

FREQUENTLY ASKED QUESTIONS (FAQs)

A. PAYMENT OF FEES

1. **What is the procedure of paying school fees?**
 - The school fees should be paid through the E-CITIZEN using the link below.
https://departments.embuni.ac.ke/firstyears/images/2024/GOVERNMENT_PAYBILL_FEE_PAYMENT_PROCEDURE.pdf
2. **When is School fees due?**
 - Full School fees is due on the first day of the Semester
3. **Can I pay my fees in instalments?**
 - Students who are unable to pay the full fee amount at the time of reporting can opt for the **Phased Fee Payment option**. This allows fees to be paid in instalments within a semester.
 - To be eligible, **you must pay at least 50% of the applicable fee initially**. A 2.5% administrative fee will be charged on the outstanding balance at each instalment interval.
 - The payment plan is usually as follows:
 - a. **First Instalment:** Pay at least 50% of the total semester fees before the registration deadline. Approval for this option is granted only after this payment is made.
 - b. **Second Instalment:** Pay enough to bring the total paid to at least 75% of the semester fees by the end of the 7th week (mid-semester).
 - c. **Final Instalment:** Pay the remaining balance by the end of the 11th week of the semester.
4. **How can I access my fee payment statement?**
 - You can access the fee payment statement from your student portal
5. **Can I do my exam if I have not cleared the Semester fees?**
 - No, only students who have cleared the Semester fees are allowed to sit for exams

B. HIGHER EDUCATION FUND

1. **How can I apply for a government scholarship, loan and bursary?**
 - If you require Government financial support, you MUST make an application for consideration through the official scholarship and loan application portal through www.hef.co.ke
2. **When is the deadline for application for funding?**

The HEF portal is open for applications starting June 18, 2024. Please refer to the HEF portal for specific deadlines.
3. **How much will I be charged for the application for funding?**

The Higher Education Fund does not charge any application fee for funding.
4. **I have not yet acquired a national ID card, will I still be allowed to apply for funding?**

You can apply for a scholarship without an ID, but an ID is a compulsory requirement for HELB application.
5. **How much funding will I receive after application?**



Funding to students shall combine scholarships, loans and household contributions on a graduated scale, scientifically determined by a Means Testing Instrument (MTI).

C. STUDENT RESOURCES

1. Must I report on the reporting day?

- No, the registration process continues for three weeks after the actual reporting date

2. How can I access my student email?

- You must first download your admission letter
- If your admission number is for example E221/12345/2023 your student email address will be 12345@student.embuni.ac.ke
- Open your browser e.g. Chrome, Firefox and search Gmail
- Sign in to the Gmail account by typing the middle part of your admission number e.g.: 12345@student.embuni.ac.ke
- Click on 'next' and input the default password provided on your admission letter e.g. 12345678
- Click on 'next' and set your preferred password
- Set the 2 - step verification for security purposes, then confirm your email
- Click on the menu in the top right corner to access your emails

3. How can I access the student portal?

- The student portal is accessible through the following link: <https://portal.embuni.ac.ke/login/sign-in>

4. What can I do if I forget my student email password?

- If you forget your student email password, send a password reset request to support.ict@embuni.ac.ke

D. ACADEMIC LEAVE

1. Is it possible for a student to defer their studies?

- Students can defer their studies due to acceptable reasons such as medical, financial constraints among other valid reasons.
- An offer of admission shall only be valid for two (2) Academic Years at the expiry of which the student will be deemed to have forfeited the offer of admission.

2. How do I apply for deferment of studies?

- Write a request to the Registrar (ARE) to defer your studies. This can be done via email at registrar_are@embuni.ac.ke or by dropping off a hard copy at the Admissions Office.
- Include in your request: your admission number, the reason for deferment, and the expected reporting date.

3. What is the difference between semester call-off and deferment of studies?

- A semester call-off is for students who have completed at least one semester and need to take a break for acceptable reasons while Deferment of studies applies to new students who choose to delay the start of their studies to a later date, such as postponing their start from September 2024 to September 2025.

