



MACHAKOS UNIVERSITY

COMMUNICATION GUIDELINES

JULY, 2018

PREAMBLE

For efficient and effective performance of any organization, the flow of communication must be very clear and well spelt out.

This Paper spells out the basic rules for effective communication through correspondence and other means within the University. It provides procedures that should be followed without breaching the protocol and gives a brief guide for use of a variety of other communication media.

1. CHAIN OF COMMUNICATION TO HIGHER AUTHORITIES

a) Communication with the Vice Chancellor

All communications to the Vice Chancellor except only in exceptional cases shall be channeled through the respective Deputy Vice Chancellors.

b) Administrative/Planning/Financial Matters

- 1) All administrative/planning/financial issues shall be addressed to the Deputy Vice Chancellor (APF) **save for Research and Innovation grants.**
- 2) **Financial issues on Research and Innovation grants should be channeled through the Deputy Vice Chancellor (RIL), Deputy Vice Chancellor (APF) then to the Vice Chancellor**
- 3) The administrative/planning/financial issues that need the attention of the Vice Chancellor shall be channeled through Deputy Vice Chancellor (APF) unless in exceptional cases.
- 4) The Heads of Departments/Sections in the Division of Administration, Planning and Finance shall channel their communication through the Registrar (AP) when communicating to the Deputy Vice Chancellor (APF).
- 5) When communicating to the Deputy Vice Chancellor (APF), a member of staff shall channel the communication through his/her Head department.
- 6) Any communication with financial implications shall be actioned by the Deputy Vice Chancellor (APF) or any other authorized Officer.
- 7) **All Human Resource matters shall be channeled through Senior Assistant Registrar (HR) & Head of Human Resource Department.**

c) Academic Matters

- 1) All academic issues shall be handled by the Deputy Vice Chancellor(ASA)
- 2) Deans of schools shall channel their communication to the Vice Chancellor through the Deputy Vice Chancellor (ASA).
- 3) Chairpersons or Head of department shall Communicate through their respective Deans and Deputy Vice Chancellor(ASA) when communicating to the Vice Chancellor.
- 4) Chairpersons or Head of department shall Communicate through their respective Deans and Registrar (ASA) when communicating to the Deputy Vice Chancellor (ASA) or any other Deputy Vice Chancellor.
- 5) A member of staff shall communicate to the Deputy Vice Chancellor (ASA) through his/her Chairperson or Head of department.
- 6) When communicating to the Vice Chancellor, a member of staff in the Division of ASA shall channel the communication through his/her Chairperson or Head of department and the divisional Deputy Vice Chancellor (ASA)

d) Research/Innovation/Linkages Matters

- 1) All Research/Innovation/Linkages issues shall be handled by the Deputy Vice Chancellor(RIL).
- 2) The Research/Innovation/Linkages issues that need the attention of the Vice Chancellor shall be channeled through Deputy Vice Chancellor (RIL) unless in exceptional cases.
- 3) A member of staff who wishes to communicate with the Deputy Vice Chancellor (RIL) must channel the communication through the Registrar (RIL).
- 4) When communicating to the Vice Chancellor, a member of staff in division of RIL shall channel the communication through his/her Chairperson or Head of department and the divisional Deputy Vice Chancellor (RIL)

e) Correspondence with Other Institutions and Media

- 1) Any correspondence between the University and other institutions shall be governed by existing protocols and shall be brought to the attention of the Vice Chancellor.
- 2) Only authorized members of the University shall have authority to address the media or press.

2. FORMAT OF WRITTEN COMMUNICATION

- 1) Memos shall only be used to communicate official matters between the VC, DVCs, Deans, Directors, CoDS, HoDS, and they must have a logo and the ISO mark (i.e. ISO 9001:2015 Certified mark).
- 2) Members of staff shall communicate to higher authorities through letters and not memos. No staff member should use the University Logo to communicate personal matters.
- 3) Paperless communication will be encouraged as much as possible to embrace current trends of Information Technology (IT), as a way of cost cutting measure and for efficient service delivery.

3. CLASSIFIED CORRESPONDENCE

- 1) All correspondences that are classified in nature shall be marked 'Confidential'.
- 2) Confidential information and communication shall be treated with care
- 3) The appropriate classification should be clearly marked at the top and bottom of every page of all classified documents.
- 4) Authorized Officers will be held responsible for ensuring that the most careful attention is paid to security matters in all offices under their control. Any security concern should be brought to the attention of the Director, Security Services
- 5) Officers in the cadre of Administrators, Secretaries, Clerks and Office Assistants who will be having access to classified information shall be subjected to vetting.

4. GUIDELINES ON UNIVERSITY CORRESPONDENCE

- 1) All correspondences shall be channeled through the Central Registry for filing and forwarding to the respective Officers for action
- 2) Every University communication is of great importance and any communication requiring a response but which cannot be answered at once should be acknowledged promptly on receipt. The necessary consultations (if need be) should then be finalized and appropriate reply dispatched in not more than seven (7) days unless it can genuinely be established that such consultations require a longer period.
- 3) Correspondence within the University should be as concise as possible, indicating the general background to the issue and advice or decision sought on the issue.
- 4) All correspondences must have subject, date and reference numbers. Acting on loose documents will be discouraged as much as possible.
- 5) Each correspondence should be confined as far as possible to a single subject under an appropriate and summarized heading. The Subject, reference number and date of the last communication, if any, from the writer and from the person addressed on the same subject should be given.
- 6) Any information relating to University Management business should not be communicated to other members of staff without the sanction of the Vice Chancellor
- 7) When decisions of the University Management Board have to be conveyed to staff members they should be communicated as the decisions of the University Management Board, and not as those of an individual officer who has signed the communication.
- 8) The responsibility of ensuring that correspondence reaches its destination rests with the sender.
- 9) **NO** officer is allowed to take extracts or make copies of minutes or correspondence, unless such correspondence is expressly addressed to the officer personally and authority has been granted.

To Note:

- The University has been facing communication and dissemination of information challenges.

- There are no guidelines in matters pertaining communication within the University.
- Classified information has not been given the treatment it deserves

5. GUIDELINES REVIEW

These guidelines shall be reviewed from time to time as need arise.

Communication Guidelines approved for implementation:

Vice Chancellor

.....Date:.....

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