

KITALE NATIONAL POLYTECHNIC

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015 STANDARD

OPEN DISTANCE AND eLEARNING PROCEDURE MANUAL

KNP/PM/ODEL/ 02

VERSION: C

REVISION 0

Authorized by: _____ Principal	Sign: 	Date: <u>25TH OCT 2021</u>
Issued by: _____ Management Representative	Sign: 	Date: <u>25TH OCT 2021</u>

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

TABLE OF CONTENTS

[RECORD OF CHANGE](#).....

[RECORD OF CIRCULATION](#).....

[PROCEDURE NUMBER 1: PROCEDURE FOR ADMISSION OF STUDENTS TO ODEL](#).....

[PROCEDURE NUMBER 2: PROCEDURE FOR TRAINING STUDENTS AND ACADEMIC STAFF ON THE USE OF THE LMS AND ALTERNATIVE ONLINE MEETING PLATFORMS](#).....

[PROCEDURE NUMBER 3: PROCEDURE FOR ADMINISTRATION OF EXAMINATIONS](#) 15

[PROCEDURE NUMBER 4: PROCEDURE FOR MONITORING AND EVALUATION OF CLASS ATTENDANCE FOR STUDENTS AND COURSE INSTRUCTORS](#).....

[PROCEDURE NUMBER 5: PROCEDURE FOR PROVIDING TEACHING AND LEARNING SUPPORT](#).....

[PROCEDURE NUMBER 6: PROCEDURE FOR MAINTAINING AND UPGRADING OF LMS AND ODEL WEBSITE](#).....

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02		
		Dept	ODEL	
	Title: ODEL PROCEDURE MANUAL		Issue date	25th October, 2021
			Version	C
			Revision	0

RECORD OF CIRCULATION

NAME	COPY NO.
Principal	1.
Deputy Principal Administration	2.
Deputy Principal Academics	3.
Registrar Admissions	4.
Registrar Administration	5.
Dean of students	6.
Management representative	7.
HOD Agriculture	8.
HOD Building and civil engineering	9.
HOD Business	10.
HOD Electrical /electronic	11.
HOD Institutional Management and Hospitality	12.
HOD ICT Academic	13.
HOD Liberal studies	14.
HOD Applied Sciences	15.
HOD Mechanical Engineering	16.
Examinations Officer	17.
Finance Officer	18.
Procurement Officer	19.
HOD Guidance and Counseling	20.
HOD Library	21.
Industrial Liaison Officer	22.
PC Coordinator	23.
Sports Officer	24.
Maintenance Officer	25.
Career Services	26.
External partnerships	27.

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

Curriculum Development	28.
Security	29.
ODEL	30.
Internal Audit	31.
Driving School	32.
Career Services	33.

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title:	Version	C
	ODEL PROCEDURE MANUAL	Revision	0

PROCEDURE NUMBER 1: PROCEDURE FOR ADMISSION OF STUDENTS TO ODEL

1.0 GENERAL INFORMATION

1.1 PURPOSE

This procedure is intended to ensure efficiency, effectiveness, consistency and timeliness in the admission of prospective students into the Open Distance and eLearning directorate.

1.2 SCOPE

This procedure covers admission of prospective ODeL specific students within KNP

1.3 REFERENCES

- 1.3.1 Polytechnic order
- 1.3.2 Strategic plan
- 1.3.3 ODeL Policy
- 1.3.4 Other relevant Policies
- 1.3.5 KNP Admissions Policy

1.4 TERMS AND DEFINITIONS

- 1.4.1 LMS- Learning Management system
- 1.4.2 ODeL- Open Distance and eLearning
- 1.4.3 KNP – Kitale National Polytechnic
- 1.4.4 MOODLE- Modular Object-Oriented Dynamic Learning Environment
- 1.4.5 HOD- Head of Department
- 1.4.6 TC – Technical Committee

1.5 PRINCIPAL RESPONSIBILITY

The Deputy Principal Academic shall ensure this procedure is adhered to

1.6 INTERFACES/INTERACTIONS

- 1.6.1 Registrar Admissions for intake advertisement, student admission, generation of student admission/ rejection letters.
- 1.6.2 All HODs, staff implementing the ODEL
- 1.6.3 Trainees using the ODEL as mode of training

