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1. Introduction

The objective of the Registrar's Office of Select College is basically to support the community of the College by providing appropriate information and services to facilitate and promote the educational mission of the College. This role specifically includes providing information to faculty, staff, and external constituencies about both the degree and TVET academic programs regarding enrolment and registration of students, verification of authenticity of documents, keeping academic records of students.

2. Purpose of the Registrar

The purposes of the Registrar's Office include:

- I. preparing documented manual to meet the quality needs of the College as well as ETA;
- II. providing clear guideline for quality service provision in order to achieve the College's Vision, Mission and Educational goals
- III. Upgrading the College's registrar services by satisfying the need of internal and external stakeholders.

3. Scope of the Registrar

The Registrar's Manual is applicable to the entire Registrars' Offices of the College.

4. Definition of Terms

The following definitions are adopted for the purposes of this manual.

- i. **Student:** means any person who attends or attended academic programs in the College.
- ii. **Education record:** means any record (in handwriting, print, tapes, film, or other medium) maintained by the College or an agent of the College which is directly related to a student.
- iii. **Make-up Examination:** refers to the exam given to students who missed final exam with valid reason
- iv. **Supplementary Examination:** refers to the exam given to assist prospective graduates to get a chance of scoring a pass grade.

- v. **Readmission:** refers to the process of rejoining the College.
- vi. **Withdrawal:** means leaving from the College officially.
- vii. **Incomplete:** refers to a grade given for the student who could not sit for final examination.
- viii. **GPA:** stands for Grade Point Average.
- ix. **CGPA:** stands for Cumulative Grade Point Average.

5. Objectives of the Registrar's office

The Registrar office has the following three objectives:

Objective 1: Expanding the availability of information and services to students.

Method for Assessing Objective:

Analyzing existing reports and others to evaluate the number of interactions for registration and other processes through summarized data;

Objective 2: Developing continuous reports for the Academic Vice President, Deans, Academic Department Heads, and other identifiable users;

Method for Assessing the Objective:

Reports are delivered to users via electronic format or hard copies accessible through the network to be created upon users' request.

Objective 3: Providing exemplary customer service to students, faculty and staff of the University College;

Method for Assessing the Objective:

- Collecting random survey of customers through response cards and subjective responses from phone calls and e-mails;
- Collecting feedbacks through suggestion box etc.

6. Procedures: Admission, Registration, Add/Drop, Withdrawal, Make-up Examination, Incomplete and Graduation

6.1. Admission

The minimum admission requirement for the MBA, MSc and MPM program is a bachelor's degree. The programs are normally designed for those who have followed relevant and appropriate postgraduate studies at recognized Ethiopian Universities or colleges. It is emphasized that a strong quantitative background is essential for success in the master's program. To obtain admission to the program, applicants should fulfill the admission requirements established by Graduate Admissions Committee of SC. Female applicants are given priority over male applicants if tie conditions are created. In addition, the following may apply;

- A successful completion of a Bachelor's Degree in Business Studies, and Technology/ Engineering discipline.
- A successful completion of a Master's Degree in related fields of study will also be considered to apply for admission to the program;
- Applicants with backgrounds other than stated above may be considered under special circumstances; in such cases, the Department will determine bridging courses that are required to fill applicant's gaps.
- An applicant needs to achieve a minimum required score of entrance exam offered to determine entry to the program.

