MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY

ACADEMIC DIVISION

BPR TO BE MAP FOR STUDENT ADMISSION

1. Admission process

INTRODUCTION

Student admission is a process of enrolling a qualified prospective student into a University Programme.

A. Government sponsored Applicants

Step	Activity	No. of Days	Actor Origin	Organization Cost	Customer Cost
1	Online alert to Deans of Schools to declare their student capacities for the approved programmes in the system.	1	Registrar A. A	-	-
2.	Online declaration of student capacities	1	Deans of schools		
3.	Verification and processing of the declared report and forwarding online to Senate in advance for approval	1	Registrar A. A		
4	Approval of the capacities report	1	SENATE		
5	Filling of the declared programmes on KUCCPS system	1	Registrar AA		

6.	Placement of students in the declared programs	1	KUCCPS		
7	Download the list of placed students from the KUCCPS Website	1	Registrar A. A		
8	Upload the data from KUCCPS system to MMUST system	1	Registrar A. A		-
9.	Process data for SENATE approval	1	Registrar A. A		
10	Online creation and assignment of registration numbers with temporal features	1	Registrar A. A		
11	Development of admission templates in the system	1	Registrar A. A		
12	Relay of admission letter and other related to created students' portal	1	Registrar AA/Systems Administrator		
13	Alert to prospective students on how to access MMUST student portal.	1	Registrar AA/Systems Administrator		
14	Online registration by the student following instructions provided in the calling letter: Pay fee, attach documents such as passport size photograph, academic certificates/result slips, birth certificates/ID/passport medical form, Bond form and booking for hostel.	1 (28)	Individual Student		
15	Monitoring of the registration process		Registrar A. A		

Step	Activity	No. of Days	Actor Origin	Organization Cost	Customer Cost
16	Generation of status report for noting and action		Senate		
17	Online alert to all players	Real Time	Registrar A. A		
18	Online reporting (Automatic issue of registration numbers)	Real Time	Student		
19	Submission of authenticated (certified) copies of the uploaded admission documents to their various schools	1(5)	Student		
20	Collecting of relevant information for preparation of student ID (passport photo, student signature)		Registrar A.A		
21	Students reports to the hostels		Hostel officer		
	Total	**15 days**	**21 Actors**		
B	**PSSP Applicant**				
Step	**Activity**	**No. of Days**	**Actor Origin**	**Organization Cost**	**Customer Cost**
1	Placement of the advert in the media in the print media, radio and website on available programme	2	Registrar AA	400k	

2	Online receipt, verification and forwarding of applications to Deans of Schools.	1	Customer Care		Deposit of a non refundable application fee uploaded in the university student account
					Phd Student- 2,000
					Masters – 2,000
					Undergradua te – 1,000
					Diploma & Certificate - 500 for
3	Approval for admission	1	Dean	-	
4	Alert to prospective students through sms on how to access MMUST student portal for their admission requirements.	1	Registrar A. A /Systems Administrator		
5	Online registration by the student following instructions provided in the calling letter: Pay fee, attach documents such as passport size photograph, academic certificates/result slips, birth certificates/ID/passport	1 (28)	Individual Student		

	medical form, Bond form and booking for hostel.				
6	Monitoring of the registration process		Registrar A. A		
7	Generation of status report for noting and action		Senate		
8	Online alert to all players	Real Time	Registrar A. A		
9	Online reporting (Automatic issue of registration numbers)	Real Time	Student		
10	Submission of authenticated (certified) copies of the uploaded admission documents to their various schools	1(5)	Student		
11	Collecting of relevant information for preparation of student ID (passport photo, student signature)		Registrar A.A		
12	Students reports to the hostels		Hostel officer		
	Total	**07 days**	**12 Actors**		

BENEFITS OF THE RE ENGINEERED PROCESS

For the Government sponsored students:

1. Number of actors and Steps reduced from 24 to 15
2. Number of days for admission excercise reduced from 152 days to 21 days

Representing a 37.5% reduction in the number of actors and a 86.1% reduction in the number of days an admission process takes.

For the Privately sponsored students:

1. Number of actors and Steps reduced from 19 to 12
2. Number of days for admission exercises reduced from 36 to 7

Representing a 36.8 % reduction in the number of actors and a 80.6 % reduction in the number of days an admission process takes.

OTHER BENEFITS INCLUDE:

1. Cost reduction
2. Improvement in customer satisfaction
3. increased efficiency in service delivery
4. Time saving
5. Increased enrolment
3. Technological advancement due to total overhaul from manual to automation