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title:	Version	C
	ODEL PROCEDURE MANUAL	Revision	0

1.7 PERFORMANCE TARGET and indicator

The performance shall be measured through the overall performance of the Department basing on

PERFORMANCE TARGET	Performance Indicator	MONITORING AND MEASUREMENT
An efficient student admission process	Number of students admitted successfully	PC goal for student enrollment
Timely loading of content and frequent updating	Number of online content uploaded within specified period	
Fully functional LMS and website	Performance of LMS and website	As per goal set
Supported students and lecturers	Number of issues solved	As per goal set
High class attendance	Percentage of student and course instructor class attendance	As per goal set

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) ODeL Admission System
- b) Personnel
- c) Equipment
- d) Stationery
- e) ODeL Training manual
- f) ODeL Student handbook
- g) ODeL staff manual
- h) ODeL staff

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title:	Version	C
	ODEL PROCEDURE MANUAL	Revision	0

1.9 INPUTS AND OUTPUTS (these are requirements, consumables)

INPUTS	OUTPUTS (expected outcomes)
Registration	
Prospective students	Admitted students
Digital Application form	
Orientation	
Academic staff	Trained students and academic staff
Support staff	
Content creation	
Course Content	Fully developed and uploaded courses on the LMS
Training	
Students	Trained students and academic staff
Academic staff	
Examination	
Examination schedule	Student performance report
Students	
Staff	
LMS exam module	
Monitoring and evaluation	
Monitoring and Evaluation forms	
Reports	
Support	
Filled support request forms	Supported students and lecturers
Support provision report	Number of issues solved
Maintaining and upgrading of LMS and ODEL website	
Filled LMS update request forms	Updated website
Maintenance schedule	Fully functional LMS and Website
Students and Staff	

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title:	Version	C
	ODEL PROCEDURE MANUAL	Revision	0

2.0 METHOD

2.1 STUDENT REGISTRATION TO ODEL PLATFORMS

2.1.1 The process shall start by ODEL coordinator receiving the final list of admitted students from Registrar Admissions.

2.1.2 The lists shall be uploaded on the KNP LMS platform

2.1.2 New students

2.1.2.1 The process shall begin with the coordinator ODeL verifying and approving the list of admitted, oriented, fully ODeL students.

2.1.2.2 The coordinator ODeL will there after proceed to forward the approved list to the Technical Support Officer ODeL who will proceed to upload students to the LMS.

2.1.2.3 Once all students have been registered and their accounts are ready for access, the Technical Support Officer ODeL shall proceed to write a communication to students to have them verify log in credential at departmental level

2.1.3. Continuing Students

2.1.3.1 The coordinator ODeL shall request, through the HODs, the courses available to be taught in a blended format.

2.1.3.2 On receipt of the list, the coordinator ODeL shall proceed to share the approved list with the TC ODeL who will ensure registration of students to these courses is done on the KNP LMS.

2.1.3.3 Once all students have been registered and their accounts are ready for access, the TC ODeL shall proceed to write a report on completion to the Coordinator ODeL who shall verify, approve and file.

2.1.4 Classes are set up according to the workload and timetable as per curriculum implementation procedure no. 1

2.1.4 A communication shall be made to trainees and trainers are informing them to confirm log in credentials.

2.2 FOR STUDENT ORIENTATION ODEL

2.2.1 ODeL committee shall prepare an orientation program (OP) which will be shared with the Dean of students for approval.

2.2.2 Upon receipt of the OP, the Dean shall provide approval and release it to the Registrar Academic for inclusion in the main student OP.

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title:	Version	C
	ODEL PROCEDURE MANUAL	Revision	0

2.2.3 In the event that issues are raised concerning the ODeL OP, these issues shall be sent to the ODeL committee, addressed and sent back to the deputy academics for action

2.2.4 During the orientation, the coordinator ODeL shall ensure that the ODeL OP is implemented.

2.2.5 The coordinator ODeL shall ensure that student attendance is registered and the activity marked as complete.

2.3 CONTENT CREATION

2.3.1 The process shall start with the coordinator ODeL requesting HOD's to provide a list of academic members of staff and courses whose content should be created and allocated on the LMS as per the work loading for the term.