6.2.Document requirement for Admission for online learning

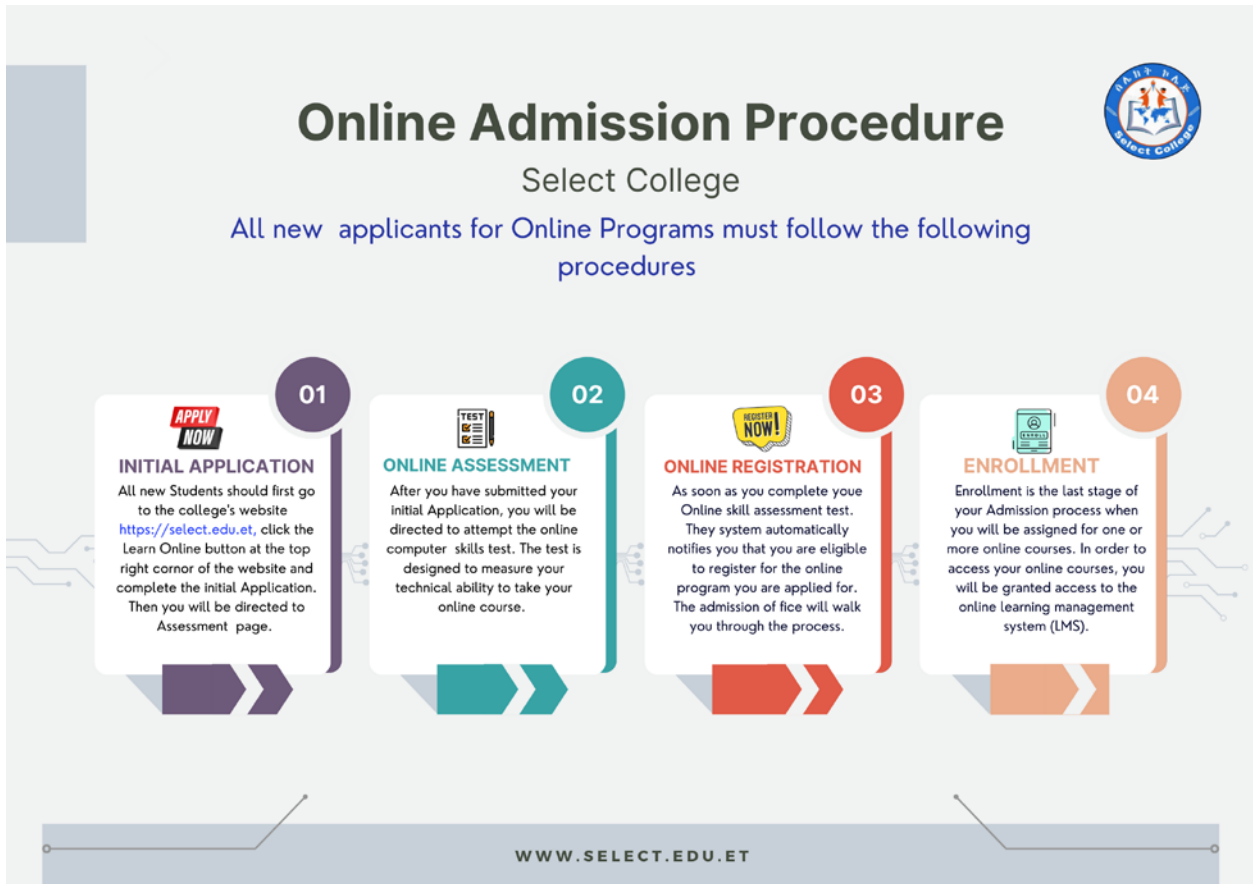
- Original temporary and transcript of Bachelor degree to be uploaded online
- Two passport size photograph to be uploaded online
- Official transcript from their previous university, university college or college.
- If they are master's holders, original or temporary diploma and transcript to be uploaded online

6.3.Registration Steps for online learning

After any student is admitted upon fulfilling the above admission requirements, he/she should register through the following steps:

- Take the entrance test online
- Score 60% and above points
- Fill registration slip;

- Make fees for registration and tuition
- Upload the receipt on the online system of the college
- Upload all required documents
- Submit to the registrar office online



6.4.Registration, tuition and other fees for online learning

Registration fee	
Tuition Fees	
Special Fees*	
Graduation Fee	
Other Fees	

Certificate	
Second Diploma	
Official Transcript	
Late Payment Fee	
Fee for letter of to whom it may concern	
Student ID replacement	
ID fee.	
Readmission fee	
Student Copy	
Fees for makeup examination	
*Tuition and other fees are subject to change without prior notice.	

6.5. Academic Advising for online learning

The purpose of postgraduate academic advising is to support students in reaching their full potential through personal exploration, goal setting and academic mastery. Advisors provide information and encouragement as students define, plan and accomplish their educational. Each academic unit will provide all its postgraduate students – online – with a systematic, effective advising program.

The responsibilities of the advisor may include – but not limited – the following areas of planning and mentoring:

- i. Exploring and clarifying educational, career and life goals;
- ii. Creating short and long-term plans to accomplish the educational objectives;
- iii. Selecting a program of study to reflect goals, interests and abilities;
- iv. Understanding and following academic regulations, procedures and requirements

v. Identifying appropriate courses

Each academic unit responsible for advising students must have an appropriate number of advisors available on a published schedule for each registration period for the following tasks:

- i. advising the student on degree requirements such as major or other required courses, proper sequencing of courses, minimum hours of credit, minimum grade-point averages, removal of withheld grades and time limits for completion of degree programs;
- ii. advising the student on such requirements of the College as minimum course load to be classified as a full-time student, impact of repeated courses on grade point average, timetable for dropping individual courses the impact on grade point average etc.
- iii. Referring the student to the Office of the Campus Dean at the appropriate time for completing the signed degree plan and/or final graduation plan. Academic advising programs for postgraduate students must be appropriately evaluated and included in the annual unit assessment report including information on how the results of the assessment will be used to enhance effective assistance to students.

