



# UNIVERSITY OF EASTERN AFRICA, BARATON

## Open Distance and electronic Learning Procedures



**QUALITY MANAGEMENT SYSTEM DOCUMENTATION  
BASED ON ISO 9001:2015**



University of Eastern Africa, Baraton

---

Quality Management System based on ISO 9001:2015

## **Identification of Education Technologies**

**Document No:** PR-ODeL-001

**Version No:** 1.0

**Revision Date:** 2<sup>nd</sup> April, 2025

**Last Review Date:** 2<sup>nd</sup> April, 2025



## Identification of Education Technologies

Doc No: PR-ODEL-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025



UNIVERSITY OF EASTERN AFRICA, BARATON

### QUALITY MANAGEMENT SYSTEM


Approved by:

Sign: 

Name: Prof. Msafiri Mmamba Jackson  
Vice Chancellor

Date: 2<sup>nd</sup> April, 2025

Issued by:

Sign: 

Name Prof. Moses M. Kibirango  
Director, Quality Assurance

Date: 2<sup>nd</sup> April, 2025



## Identification of Education Technologies

Doc No: PR-ODeL-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## Document Version Control Sheet

[illegible]



# Identification of Education Technologies

Doc No: PR-ODEL-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## TABLE OF CONTENTS

<b>1.0</b>	<b>GENERAL.....</b>	<b>5</b>
1.1	Purpose.....	5
1.2	Scope .....	5
1.3	References.....	5
1.4	Terms and Definitions .....	5
1.5	Principal Responsibility .....	5
1.6	Inputs .....	6
1.7	Resources.....	6
<b>2.0</b>	<b>PROCESS DESCRIPTION .....</b>	<b>6</b>
2.1	Predecessor Processes.....	6
2.2	Process Steps .....	6
2.3	Process Output .....	8
2.4	Subsequent Processes.....	8
<b>3.0</b>	<b>PROCESS PERFORMANCE INDICATORS.....</b>	<b>9</b>



# Identification of Education Technologies

Doc No: PR-ODeL-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## 1.0 GENERAL

### 1.1 Purpose

To ensure that the University of Eastern Africa, Baraton (UEAB) identifies accessible, credible, reliable and secure education technologies for use in its online learning.

### 1.2 Scope

This procedure applies to the identification of appropriate education technologies to be used at University of Eastern Africa, Baraton

### 1.3 References

Document Category	Document Title
Policy	Current UEAB Online Learning and Distance Education Policy
Policy	Current UEAB ITS Policy
Regulations	Commission of University Education (CUE) Guidelines

### 1.4 Terms and Definitions

Abbreviation/Term	Description
LMS	Learning Management System
ODeL	Open Distance and electronic Learning
CUE	Commission of University Education
Education Technologies	Tools used to conduct online learning including computer applications such as video conferencing applications, Examination proctoring applications, LMS etc.
ITS	Information Technology Services

### 1.5 Principal Responsibility

The ODeL Director shall ensure adherence to this procedure.



# Identification of Education Technologies

Doc No: PR-ODeL-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## 1.6 Inputs

Need to adopt a new or review existing Education Technology

## 1.7 Resources

- a) Personnel
- b) Hardware
- c) Software applications
- d) Internet

## 2.0 PROCESS DESCRIPTION

### 2.1 Predecessor Processes

Monitoring Education Technologies Usage

### 2.2 Process Steps

Step	Activity	Record	Responsibility
2.2.1	<p>This procedure shall start with the ODeL Director identifying the need to review or acquire new Education Technologies to be used at University annually or when need arises.</p> <p>In determining the need to review or acquire a technology, the following criteria shall be considered:-</p> <ul style="list-style-type: none"><li>a) compatibility with other systems;</li><li>b) feedback from users;</li><li>c) review of the usage reports;</li><li>d) cost implications;</li><li>e) interactive features;</li><li>f) analytics; and</li><li>g) information security</li></ul>		ODeL Director
2.2.2	Upon need identification, the ODeL Director shall ensure	Concept Paper	ODeL Director





## Identification of Education Technologies

Doc No: PR-ODeL-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

Step	Activity	Record	Responsibility
	preparation of a concept paper detailing all features.		
2.2.3	The ODeL Director shall present the Concept Paper to the ODeL Committee meeting for consideration.	Excerpt of ODeL Committee Minutes	ODeL Director
2.2.4	In reviewing the concept paper, the ODeL Committee, shall consider the criteria in clause 2.2.1 and the recommendations by the ODeL Director. The Committee shall recommend the review of the technology.	Excerpt of ODeL Committee Minutes	ODeL Committee
2.2.5	In the event the ODeL Committee does not recommend the concept the ODeL Director shall implement the recommendation(s) of the ODeL Committee	Excerpts of ODeL Committee Minutes	Chair of ODeL Committee
2.2.6	Once the ODeL Committee recommends to uphold the concept, the Chair of ODeL Committee shall present the recommendations in the University Senate who shall for further recommendation.	Excerpt of University Senate Minutes	Chair of ODeL Committee
2.2.7	In the event the University Senate does not recommend the concept, the ODeL Director shall implement the	Excerpts of University Senate Minutes	ODeL Director