2.3.2 They will also request the HOD's to ask instructors to upload content onto the LMS

2.3.3 Once the material has been uploaded, the Curriculum and Content specialist will review material for adherence to the ODeL content learnability standards and provide a report to the HODs and coordinator ODeL.

2.3.4 On receipt of the content learnability report, the coordinator ODeL shall approve all course content uploaded to the LMS within 1 week and share the report with the ODeL for presentation and filing. In the event that some of the course content does not meet the ODeL standards, the coordinator ODeL shall write back within 5 days to the affected trainers through the HOD's requesting for content review by trainers.

3.0 LIST OF DOCUMENTED INFORMATION TO BE RETAINED AS EVIDENCE

- 3.1 ODeL orientation program
- 3.2 Evidence of meeting
- 3.3 Evidence of communication
- 3.4 Prospective students
- 3.5 Digital Application form
- 3.6 Training attendance list
- 3.7 Training Schedule
- 3.8 Training report Orientation attendance list

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title:	Version	C
	ODEL PROCEDURE MANUAL	Revision	0

PROCEDURE NUMBER 2: PROCEDURE FOR TRAINING STUDENTS AND ACADEMIC STAFF ON THE USE OF THE LMS AND ALTERNATIVE ONLINE MEETING PLATFORMS

1.0 GENERAL INFORMATION

1.1 PURPOSE

.....

.....

1.2 SCOPE

.....

.....

1.3 REFERENCES

1.3.1 Polytechnic order

1.3.2 Strategic plan

1.3.3 ODeL Policy

1.3.4 Other relevant Policies

1.3.5 KNP Admissions Policy

1.4 TERMS AND DEFINITIONS

1.4.1 LMS- Learning Management system

1.4.2 ODeL- Open Distance and eLearning

1.4.3 KNP – Kitale National Polytechnic

1.4.4 MOODLE- Modular Object-Oriented Dynamic Learning Environment

1.4.5 HOD- Head of Department

1.4.6 TC – Technical Committee

1.5 PRINCIPAL RESPONSIBILITY

The Deputy Principal Academic shall ensure this procedure is adhered to

1.6 INTERFACES/INTERACTIONS

1.6.1 Registrar Admissions for intake advertisement, student admission, generation of student admission/ rejection letters.

1.6.2 All HODs, staff implementing the ODEL

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

1.6.3 Trainees using the ODEL as mode of training

1.7 PERFORMANCE TARGET and indicator

The performance shall be measured through the overall performance of the Department basing on

PERFORMANCE TARGET	Performance Indicator	MONITORING AND MEASUREMENT
An efficient student admission process	Number of students admitted successfully	PC goal for student enrollment
Timely loading of content and frequent updating	Number of online content uploaded within specified period	
Fully functional LMS and website	Performance of LMS and website	As per goal set
Supported students and lecturers	Number of issues solved	As per goal set
High class attendance	Percentage of student and course instructor class attendance	As per goal set

1.8 RESOURCES

The resources to be used in the process are listed below:-

- i) ODeL Admission System
- j) Personnel
- k) Equipment
- l) Stationery
- m) ODeL Training manual
- n) ODeL Student handbook
- o) ODeL staff manual
- p) ODeL staff

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

1.9 INPUTS AND OUTPUTS (these are requirements, consumables)

INPUTS	OUTPUTS (expected outcomes)
Registration	
Prospective students	Admitted students
Digital Application form	
Orientation	
Academic staff	Trained students and academic staff
Support staff	
Content creation	
Course Content	Fully developed and uploaded courses on the LMS
Training	
Students	Trained students and academic staff
Academic staff	
Examination	
Examination schedule	Student performance report
Students	
Staff	
LMS exam module	
Monitoring and evaluation	
Monitoring and Evaluation forms	
Reports	
Support	
Filled support request forms	Supported students and lecturers
Support provision report	Number of issues solved
Maintaining and upgrading of LMS and ODEL website	
Filled LMS update request forms	Updated website
Maintenance schedule	Fully functional LMS and Website
Students and Staff	