Add/Drop

Students may add courses through the schedule of the calendar of the respective academic year with sound justification and approval of the concerned advisor of the student and the Department Head. A student will not be allowed to drop a course after the due date unless s/he withdraws from the College.

When adding or dropping a course, the following points should be taken into account:

- i. During the designated dates of add/drop, the student who would like to add or drop course shall collect the form prepared for the purpose from the Office of the Register and list the course to be added and/or dropped. Get the form signed by the concerned advisor and Department Head and submit back to the registrar.
- ii. Adding/dropping course beyond the maximum or below the minimum credit level for the semester expected by the department is almost impossible.

Withdrawals

A student who decides to withdraw from the College must obtain a withdrawal form from the online SRS of the college. This form must be completed and returned with the current Identification Card before the withdrawal is official. The withdrawal form should be completed and submit to the registrar. Withdrawal from the College should be completed up to the day prior the start of final exam week.

Re admission.

Students seeking readmission must bring:

- i. Their copy of the withdrawal form;
- ii. Any appropriate supplementary document; and

Readmission request form which is available on the online system of the college. Such materials must be submitted to the Office of the Registrar at least a before week of the registration for the term in which the student wishes to return. On receiving acceptance for the readmission request, the student would be allowed to register.

Make-up examination

A student is eligible for makeup exam if:

- i. S/he missed only the final exam of the course with all other assessments fulfilled;
- ii. S/he applies to the Registrar's Office and the office forwards the case with stating the relevant record of the student to the concerned department and the departments examines the case and approve the student's appeal.

Academic departments, together with the Program Officers, should arrange makeup schedule with the awareness of the Registrar's Office and the Finance Department of the College

Makeup exam schedules are arranged preferably within two weeks after the final exam of each semester for

Makeup exam results should be reported to the registrar office not later than two days after the exam date.

Class Attendance (online video conference)

Regular and prompt class attendance is expected from all students. A student is expected to inform each instructor of anticipated or unavoidable absences. The responsibility for make-up work lies on the student. Unexcused absences exceeding 20% per course is considered unsatisfactory attendance. When a student fails to attend a class or stops attending class but does not officially withdraw from that class, the instructor may award any letter grade, including an “F.” Under no circumstances will the “NG” grade be awarded and ‘I’ grade is given if the student missed examination. Student attendance and mark list should be regularly updated as follows: after every registration the updated list should be made;

The list should be updated based on grade reports of such courses.

Repetition of Courses for online learning

Students will be allowed to repeat courses if:

- i. the student scores an “F” grade for the course;
- ii. the CGPA of the student is below 3.00 point;

Once a student gets an “F” grade, s/he must take the course again and the new result the student obtains will be registered as it is.

Incomplete Cases

With the approval of the instructor, an incomplete “I” grade is given to a student. An “I” indicates that the student has yet to complete part of the work in the course, especially final exam. If the student submits no further work by the deadline set, the incomplete will automatically be convert to an “F”. Each student receiving an “I” should contact the instructor to determine what work must be completed to make-up the incomplete. Grade changes must be submitted by the instructor to the Registrar’s Office no later than the dates specified on the Academic Calendar. If a grade change is not submitted by the deadline, the “I” grade will automatically become an “F”.

Graduation Requirement for Online Learning

In order to graduate with a post graduate degree a student must:

- Complete 4 (Four) or 6 (Six) approved semesters of 36 credits as indicated in the Course Plan;
- Maintain a Grade Point Average (GPA) of 3.00 on a 4.00 scale, with no more than one “C” grade;
- No grade of a D, F, NG, I, in any course;
- Maintain a “Pass” or better grade in the final Thesis Work; and
- Compliance with the regulation of the University

I. Gold Medal

Gold medals are awarded to graduating students with the highest CGPA. The minimum CGPA requirement for the postgraduate program is 3.5.