E. CHANGE OF PROGRAMME OF STUDY

1. Can a student change the programme admitted to pursue at the University of Embu?

- Yes, students may seek to transfer from their enrolled programmes as provisions allow.
- Government-sponsored students can only request Inter/Intra School transfers at the beginning of an Academic Year (every September). An application for transfer by a government-sponsored student may be considered if:



- a. The applicant meets the cluster points for the desired program, in addition to the programme requirements for Government-Sponsored students.
 - b. The desired programme has the capacity to accommodate the applicant.
- An application for transfer by a self-sponsored student may be considered if the student meets the programme requirements.
 - The University provides an opportunity for applicants to appeal against the outcome of the Inter/Intra-School transfer process.
- 2. How soon can I change my course after reporting?**
- The inter/intra school transfer process will be done by the second week after reporting

F. ON-CAMPUS ACCOMMODATION

- 1. Are hostel charges included in tuition fee?**
 - No, Accommodation charges are usually not included in the fees structure. The cost for on-campus accommodation ranges from KES 8,000 to KES 12,000 depending on the number of occupants per room
- 2. Who can apply for on-campus accommodation?**
 - All students are eligible to apply for on-campus accommodation.
 - The University allocates hostels on a first-come, first-served basis.
 - Reservation and allocation of hostels require payment of the full accommodation fee for one Academic Year.
- 3. What facilities are provided in the University hostels?**
 - Students in University accommodation are provided with basic necessities such as beds, mattresses, and furniture. Each resident student is responsible for the items issued to them.
- 4. Am I allowed to cook in the hostel?**
 - Cooking and the use of unauthorized electrical appliances that can endanger residents, their property, or University property are prohibited in the halls of residence.

G. EXTERNAL ACCOMMODATION

- 1. What do I do if I don't get on-campus accommodation?**
 - It is important to note that on-campus accommodation is limited. As such, those who miss out can acquire accommodation off-campus.
 - The University provides information about external hostel providers located near the University premises on the reporting day.
 - For more queries or information regarding off-campus accommodation, get in touch with the office of the Dean of students via mobile no: 0735917630

Note:

- Payments should be made after securing a room and physically confirming the availability of rooms
- The University does not act as an agent for any hostel providers
- Be cautious of potential scams/conmen

H. HEALTH SERVICES

- 1. What should I do if I get sick?**
 - Medical services are offered at the University Health facility
- 2. What do I do in case of a medical emergency?**
 - In case of a medical emergency contact the medical heal facility via mobile no: 0795188740



3. How do I access mental health support?

- You can access mental health support from the office of the Student Counsellor or the University Health facility

4. What can I do if was not able to download my medical preauthorization form?

- Click on the link below to access the medical pre authorization form:
[https://departments.embuni.ac.ke/firstyears/images/2024/Emergency Medical Procedure Pre authorization Form 2.pdf](https://departments.embuni.ac.ke/firstyears/images/2024/Emergency_Medical_Procedure_Pre_authorization_Form_2.pdf)

5. What can I do if I am under 18 years and I was not able to download the data consent form?

- Click on the link below to access the data consent form
[https://departments.embuni.ac.ke/firstyears/images/2024/DATA COSENT FORM. pdf](https://departments.embuni.ac.ke/firstyears/images/2024/DATA_COSENT_FORM.pdf)

I. CONTACT INFORMATION

1. How can I contact the Admissions Office?

- The Admissions Office contacts are as follows
Mobile phone: 0706 525 878
Email: admissions@embuni.ac.ke
Website: [Home \(embuni.ac.ke\)](http://Home(embuni.ac.ke))

2. How can I contact the Student Finance Office?

- The Students Finance Office contacts are as follows:
Mobile phone: 0700913623
Email: finance@embuni.ac.ke
Website: <http://departments.embuni.ac.ke/finance/>