## Identification of Education Technologies

Doc No: PR-ODEL-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

Step	Activity	Record	Responsibility
	recommendation of the University Senate		
2.2.8	Once the University Senate vote to uphold concept, the DVC AA shall present concept to UEAB Administrative Board for approval.	Excerpt of Administrative Board Minutes	DVC AA
2.2.9	In the event the Concept is not approved by the Administrative Board, the DVC AA shall ensure the recommendation of the Administrative Board is implemented. This shall involve communication of Administrative Board action to the ODeL Director.	Except of Administration Board Action	DVC AA
2.2.10	Upon approval of the concept the DVC Finance and Administration shall initiate the procurement process of Education Technology as per the Procurement Procedure.	Excerpt of Administrative Board Minute	DVC Finance and Administration

### 2.3 Process Output

- a) An acquired technology
- b) A reviewed technology

### 2.4 Subsequent Processes

Procurement



## Identification of Education Technologies

Doc No: PR-ODeL-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

### 3.0 PROCESS PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Measurement
Acquisition of technologies with required information security features	Number of information security incidents noted on an annual basis

University of Eastern Africa, Baraton

---

Quality Management System based on ISO 9001:2015

## **Blended and Online Learning Course Creation**

**Document No:** PR-ODeL-002

**Version No:** 1.0

**Revision Date:** 2<sup>nd</sup> April, 2025

**Last Review Date:** 2<sup>nd</sup> April, 2025



## Online Learning Course Creation

Doc No: PR-ODeL-002

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025



UNIVERSITY OF EASTERN AFRICA, BARATON

### QUALITY MANAGEMENT SYSTEM

Approved by:

Sign:

Name: Prof. Msafiri Mmamba Jackson  
Vice Chancellor

Date: 2<sup>nd</sup> April, 2025

Issued by:

Sign:

Name Prof. Moses M. Kibirango  
Director, Quality Assurance

Date: 2<sup>nd</sup> April, 2025



# Online Learning Course Creation

Doc No: PR-ODeL-002

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## Document Version Control Sheet

[illegible]



# Online Learning Course Creation

Doc No: PR-ODeL-002

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## TABLE OF CONTENTS

<b>1.0</b>	<b>GENERAL.....</b>	<b>5</b>
1.1	Purpose.....	5
1.2	Scope .....	5
1.3	References.....	5
1.4	Terms and Definitions .....	5
1.5	Principal Responsibility .....	5
1.6	Inputs .....	5
1.7	Resources.....	5
<b>2.0</b>	<b>PROCESS DESCRIPTION .....</b>	<b>6</b>
2.1	Predecessor Processes.....	6
2.2	Process Steps .....	6
2.3	Process Output .....	6
2.4	Subsequent Processes.....	6
<b>3.0</b>	<b>PROCESS PERFORMANCE INDICATORS.....</b>	<b>7</b>



# Online Learning Course Creation

Doc No: PR-ODeL-002

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## 1.0 GENERAL

### 1.1 Purpose

To ensure their effective and timely creation of online learning courses in the university LMS.

### 1.2 Scope

This procedure applies to the creation of online courses on the LMS at University of Eastern Africa, Baraton

### 1.3 References

Document Category	Document Title
Policy	Online Learning and Distance Education Policy

### 1.4 Terms and Definitions

Abbreviation/Term	Description
LMS	Learning Management System
ODeL	Open Distance and electronic Learning
UMIS	University Management Information System
HoD	Head of Department

### 1.5 Principal Responsibility

The ODeL Director shall ensure adherence to this procedure.

### 1.6 Inputs

Time tabled courses

### 1.7 Resources

- a) LMS
- b) Personnel
- c) Hardware
- d) Internet





## Online Learning Course Creation

Doc No: PR-ODeL-002

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

### 2.0 PROCESS DESCRIPTION

#### 2.1 Predecessor Processes

Timetabling (PR-REG-004).

