

CONTEXT DOCUMENT

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Reviewed by: Director, Quality Assurance

Approved by: Vice-Chancellor



S/No.	Interested Party	Internal or External
1	Board of Trustees	Internal
2	University Council	Internal
3	Vice-Chancellor	Internal

4	Faculty & Staff	Internal
5	Students	Internal
6	Government of Kenya	External

7	Parents/Guardians	External
8	Church	External
9	Local Community	External
10	Professional/Regulatory Bodies	External
11	Suppliers	External
12	Financial Institutions	External

13	Alumni	External
14	Sister Institutions	External
15	Partners/Collaborators	External

Interested Parties
Summary of requirements (needs & expectations)
<ol style="list-style-type: none"> 1. Provision of quality teaching. 2. Full implementation of the Strategic Plan. 3. Full and timely compliance to statutory requirements. 4. Full adherence to all Policies and Procedures. 5. Prudent use of University resources. 6. Excellent examination results. 7. Provision of market-driven courses. 8. Good relations with all relevant interested parties. 9. Full implementation of the Mission of the Church.
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<ol style="list-style-type: none"> 1. Provision of a conducive work environment. 2. Competitive remuneration. 3. Provision of adequate resources in a timely and fair manner. 4. Timely processing of benefits. 5. Continuous capacity building on emerging issues. 6. Transparency, fairness and timeliness in reward management. 7. Fairness and transparency in the recruitment of staff. 8. Resolution of complaints/grievances and disciplinary issues in a timely and fair manner. 9. Clarity, equity and fairness in distribution of roles, responsibilities and authorities. 10. Accuracy and completeness in information provided to staff. 11. Effective induction process for new employees. 12. Timely processing of leaves. 13. Confidentiality of personal information provided. 14. Inclusion in decisions affecting them.
<ol style="list-style-type: none"> 1. Quality teaching. 2. Conducive learning environment. 3. Quality support services. 4. Timeliness, accuracy and completeness of examination results. 5. Sufficient learning resources. 6. Accuracy and completeness in the information provided to students. 7. Confidentiality of personal information provided. 8. Access to Instructors. 9. Assistance in sourcing for attachment and employment opportunities. 10. Inclusion in decisions affecting them.
<ol style="list-style-type: none"> 1. Full and timely compliance to statutory and regulations requirements. 2. Provision of quality teaching. 3. Timely submission of complete and accurate reports. 4. Provision of safe and secure learning and work environment for learners and staff.

<ol style="list-style-type: none"> 1. Quality teaching. 2. Safety and security for learners. 3. Holistic education for learners. 4. Quality support services. 5. Timeliness, accuracy and completeness of information provided to them. 6. Affordable services. 7. Excellent performance.
<ol style="list-style-type: none"> 1. Further the mission of the church. 2. Financial support. 3. Integration of faith and learning. 4. Inculcation of Christian values. 5. Competent employable graduates 6. Recruitment of workers with Christian values.
<ol style="list-style-type: none"> 1. Access to job and business opportunities 2. Mutual coexistence 3. Effective CSR programmes. 4. Environmental protection. 5. Timely communication of accurate and complete information.
<ol style="list-style-type: none"> 1. Compliance with regulatory requirements. 2. Timely, accurate and complete reports.
<ol style="list-style-type: none"> 1. Timely payment. 2. Accuracy and completeness of advertisements/opportunities. 3. Fairness and transparency in award of tenders. 4. Timely resolution of complaints. 5. Effective feedback mechanisms.
<ol style="list-style-type: none"> 1. Timely, accurate and complete remittance. 2. Promotion of their services. 3. Full adherence to Memorandum of Understanding.

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| <ol style="list-style-type: none">1. Maintenance of a positive reputation and image.2. Inclusion in decisions affecting them.3. Access to employment opportunities.4. Continuity and progression of the Institution.5. Accountability and transparency in all dealings. |
| <ol style="list-style-type: none">1. Benchmarking opportunities.2. Networking opportunities3. Sharing of facilities.4. Collaboration and partnership.5. Exchange programmes. |
| <ol style="list-style-type: none">1. Transparency and accountability.2. Timely, accurate and complete information.3. Full compliance to Memorandum of Understanding.4. Confidentiality of information.5. Sharing of facilities |

References
Strategic Plan
Strategic Plan
Strategic Plan

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| <ul style="list-style-type: none">a) The Constitution of Kenya, 2010.b) Employment Act, 2007.c) Data Protection Act, 2019.d) Labour Laws.e) Employees Handbook. |
| <ul style="list-style-type: none">a) The Bible and other relevant spiritual resourcesStudents Handbookb) Academic Bulletinc) Current UEAB Attachment Policyd) Other Applicable Policies |
| <ul style="list-style-type: none">a) The Constitution of Kenya, 2010.b) Applicable Statutory and Regulatory requirements.c) University's Standards and Guidelines, 2014 |

The Environmental Management and Coordination (Amendment) Act 2015
Applicable Regulations and Codes of Conduct
Contracts
MoUs and Agreements

MoUs and Agreements

S/No.	Issue
1	Conducive learning environment
2	Vast land
3	Provision of job and business opportunities to the local community
4	Competent staff
5	Diversity of the University Community
6	Timely salary payment
7	Collegiality
8	Competitive and diverse programmes
9	Safety and security
10	Timely completion of Programmes
11	Staff housing and amenities
12	Christian Values
13	Financial Support
14	Provision of healthy diet
15	Adoption of technologies
16	Inadequate staff due to staff turnover
17	Inadequate resources
18	Location of the University
19	Time management
20	Ineffective communication
21	Ineffective induction processes
22	Cases of indiscipline amongst students

Internal Issues

Summary description

UEAB is situated away from major town centres and industries. The University has also properly managed its environment hence providing a conducive environment for learning.