Academic Integrity

Academic Integrity is a responsibility of all the faculties of the College. It appears peculiar to the office of the registrar as it keeps all the academic records of students. Hence, all members of the office are bound to promote high level of integrity in multiple ways by handling records on the components of academic honesty, as well as abiding by University College policy.

Breaching integrity includes:

- using or attempting to use unauthorized materials to aid a student to achieve a better grade;
- helping or attempting to help another member of the staff even a course teacher or an official of the College in an act of cheating or changing grades and or documents of any student;
- Entering wrong grades as if they were one’s own work when, in fact, it is not;

- Misplacing/hiding/deleting document;
- Incorporating idea into one’s paper/document/ in an attempt to produce a kind of document that the student never deserves;

Such breaches may end up in dismissing the staff without any prior notifications and/or progressive actions.

Education Records

The manual tries to comply with federal law which:

- (1) grants to students the right of access to their education record online
- (2) protects students from illegal use of their education records;
- (3) restricts the disclosure of the social security account number of students.

i. Procedure to Inspect Education Records

- Students may inspect and review their education records upon request to the appropriate record custodian.
- Students should submit a written request which identifies the record or records he/she wishes to inspect precisely to the record custodian or an appropriate registrar staff person
- The record custodian or an appropriate registrar staff will make the needed arrangements for access as promptly as possible and notify the student of the time and place where the records may be inspected. Access must be given in two working days or less from the receipt of the request.

ii. Types and Custodians of Education Records

Type of Record	Content	Responsible Party
Academic	grades, academic standing,	Registrar, Admissions officer

	application for admission, credentials, letters, student copies, transcripts, degrees, diplomas and admissions scores	
Financial	Amount of fee paid	Financial Officer
Disciplinary Actions	Nature of offense and the action taken	Students' Affairs and Social Affairs Dean
Counseling Service	Test scores and counseling sessions	Students' Affairs and Social Affairs Dean Student Records

iii. Refusal to Provide Copies

The registrar reserves the right to deny providing transcripts or copies of records in any of the following situations:

- The student has unsettled financial obligation to the College.
- There is unresolved disciplinary action against the student.

iv. Disclosure of Education Records

The registrar will disclose information from a student's education records only with the written consent of the student, except to the College Officials who have a legitimate interest in the records.

A College Official is:

- a person who is employed by the College in an administrative, supervisory, academic, research, or support staff position
- a person who is employed under contract to the College to perform a special task.

The College Official can have a legitimate interest if the official is:

- performing a task that is specified in his/her job description or by a contract agreement;
- performing a task related to a student's education;
- performing a task related to student discipline;
- providing a service or benefit relating to the student or student's family, such as health care, counseling, job placement or financial aid.

v. Record of Requests for Disclosure

The registrar will maintain a record of all requests for and/or disclosure of information from a student's education records. The record will indicate the name of the party making the request, any additional party to whom it may be disclosed, and the legitimate interest the party had in requesting or obtaining the information. The record of requests may be reviewed by the student.

vi. Directory Information

The College designates the following items as Directory Information:

- name,
- all addresses, including College issued email address
- all telephone numbers,
- major field of study,
- academic classification,
- participation in officially recognized activities and sports,

- dates of attendance and enrolment status
- degrees and awards received,
- previous schools attended,
- photograph, and

The registrar may disclose any of these items without prior written consent, unless the student notifies the Registrar in writing not to do so.

vii. Destruction of Education Records

The Registrar may destroy obsolete records.

viii. Correction of Education Records

A student has the right to request a correction on his/her education records when s/he believes that they are inaccurate, misleading, or in violation of his/her privacy rights. The College shall attempt to settle such difficulties of a education record by informal proceedings. If informal proceedings fail to achieve a satisfactory settlement, the student may request a formal hearing using the following procedures.

- a. A student should submit a written request to the Academic Vice dean of the college. In so doing, the student should identify the part of the education record he/she wants to be amended and specify why he/she believes it is inaccurate, misleading, or in violation of his/her privacy rights.
- b. Within 10 working days of receiving the request, the Academic Vice President will arrange for a hearing in the presence of the registrar, and notify the student at least 5 working days in advance about the date, place, and time of the hearing.
- c. The hearing will be conducted and decision rendered by a hearing officer, appointed by the Academic Vice President from the staff who do not have a direct interest in the outcome of the case. The Academic Vice President shall name the hearing officer in the written notice sent to the student.

d. The student shall be afforded a full and fair opportunity to present evidences relevant to the issues listed in the original request to amend his/her education records.

e. The registrar will prepare a written decision based solely on the evidence presented at the hearing.

ix. Handling Appeals of Students on Records

Good communication of grades and other dues between departments and students will make disputes between them infrequent, but if disagreements occur, it is College’s policy to provide a mechanism whereby a student may formally appeal department decisions. When a student uses the appeals procedure, all parties should Endeavour to resolve the dispute amicably at as early a stage as possible and in compliance with applicable laws, regulations and policies.

