in whole or in part) as one's own original work. Work here referring to any intellectual production, including text, data, images and performance

36. Examination Queries

If you have an examination results query, raise it within two weeks after results are released through these emails:

- examinationsnairobi@spu.ac.ke - for Nairobi Campus students; and
- examinationslimuru@spu.ac.ke - for all other campuses.

37. Appeal against continuous assessment (CAT) result

If you are not satisfied with the grades on the continuous assessment (CAT), you may appeal CAT result by following the laid procedure;

- a) Discuss the matter with the **lecturer** concerned.
- b) If you are still not satisfied with the explanation of the lecturer, appeal in writing to the **HOD** of the concerned department. The HOD may either make a decision in consultation with the Lecturer concerned, or refer the matter to the Departmental Committee.
- c) If you are still not satisfied with the decision of the HOD or that of the Departmental committee, appeal in writing to the Faculty Dean. The re-mark results will be communicated to you through an official letter.

38. Appeal against exam result

You may appeal an exam result by requesting for a re-mark. The appeal must be requested for latest two (2) weeks after the official release of exam results by writing an official letter to the University Senate through the DVC–Academic Affairs. You shall pay a non-refundable fee of Kshs.1000/- per unit and attach the payment evidence to the Appeals letter. The re-mark results will be communicated to you through an official letter.

WARNINGS AND DISCONTINUATION

39. Warnings and Discontinuation Letters

- In the event of being found guilty of an exam irregularity or cheating, you shall receive a warning letter from the office of the Deputy Vice Chancellor – Academic Affairs informing you of the consequences.
- If you are found guilty of examination cheating, you shall be suspended for one semester and shall have all subsequent examinations (those taken after the event) during that exam period nullified.
- All nullified exams, when later taken, will be given a pass mark if you pass. However, all nullified exams that should have been taken in the same examination period when the cheating incident occurred shall qualify for full grades when taken after the suspension.
- If you get a cumulative average grade of an 'F' in a semester you will get an academic warning. This is to alert you on the danger of being discontinued or challenges of getting a job due to low grades.
- If you get a cumulative percentage average of an 'F' for three consecutive semesters, you will be discontinued.
- If you fail half or more of the units registered for in a given semester, you will be discontinued.
- If you are involved in an examination cheating the second time, you shall be discontinued from studying at the University.

40. Suspension

Suspension refers to temporary removal from class and other university activities on disciplinary grounds usually for a period of one semester.

You will be prevented from registering if you are on suspension by blocking your portal. After you return from suspension, you shall register for the nullified units in the new semester and take all the coursework and examinations. Full fees for the semester shall be paid, as the fees for the semester when you were caught cheating will be nullified.

41. Discontinuation on Academic Grounds (Expulsion)

Discontinuation refers to permanent exclusion/withdrawal from class and other university activities due to disciplinary issues or poor performance in examinations.

If you are discontinued on academic grounds, you may apply for re-admission. You will need to complete a new Application Form and a new student number will be issued to you. Apply for transfer of credits for units where you obtained a grade 'C' and above and pay 20% of the unit cost for credit transferred.

Note: No refund of fees shall be made if you have been expelled or suspended.

CODE OF CONDUCT

42. Prohibited conduct

You are encouraged to familiarize yourself with the University's code of conduct that is issued to you as a new student and which you commit yourself to by signing. Failure to comply with the acceptable conduct will lead to disciplinary action.

Some of the prohibited conduct include: the use of prohibited substances like alcohol, tobacco and drugs; bribery, extortion, gambling, theft; violence or threats against any person; bringing in or holding any offensive weapons such as guns, bows and arrows or knives; strikes, boycotts, riots, sit-ins or any other form of group protest; indiscipline or any unruly behaviour; calling of outside body (such as press or police) without prior approval of the Vice-Chancellor; engaging in sexual activities; and discrimination against fellow members of the University Community.

UNIVERSITY DRESS CODE

43. All Students

The University has established a standard of dress for the entire university community. You are to continuously use appropriate dress and manners.

Medical students are required to always be in laboratory/dust coat while in the laboratory or clinical areas, wear closed shoes at all times while in the laboratory or clinical areas, male students to wear a neck tie and dress appropriately while in the clinical areas.

You shall also be required to demonstrate respect for other health professionals in the teaching hospitals and attachment centers.

SUPPORT SERVICES

44. Library

The Library hosts both print and digital material and is open to all students and staff. The working hours are as follows:

Weekdays 8:30 am–10:00 pm (Limuru campus)
8.00 pm –10:00 pm (other campuses)
Weekends 9:00am – 5:00 pm (all campuses)

The University Library shall remain closed on Sundays and Public Holidays.

45. Information and Communication Technology (ICT)

The Information and Communication Technology Department helps you in ICT related issues such as creating SPU emails and in resolving logging issues. Also feel free to use the cybercafé and hot spots available within the University.

46. Counselling offices

The University is aware that there may arise situations that may distract you from your studies and prevent you from having a great experience in the University once in a while. At such times feel free to use the services of professional Counselling Psychologists available free of charge in all our campuses. All matters handled in counselling are treated with utmost confidentiality.