UEAB has a vast land that provides an opportunity for expansion and development of the University.

UEAB has provided an avenue where the locals have access to economic opportunities which has improved their livelihoods.

UEAB rides on its employees' competence as a result of a robust hiring process. This has also been enhanced by continuous capacity building of members of staff.

UEAB has employees and students from different cultures. This multi-cultural mix creates a good opportunity for the members of the Community to learn from each other.

UEAB ensures that workers salaries are paid on time which ensures motivation and proper financial planning by the members of staff.

The University enjoys the spirit of teamwork where staff support each other in achieving organizational objectives.

The University offers market driven courses in line with what the industry requires. This coupled with the periodical reviews ensures increased enrolment to the various courses.

The University has put in place various mechanisms to ensure safety and security of learners and employees. Being a Christian based institution ensures that the community members uphold high levels of integrity.

UEAB has deployed robust procedures to ensure the timely completion of courses. This has created relative predictability and a positive reputation for the University.

The University provides housing for some of members of staff. This has created accessibility and convenience of these members of staff. Also, the University provides education facilities to the children of the members of staff.

As a Church based organization, the University provides holistic education and this enhances the employability of the graduates.

The Government through HELB provides financial support to the students. This has enhanced the enrolment rates for students.

Based on Adventist principles, the University provides a strict lacto-vegetarian diet. This ensures the health and general well-being of the members of the University Community.

The University continually embraces new technologies in a bid to enhance efficiency in service delivery.

UEAB faces a challenge of adequate staff to meet the required Students: Instructor ratio. In some Departments, this has led to overworking of the current workforce and at times inability to meet the Departmental objectives.

The University is faced with resource challenges to undertake certain daily activities. This has an impact on the ability of the University to achieve its objectives.

The fact that the University is located away from major towns has disadvantaged the University in terms of 'attractiveness' for potential students. This may have an impact on the enrolment rate.

There are situations in which certain activities are delayed due to the culture of poor time management. This causes inefficiency of the attainment of those objectives.

In certain instances, smooth flow of information across Functional Units is lacking delaying the speed at which certain activities are undertaken.

The existing induction processes are lacking in terms of ensuring new employees obtain the necessary information to be seamlessly high performing in the work place.

With improved enrolment, there has been an increase in cases of indiscipline amongst students. This may have an impact on effectiveness of teaching and other related activities.

S/No.	Issue
1	Good climatic conditions
2	Supportive community
3	External funding (research and students)
4	Training and support
5	Absorption and consumption of UEAB products and services
6	Promotion of the University (Positive image)
7	Government Student placement
8	Road infrastructure
9	Growing demands for graduates
10	Provision of services by external entities
11	Proximity to Church Services
12	Technological advancements
13	Economic challenges
14	Competition
15	Pandemics, natural disasters and terrorism
16	Negative publicity

External Issues	
Summary description	
UEAB experiences good climatic conditions which makes it ideal for Agricultural activities. The University's farm is able to supply food to the University Community and generate income to the University.	
The Community around the University has been supportive to the University and there have been insignificant cases of friction between members of the University Community and the surrounding community.	
The University has partners and collaborators who have supported research activities through funding and technical support. Further, the Government through the Higher Education Loans Board supports students to finance their education. This has had a positive impact on the University's ability to meet its objectives.	
Being a University and thus heavily depending on the competence of its staff, the University supports its employees in furthering their education and in attending seminars and conferences. This ensures that the employees produce required outputs.	
The University rides on its positive image to provide a variety of products and services. The uptake of these products and services has increased overtime. This enhances the ability of the University to achieve its mandate.	
Due to the fact that the University is a Christian based Institution and has a great heritage, it has over the years grown and to a great extent achieved its mandate.	
The Government through the Kenya Universities and Colleges Central Placement Service (KUCCPS) at one point placed students to both Public and Private Universities. This increased student enrolment rates.	
The road network to the University is in a good state and this provides access to the University. This provides ease of movement to and from the University to all stakeholders.	
As the Country and the various sectors grow, there is an increasing demand for graduates. The University plays its role by ensuring production of employable and well rounded graduates.	
The University has partnered with external entities that have added value to the University and this has enhanced the ability of the University in providing its Objectives.	
The University is in close proximity to the SDA Church. There is mandatory requirement for students to attend the Church service. This ensures that the University furthers the mission of the Church and the students get the	
Technology is very dynamic, thereby requiring regular capacity building of staff and upgrade or replacement of equipment or infrastructure. At times, the University has been caught ill prepared to adapt to these changes.	
The Country is experiencing economic hardships and this has an impact of revenue collection by the University. Further, tax regime changes and price variations after budgeting have at times led to increased costs of goods, services and works to the University.	
Due to the large number of Universities in the Country, there is competition which affects enrolment rates.	
The occurrence of terror threats, natural disasters and pandemics such as Covid 19 has an impact on the University's ability to execute its mandate.	
In some cases, some members of staff who are aggrieved may use wrong channels to air their views. This may negatively impact on the image of the University.	