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

2.0 METHOD

As per procedure for curriculum implementation. Only departure is mode of training (Carry what is in the curriculum implementation and insert it here)

- 2.1 The process shall start with the Coordinator ODeL verifying a training schedule for all students, both fully ODeL students and blended learning students. This timetable should be received from the Polytechnics timetabling committee.
- 2.2 In the case where changes need to be made, the curriculum implementations procedure 2.2.1 should be triggered.
- 2.3 The HODs shall ensure that the training takes place in accordance to the quality standards and that attendance is recorded.
- 2.4 Once the training has been completed, the coordinator ODeL shall compile and submit a report on the training exercise and submit the report to the HODs for filing.

3.0 LIST OF DOCUMENTED INFORMATION TO BE RETAINED AS EVIDENCE

.....

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

PROCEDURE NUMBER 3: PROCEDURE FOR ADMINISTRATION OF EXAMINATIONS

1.0 GENERAL INFORMATION

1.1 PURPOSE

.....

.....

1.2 SCOPE

.....

.....

1.3 REFERENCES

- 1.3.1 Polytechnic order
- 1.3.2 Strategic plan
- 1.3.3 ODeL Policy
- 1.3.4 Other relevant Policies
- 1.3.5 KNP Admissions Policy

1.4 TERMS AND DEFINITIONS

- 1.4.1 LMS- Learning Management system
- 1.4.2 ODeL- Open Distance and eLearning
- 1.4.3 KNP – Kitale National Polytechnic
- 1.4.4 MOODLE- Modular Object-Oriented Dynamic Learning Environment
- 1.4.5 HOD- Head of Department
- 1.4.6 TC – Technical Committee

1.5 PRINCIPAL RESPONSIBILITY

The Deputy Principal Academic shall ensure this procedure is adhered to

1.6 INTERFACES/INTERACTIONS

- 1.6.1 Registrar Admissions for intake advertisement, student admission, generation of student admission/ rejection letters.
- 1.6.2 All HODs, staff implementing the ODEL

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02		
		Dept	ODEL	
		Issue date	25th October, 2021	
	Title:		Version	C
	ODEL PROCEDURE MANUAL		Revision	0

1.6.3 Trainees using the ODEL as mode of training

1.7 PERFORMANCE TARGET and indicator

The performance shall be measured through the overall performance of the Department basing on

PERFORMANCE TARGET	Performance Indicator	MONITORING AND MEASUREMENT
An efficient student admission process	Number of students admitted successfully	PC goal for student enrollment
Timely loading of content and frequent updating	Number of online content uploaded within specified period	
Fully functional LMS and website	Performance of LMS and website	As per goal set
Supported students and lecturers	Number of issues solved	As per goal set
High class attendance	Percentage of student and course instructor class attendance	As per goal set

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) ODeL Admission System
- b) Personnel
- c) Equipment
- d) Stationery
- e) ODeL Training manual
- f) ODeL Student handbook
- g) ODeL staff manual
- h) ODeL staff

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS (expected outcomes)
Registration	
Prospective students	Admitted students
Digital Application form	
Orientation	
Academic staff	Trained students and academic staff
Support staff	
Content creation	
Course Content	Fully developed and uploaded courses on the LMS
Training	
Students	Trained students and academic staff
Academic staff	
Examination	
Examination schedule	Student performance report
Students	
Staff	
LMS exam module	
Monitoring and evaluation	
Monitoring and Evaluation forms	
Reports	
Support	
Filled support request forms	Supported students and lecturers
Support provision report	Number of issues solved
Maintaining and upgrading of LMS and ODEL website	
Filled LMS update request forms	Updated website
Maintenance schedule	Fully functional LMS and Website
Students and Staff	

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

2.0 METHOD

.....
.....
.....

As per examination procedure. Only departure is mode of administration, resource needed, and skills

Proposal for System generated exams

3.0 LIST OF DOCUMENTED INFORMATION TO BE RETAINED AS EVIDENCE

.....
.....
.....