47. Student Finance Office

The financial policy on fee payment and refund of fees is as follows:

- a) All payments should be deposited into the St. Paul's University bank account. No cash payments or personal cheques are accepted. Banker's cheques are accepted and should be presented to the cash office for receipting. You may also make payment via MPESA.
- b) You shall not be enrolled at St. Paul's University without meeting the fee obligations of the University.
- c) In order to complete a semester of study, you should register with the required full fees or 40% of semester fees if you are paying in installments. All fee payment must be completed in order to be allowed to take the end of semester exams. In case you are not able to fulfill this requirement, you are advised to defer the semester.
- d) If you pay fees in installments you will be required to pay a surcharge of Kshs.2,000/- per semester.
- e) Late registration is allowed at a fee of Kshs.3, 000/- per semester.
- f) The University does not refund fees to students. Fees are carried forward on to the next semester unless a student is withdrawing from the University and the refund of fees below will apply.

- g) The University does NOT give loans to students hence you should adequately plan your expenses.

48. Refund of Fees

The following fees are not refundable: Registration, Student Activity, Library, Computer Laboratory, Application Form, Medical and Student ID.

- a) Caution money is refundable, subject to clearance.
- b) Full tuition is refundable if you were not able to start because of lack of quorum in class or the University was not able to offer the program.
- c) No refund of fees shall be made to a student who has been expelled or suspended due to misconduct.
- d) Only Tuition fees is refunded if you officially drop out of the course (ref. to h below) within the periods stated below. The following refunds will apply:

No. of Weeks	Charge of Fees (%)
0 – 1	0
2 – 3	15
4	35
5	50
6	70
7	100 – no refund

- e) Special refunds: If you drop out of the University due to some exceptional causes such as grave accidents, illness or death, you might be granted a special refund of up to 50% of tuition fees when withdrawals are made in the 3rd and 4th weeks of the semester. Full documentary evidence will be required before any refund is granted.
- f) Expulsion/Suspension: No refund of fees shall be made if you are expelled or suspended due to misconduct.
- g) Desertion: No refund of fees shall be made if you do not withdraw officially from the course.
- h) Official Withdrawal: You are required to write to your respective Dean to request for withdrawal. The withdrawal comes into effect after confirmation from the DVC-Academics. The effective date for the withdrawal will be the date on which the clearance form is submitted to the Accounts office not the date on which you stopped attending classes.
- i) Refunds is payable to the sponsor, parent or the person who pays the fees. If refund is to be done to you as a student, then written consent of the fee's payer must be obtained.
- j) All refunds for fees on withdrawal, student allowance or upkeep will be charged 5% university administration levy.
- k) Exception to (i) above is only if the refund is occasioned by the University inability to offer the service.

UNIVERSITY SCHOLARSHIPS AND WORKSTUDY PROGRAMME

49. Applying for Scholarships

The university provides limited scholarships to support needy and deserving students with tuition fees only. The scholarships are advertised and beneficiaries are awarded on basis of merit. The Scholarship Committee administers the scholarships.

50. Work study programme

The work study program provides opportunities for students to work on campus while attending lectures on full-time or half-time basis. Work study is based on need and availability of University funds. You will need complete the “Work Study Form” through the office of Dean of students. The request will be processed and you shall receive the necessary communication. To be eligible, you need to be:

- a registered student in at least in your second year of study;
- in possession of evidence of your involvement in the life of the University community in spiritual, academic or extracurricular activities and practice the ethos of the University.
- willing to take up work study wherever it is available in the current campus of study;
- in good standing academically with a minimum of grade “B” or 60% at the time of application for work study;
- known as not to having turned down such an offer on grounds that were not acceptable to the University management.

ACCOMMODATION

51. Accommodation at the Limuru Campus

Accommodation is available at the main campus in Limuru. If you wish to reside in the University halls of residence, you will be required to apply for it. If available, you will be given a room for occupancy at a fee.

INTERNATIONAL STUDENTS

All matters relating to international students are handled from the International Partnerships Alumni Relations Office. International students are required to report

to the Office within the first week of reporting in order to start the visa application process.

52. Visa Application

If you are an International student, you need to apply for a student visa either before or immediately after you come to the University. The Office shall undertake the visa application processes on your behalf. Visas are valid for one/two years and are renewable.

53. Airport Transfer Services

Airport transfer services are availed at an affordable fee on request and on early communication.

54. Registration with Embassies while in Kenya

All International students are encouraged to register themselves with their 'home' Embassies immediately they report at St. Paul's University. This is very important because most Embassies keep track of their citizens and their whereabouts. Contacts for Embassies can be obtained from the International Partnerships Alumni Relations Office.

STUDENTS WELFARE

All student welfare matters are handled from the office of the Dean of Students.

55. St. Paul's University Students Association (SPUSA)

As a registered student, you automatically become a member of the St. Paul's University Students Association (SPUSA) and are eligible to vote office bearers during the general election annually. The Association represents students' interest to the University management with the aim of promoting cordial relationship between the students and the university staff.

EXTRA CURRICULA ACTIVITIES

56. Clubs

You are encouraged to join a club of your choice as a variety of clubs including in-door and out-door activities are available at all the campuses.

GRADUATION

57. Eligibility to graduate

Upon completion of your studies and having met the program requirements, you shall be eligible to graduate. You shall be required to apply for intent to graduate and undertake the necessary clearances.

You may graduate in absentia if you are unable to attend the ceremony. The University shall issue you both the certificate and final transcript after graduation.