The department member, after considering the outcome of the appeals process, shall retain complete academic freedom to make the final determination on the matter and to assign semester grades. However, no grade changes can be treated without the sound recommendation of the concerned department on writing.

Steps for resolving student-initiated academic Complaints

Student



Instructor



Department Head



Campus Dean



Academic Vice President



President of University College

x. Types Records

The registrar head ensures the maintenance the following records:

- i.** Student grade
- ii.** Application form for Degree and diploma.
- iii.** Course registration form for degree and Diploma
- iv.** Letter of Exemption
- v.** Add/Drop Slip
- vi.** Make-up Exam Application Forms
- vii.** Grade Change for Incomplete Delayed and Make-up
- viii.** Registered students' attendance sheet
- ix.** Registered students' Mark list sheet
- x.** Semester Grade report
- xi.** Make-up application form
- xii.** Student Copy
- xiii.** Course offering summary
- xiv.** Withdrawal form
- xv.** Readmission form
- xvi.** Change of department /campus form
- xvii.** Graduation Commitment
- xviii.** Class Admission Slip

- xix.** Monthly Report
- xx.** Meeting and Off-Campus Credit

Grading

I. Grading Freedom

Individual instructor shall be free to scale the grade of her/his students in whatever manner s/he wishes. But while submitting the grade to the registrar s/he shall have the say of the department head which has to be expressed by at least the signature of the chairman allowing the individual instructor for submitting the grade. However, once grade is submitted, the individual instructor cannot make any change without the due process of the case. All instructors are expected to submit the grades to the Office of the Registrar within four to six days after the date the examination conducted.

II. Withheld(WH) Grades

Ordinarily, at the discretion of the instructor and with the approval of the Department Head, a grade of withheld will be assigned only if the student cannot complete the course work because of unavoidable circumstances. Students must complete the work within one calendar year from the end of the semester in which they receive a withheld, or the grade automatically becomes an “F”. Students may not attend sections of a course in future semesters to "complete" a WH grade. Limited course visitation may be arranged with the permission of the instructor. When students register for the same course in future terms the WH will automatically become an “F” and will be counted as a repeated course for the purpose of computing the grade point average.

III. Grading system

Select College uses a letter grading system as follows:

Letter Grade	Grade Points	Grade Description
A	4	Excellent
A-	3.67	Very good

B+	3.33	Good
B	3	Satisfactory
B-	2.67	
C+	2.33	Unsatisfactory
C	2.00	
F	0	Failure
I		Indicates incomplete work

A grade of incomplete (I) may be recorded, at the discretion of the instructor, for a course in which a student, because of circumstances beyond his or her control, has not completed certain work or has been absent from the final examination. For postgraduate students, an “I” grade is not changed to another grade by the instructor. Within the first three weeks of the subsequent major semester. The “I” will be changed to an “F”. Responsibility for removing an “I” within this time limit rests with the student.

IV. **Grade-Point Average**

For computing grade-point average, grades are evaluated as follows for each hour of credit:

The grade-point average of a student who receives an A in 4 credits course, a B in a 3-credit course, D in a 3-credit course; and an F in a 3-credit course is computed:

A or 4 Grade Points per credit hour x 4 credits = 16 Grade Points
 B or 3 Grade Points per credit hour x 3 credits = 9 Grade Points
 D or 1 Grade Points per credit hour x 3 credits = 3 Grade Points
 F or 0 Grade Points per credit hour x 2 credits = 0 Grade Points
 11 credits for a total of 28 quality points

To calculate this student’s semester grade-point average, the grade point total is divided by the total number of credits taken: $28 \div 11 = 2.55$. The cumulative grade-point average (CGPA) for a student’s record is determined by adding the credits attempted and dividing this total into the

total number of grade points. The cumulative grade-point average indicates the academic record of the student for the time enrolled at the College

7. Miscellaneous Registrar Issues

7.1 Student ID Cards

Student identification cards are made during registration at a cost of 50.00 ETB. Students are required to submit 4*4 recent photo using the online registration system so as to get their Student ID number. The ID number will be distributed after the student is eligible to be an online student by the college.