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title:	Version	C
	ODEL PROCEDURE MANUAL	Revision	0

PROCEDURE NUMBER 4: PROCEDURE FOR MONITORING AND EVALUATION OF CLASS ATTENDANCE FOR STUDENTS AND COURSE INSTRUCTORS

1.0 GENERAL INFORMATION

1.1 PURPOSE

.....

.....

1.2 SCOPE

.....

.....

1.3 REFERENCES

- 1.3.1 Polytechnic order
- 1.3.2 Strategic plan
- 1.3.3 ODeL Policy
- 1.3.4 Other relevant Policies
- 1.3.5 KNP Admissions Policy

1.4 TERMS AND DEFINITIONS

- 1.4.1 LMS- Learning Management system
- 1.4.2 ODeL- Open Distance and eLearning
- 1.4.3 KNP – Kitale National Polytechnic
- 1.4.4 MOODLE- Modular Object-Oriented Dynamic Learning Environment
- 1.4.5 HOD- Head of Department
- 1.4.6 TC – Technical Committee

1.5 PRINCIPAL RESPONSIBILITY

The Deputy Principal Academic shall ensure this procedure is adhered to

1.6 INTERFACES/INTERACTIONS

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02		
		Dept	ODEL	
		Issue date	25th October, 2021	
	Title:	Version	C	
	ODEL PROCEDURE MANUAL	Revision	0	

1.6.1 Registrar Admissions for intake advertisement, student admission, generation of student admission/ rejection letters.

1.6.2 All HODs, staff implementing the ODEL

1.6.3 Trainees using the ODEL as mode of training

1.7 PERFORMANCE TARGET and indicator

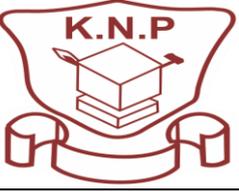
The performance shall be measured through the overall performance of the Department basing on

PERFORMANCE TARGET	Performance Indicator	MONITORING AND MEASUREMENT
An efficient student admission process	Number of students admitted successfully	PC goal for student enrollment
Timely loading of content and frequent updating	Number of online content uploaded within specified period	
Fully functional LMS and website	Performance of LMS and website	As per goal set
Supported students and lecturers	Number of issues solved	As per goal set
High class attendance	Percentage of student and course instructor class attendance	As per goal set

1.8 RESOURCES

The resources to be used in the process are listed below:-

- i) ODeL Admission System
- j) Personnel
- k) Equipment
- l) Stationery
- m) ODeL Training manual
- n) ODeL Student handbook
- o) ODeL staff manual
- p) ODeL staff

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS (expected outcomes)
Registration	
Prospective students	Admitted students
Digital Application form	
Orientation	
Academic staff	Trained students and academic staff
Support staff	
Content creation	
Course Content	Fully developed and uploaded courses on the LMS
Training	
Students	Trained students and academic staff
Academic staff	
Examination	
Examination schedule	Student performance report
Students	
Staff	
LMS exam module	
Monitoring and evaluation	
Monitoring and Evaluation forms	
Reports	
Support	
Filled support request forms	Supported students and lecturers
Support provision report	Number of issues solved
Maintaining and upgrading of LMS and ODEL website	
Filled LMS update request forms	Updated website
Maintenance schedule	Fully functional LMS and Website
Students and Staff	

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

2.0 METHOD (Replicate method of procedure number 7 in the curriculum implementation procdures)

.....

.....

.....

3.0 LIST OF DOCUMENTED INFORMATION TO BE RETAINED AS EVIDENCE

.....

.....

.....

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title:	Version	C
	ODEL PROCEDURE MANUAL	Revision	0

PROCEDURE NUMBER 5: PROCEDURE FOR PROVIDING TEACHING AND LEARNING SUPPORT

1.0 GENERAL INFORMATION

1.1 PURPOSE

.....

.....

1.2 SCOPE

.....

.....