#### 2.2 Process Steps

Step	Activity	Record	Responsibility
2.2.1	This procedure shall start, at least two weeks before student registration at the beginning of every Semester, with the Director confirming that all courses to be offered in the Semester have been updated in UMIS.	UMIS Time Table Module	ODeL Director
2.2.2	Upon confirmation of updates in the semester timetable module in the UMIS, the ODeL Director shall ensure automated course creation and enrollment of students and instructors on the University LMS Portal.	List of Courses Created on LMS Portal Evidence of enrolled students and instructors	ODeL Director
2.2.3	The Director shall communicate usage report to relevant parties – Deans/HoDs/Director, Quality Assurance for information and necessary action	Evidence of communication	ODeL Director

#### 2.3 Process Output

Courses Created in the LMS

#### 2.4 Subsequent Processes

Monitoring Education Technologies Usage



## Online Learning Course Creation

Doc No: PR-ODeL-002

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

### 3.0 PROCESS PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Measurement
Completeness and accuracy	Number of incidents of inaccurate information reported per Semester
Timeliness	Turnaround time of course creation

University of Eastern Africa, Baraton

---

Quality Management System based on ISO 9001:2015

## **Monitoring Usage of Education Technologies**

**Document No:** PR-ODeL-003

**Version No:** 1.0

**Revision Date:** 2<sup>nd</sup> April, 2025

**Last Review Date:** 2<sup>nd</sup> April, 2025



## Monitoring Usage of Education Technologies

Doc No: PR-ODEL-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025



UNIVERSITY OF EASTERN AFRICA, BARATON

### QUALITY MANAGEMENT SYSTEM


Approved by:

Sign: 

Name: Prof. Msafiri Mmamba Jackson  
Vice Chancellor

Date: 2<sup>nd</sup> April, 2025

Issued by:

Sign:   
Name Prof. Moses M. Kibirango  
Director, Quality Assurance

Date: 2<sup>nd</sup> April, 2025



## Monitoring Usage of Education Technologies

Doc No: PR-ODeL-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## Document Version Control Sheet

[illegible]



# Monitoring Usage of Education Technologies

Doc No: PR-ODEL-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## TABLE OF CONTENTS

<b>1.0</b>	<b>GENERAL.....</b>	<b>5</b>
1.1	Purpose.....	5
1.2	Scope .....	5
1.3	References.....	5
1.4	Terms and Definitions .....	5
1.5	Principal Responsibility .....	5
1.6	Inputs .....	5
1.7	Resources.....	5
<b>2.0</b>	<b>PROCESS DESCRIPTION .....</b>	<b>5</b>
2.1	Predecessor Processes.....	5
2.2	Process Steps .....	6
2.3	Process Output .....	6
2.4	Subsequent Processes.....	6
<b>3.0</b>	<b>PROCESS PERFORMANCE INDICATORS.....</b>	<b>6</b>



# Monitoring Usage of Education Technologies

Doc No: PR-ODeL-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## 1.0 GENERAL

### 1.1 Purpose

To ensure accountability and efficiency in the usage of the learning management System.

### 1.2 Scope

This procedure applies to the monitoring of Learning Management system used at University of Eastern Africa, Baraton.

### 1.3 References

Document Category	Document Title
Policy	Current UEAB Online learning and Distance Education Policy
Policy	Current UEAB ITS Policy

### 1.4 Terms and Definitions

Abbreviation/Term	Description
LMS	Learning Management System
ODeL	Open Distance and electronic Learning
HoD	Head of Department

### 1.5 Principal Responsibility

The ODeL Director shall ensure adherence to this procedure.

### 1.6 Inputs

User activities

### 1.7 Resources

- a) LMS
- b) Personnel
- c) Hardware
- d) Internet

## 2.0 PROCESS DESCRIPTION

### 2.1 Predecessor Processes

Blended and Online Learning Course Creation



# Monitoring Usage of Education Technologies

Doc No: PR-ODeL-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## 2.2 Process Steps

Step	Activity	Record	Responsibility
2.2.1	This procedure shall start with the Director reviewing the LMS monitoring tools at the beginning of every Semester.	Reviewed monitoring tools	ODeL Director
2.2.2	Upon reviewing the monitoring tools, the Director shall download/access the user logs on a daily basis.	User Logs	ODeL Director
2.2.3	Upon downloading, the Director shall update the monitoring template.	User logs and monitoring template	ODeL Director
2.2.4	Upon updating the template, the Director shall analyse and generate a usage report.	LMS Usage report	ODeL Director
2.2.5	The Director shall communicate usage report to relevant parties – Deans/HoDs/Director Quality Assurance on a weekly basis.	Evidence of communication	Director

## 2.3 Process Output

Effective monitoring of usage of Education Technologies

## 2.4 Subsequent Processes

Education Technologies Identification

## 3.0 PROCESS PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Measurement
Efficiency of technologies	Level of usage of technologies per Semester