7.2 Annual Notification

A brief description of the types of records, as well as student and institutional rights, shall be published annually in the Student Handbook and Activities Calendar. Specific information may be obtained by consulting with administrative officials listed in this policy.

7.3. Student Rights

Each student has the right:

- To access all LMS materials that are uploaded on the online learning system
- To access videos and lecture notes online and request for any information about the online learning system
- to be provided with a list of the types of education records maintained by theCollege;
- to inspect and review the contents of his/her records, excluding the exceptions included in this manual;
- to obtain copies of his/her records at personal expense;
- to explanations and interpretations of his/her records; and,
- to a hearing to challenge the contents of his/her records.

7.4 Withdrawal without Financial Clearance

Any student who withdraws from or otherwise leaves the University College must clear his/her financial record, returnCollege property and settle other financial matters with the College Students failing to fulfill these obligations will be subject to sanctions until such time as the

record is cleared. Sanctions will be imposed whenever a student is in possession of unreturned property or is otherwise indebted to the College beyond a minimal amount established by College Administration for unpaid fees.

The following sanctions will be imposed:

- The student will not be permitted to re-enroll.
- The student will not be eligible to receive an official transcript of academic work completed.
- The student will not be issued a diploma.

Procedures for Implementation

I. When a student withdraws, notification will be sent by the Registrar to:

- i.** The respective department,
- ii.** The Financial Office,
- iii.** Library.

Each department in which the student has a financial deficiency requiring the imposition of sanctions will notify the Registrar's Office, citing the nature of the deficiency or will place a registration and transcript hold on the student's record. It will be the student's responsibility to contact the appropriate office to clear his/her record. These offices will then notify the Registrar's Office once the deficiency has been resolved.

7.5 Academic Status of online students

First year first semester courses with F grade will be repeated in consecutive semester if the scored average result.

2. Students who scored F grade in $\frac{3}{4}$ th of the offered courses during the 1st year 1st semester will not be allowed to register for the next new courses.
3. Students under probation will not be allowed to register for new courses.
4. Two consecutive probation results in dismissal.

5. The duration of online master's program is 2 years.
6. Scoring an average GPA 3.00 in major course as well as in all courses is mandatory for gradation

7.6 Issuance of Academic Documents for online students

Upon the approval of the Academic Commission for various prospective graduates, the office of the registrar will prepare academic credentials to the student including student copy, To Whom It May Concern letter, official transcript, degrees, diplomas and certificates.

7.7 Operational Activities for the online program

- I.** Student Admission
 - i. Admission of new applicants will be held throughout the academic year.
 - ii. Identification card will be issued on the day of application
- II.** Academic calendar will be notified one month before the end of the existing academic year.
- III.** Registration holds always within one week before class begins.
- IV.** Exemption letter will be issued on the same day of registration.
- V.** Late registration with penalty will be for one week after class begins.
- VI.** Add/Drop will be day from 15 to 18 days after class begins.
- VII.** Attendance will be issued to all subject instructors on the 20th day of class begin.
- VIII.** Grade submission date will be 6 and 4 days after examination date for permanent and par-time course instructors respectively.
- IX.** Grade issuance date will be at least four days after the last grade submission
- X.** Application for makeup for degree program will be 3 to 5 days after class begins.
- XI.** Make-up examination for degree program will be 8 to 10 days after class begins.
- XII.** After 21 days of class begin "I" and/or "NG" grades will be changed to "F"
- XIII.** Change of department will be held on the week of registration of the semester

- XIV.** Prospective graduates list will be identified 4 Months before Graduation date. List of identified prospective graduates will be submitted to the Academic commission one week before the date of graduation for approval. Rehearsal for prospective graduates will be held not more than three days before graduation date.

8. Related documents for online program

The following formats shall be used to implement the operation of the registrar activities consistently. The formats are subjected to review.

Document Number	Document Title
	Application form for Postgraduate student (online)
	Course Registration Form for Postgraduate Programmes (online)
	Add/Drop Slip form (online)
	Application For Change Of Department, Shift of Campus
	Class Permit Slip
	Application for Make-up Exam (online)
	Clearance / Withdrawal Form (online)
	Semester Grade Report (online)
	Readmission Request Form (online)
	Registered students' attendance sheet Form (online)
	Official and final grade report Form (online)
	Student Copy Form (online)
	Id card form (online)
	Temporary degree ,diploma & certificate format (online)