1.3 REFERENCES

- 1.3.1 Polytechnic order
- 1.3.2 Strategic plan
- 1.3.3 ODeL Policy
- 1.3.4 Other relevant Policies
- 1.3.5 KNP Admissions Policy

1.4 TERMS AND DEFINITIONS

- 1.4.1 LMS- Learning Management system
- 1.4.2 ODeL- Open Distance and eLearning
- 1.4.3 KNP – Kitale National Polytechnic
- 1.4.4 MOODLE- Modular Object-Oriented Dynamic Learning Environment
- 1.4.5 HOD- Head of Department
- 1.4.6 TC – Technical Committee

1.5 PRINCIPAL RESPONSIBILITY

The Deputy Principal Academic shall ensure this procedure is adhered to

1.6 INTERFACES/INTERACTIONS

- 1.6.1 Registrar Admissions for intake advertisement, student admission, generation of student admission/ rejection letters.
- 1.6.2 All HODs, staff implementing the ODEL

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

1.6.3 Trainees using the ODEL as mode of training

1.7 PERFORMANCE TARGET AND INDICATOR

The performance shall be measured through the overall performance of the Department basing on

PERFORMANCE TARGET	Performance Indicator	MONITORING AND MEASUREMENT
An efficient student admission process	Number of students admitted successfully	PC goal for student enrollment
Timely loading of content and frequent updating	Number of online content uploaded within specified period	
Fully functional LMS and website	Performance of LMS and website	As per goal set
Supported students and lecturers	Number of issues solved	As per goal set
High class attendance	Percentage of student and course instructor class attendance	As per goal set

1.8 RESOURCES

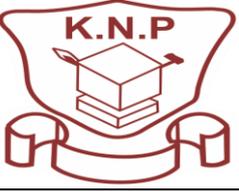
The resources to be used in the process are listed below:-

- q) ODeL Admission System
- r) Personnel
- s) Equipment
- t) Stationery
- u) ODeL Training manual
- v) ODeL Student handbook
- w) ODeL staff manual
- x) ODeL staff

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS (expected outcomes)
Registration	
Prospective students	Admitted students
Digital Application form	
Orientation	
Academic staff	Trained students and academic staff
Support staff	
Content creation	
Course Content	Fully developed and uploaded courses on the LMS
Training	
Students	Trained students and academic staff
Academic staff	
Examination	
Examination schedule	Student performance report
Students	
Staff	
LMS exam module	
Monitoring and evaluation	
Monitoring and Evaluation forms	
Reports	
Support	
Filled support request forms	Supported students and lecturers
Support provision report	Number of issues solved
Maintaining and upgrading of LMS and ODEL website	
Filled LMS update request forms	Updated website
Maintenance schedule	Fully functional LMS and Website
Students and Staff	

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title:	Version	C
	ODEL PROCEDURE MANUAL	Revision	0

2.0 METHOD

- 2.1 All requests for user support shall be received online through the online helpdesk systems on the ODeL website or via email. These requests shall be received by the ODeL Support Officer.
- 2.2 On receipt of the support request, the ODeL Support Officer will log the request in the support database and proceed with servicing the support request within 12 hours of receiving them. Support can be rendered either by:
 - a. Use of official email to contact the support requester
 - b. If support cannot be rendered using the above method, use of the official line to contact the support requester
- 2.3 If support is successfully rendered, the ODeL Support Officer shall update the support database with solutions applied to solve the issue and revert to the user via email or phone call.
- 2.4 In the event that the ODeL Support Officer is unable to service the request, the issue shall be escalated to the ICT for further support or reallocation to other staff members supporting various ODeL Functions as per ICT Procedure number.
- 2.5 On a quarterly basis the ODeL Support Officer shall prepare a user support report and submit it to the MIS.

3.0 LIST OF DOCUMENTED INFORMATION TO BE RETAINED AS EVIDENCE

.....

.....

.....

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title:	Version	C
	ODEL PROCEDURE MANUAL	Revision	0

PROCEDURE NUMBER 6: PROCEDURE FOR MAINTAINING AND UPGRADING OF LMS AND ODEL WEBSITE (Is this a function of Odel or ICT Support)

1.0 GENERAL INFORMATION

1.1 PURPOSE

This process is intended to ensure efficiency, effectiveness, consistency and timeliness in the maintenance and upgrade of the ODeL learning management system

1.2 SCOPE

.....

.....

1.3 REFERENCES

1.3.1 Polytechnic order

1.3.2 Strategic plan

1.3.3 ODeL Policy

1.3.4 Other relevant Policies

1.3.5 KNP Admissions Policy

1.4 TERMS AND DEFINITIONS

1.4.1 LMS- Learning Management system

1.4.2 ODeL- Open Distance and eLearning

1.4.3 KNP – Kitale National Polytechnic

1.4.4 MOODLE- Modular Object-Oriented Dynamic Learning Environment

1.4.5 HOD- Head of Department

1.4.6 TC – Technical Committee

1.5 PRINCIPAL RESPONSIBILITY

The Deputy Principal Academic shall ensure this procedure is adhered to

1.6 INTERFACES/INTERACTIONS

1.6.1 Registrar Admissions for intake advertisement, student admission, generation of student admission/ rejection letters.

1.6.2 All HODs, staff implementing the ODEL

1.6.3 Trainees using the ODEL as mode of training

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

1.7 PERFORMANCE TARGET AND INDICATOR

The performance shall be measured through the overall performance of the Department basing on

PERFORMANCE TARGET	Performance Indicator	MONITORING AND MEASUREMENT
An efficient student admission process	Number of students admitted successfully	PC goal for student enrollment
Timely loading of content and frequent updating	Number of online content uploaded within specified period	
Fully functional LMS and website	Performance of LMS and website	As per goal set
Supported students and lecturers	Number of issues solved	As per goal set
High class attendance	Percentage of student and course instructor class attendance	As per goal set

1.8 RESOURCES

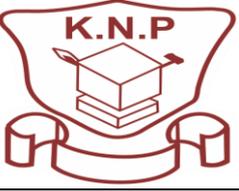
The resources to be used in the process are listed below:-

- a) ODeL Admission System
- b) Personnel
- c) Equipment
- d) Stationery
- e) ODeL Training manual
- f) ODeL Student handbook
- g) ODeL staff manual
- h) ODeL staff

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25 th October, 2021
	Title: ODEL PROCEDURE MANUAL	Version	C
		Revision	0

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS (expected outcomes)
Registration	
Prospective students	Admitted students
Digital Application form	
Orientation	
Academic staff	Trained students and academic staff
Support staff	
Content creation	
Course Content	Fully developed and uploaded courses on the LMS
Training	
Students	Trained students and academic staff
Academic staff	
Examination	
Examination schedule	Student performance report
Students	
Staff	
LMS exam module	
Monitoring and evaluation	
Monitoring and Evaluation forms	
Reports	
Support	
Filled support request forms	Supported students and lecturers
Support provision report	Number of issues solved
Maintaining and upgrading of LMS and ODEL website	
Filled LMS update request forms	Updated website
Maintenance schedule	Fully functional LMS and Website
Students and Staff	

	KITALE NATIONAL POLYTECHNIC ISO 9001:2015	Ref: KNP/PM/ODEL /02	
		Dept	ODEL
		Issue date	25th October, 2021
	Title:	Version	C
	ODEL PROCEDURE MANUAL	Revision	0

2.0 METHOD

- 2.1 The ODeL Technical Officer receives/ generates the approved content (information/news/event/photos/adverts) from relevant sources.
- 2.2 Upon the receipt of the request or identification of the need, the TC ODeL shall record the request in the website update register and upload as per approval in the first stage
- 2.3 The TC ODeL shall ensure update of the content in relevant webpages accordingly and notify ICODEL, once the content is uploaded
- 2.4 In the event of expired web content and deletions, the webmaster shall archive the content for a minimum period of 6 Months.
- 2.5 In case of outsourced function, the ISP shall be contacted to provide the necessary service.
- 2.6 On a Quarterly basis the webmaster shall prepare a website update report and submit the report to coordinator ODeL.

3.0 LIST OF DOCUMENTED INFORMATION TO BE RETAINED AS EVIDENCE

.....
.....
.....