



**UNIVERSITY OF CAPE COAST
STUDENTS' FINANCIAL SUPPORT OFFICE**

POLICY ON STUDENTS' FINANCIAL SUPPORT

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POLICY ON STUDENTS' FINANCIAL SUPPORT

Introduction

The University of Cape Coast has written policies and procedures that provide guidance for University operations. The University has policies, which include the Academic Policy and Students' Handbook with contents relating to issues applicable to individuals who seek to become students, as well as students of the University of Cape Coast. The Financial Support Policy contains information applicable to the financial support application, procedures and services available to University of Cape Coast students. All these publications are available online and copies are available at the Students' Financial Support Office.

Statement of Principle

As a University which provides equal opportunity to all students and wants every student to succeed, we offer a number of financial support options to needy but brilliant/promising students in their academic pursuits through the Students' Financial Support Office (StuFSO). In effect, the Financial Support is to provide access and choice to students, who would otherwise not be able to complete or pursue university education. The Financial Support at the University is in the form of a full scholarship, partial scholarship, provision of accommodation, fee arrangements and, on-campus work-study or part-time job opportunities for students.

Scope of Application

This Policy applies to all students' financial support schemes in the University of Cape Coast, whether funded by the University's Financial Support Office, funds established by Colleges, Schools/Faculties/Departments, other scholarships from corporate organizations through the University or funds established by private individuals in the University for students. Financial support may include:

- Scholarships, bursaries, grants as defined in the Policy on Students Awards, whether funded from the Support Fund, Scholarship Secretariat or through the University's operating budget;
- Work-study programme; and
- Teaching and research assistantships.

Developing Principles

The Students' Financial Support Committee is responsible for developing sub policies and principles for the delivery and administration of financial assistance to students. The Policy adheres to the mission of the

University of Cape Coast as well as other laws and regulations in the administration of such funds. The Students' Financial Support Committee reports on the administration of the policy to Council through Academic Board.

Operating Principles

The following operating principles are designed to assure that the Financial Support Office is effective in carrying out its responsibilities:

1. All students seeking financial support must apply by submitting appropriate application forms to the Financial Support Office.
2. All funds available to the University of Cape Coast for financial support shall be administered through the StuFSO. The selection of the eligible students to receive certain designated scholarships and other awards shall be done by the Students' Financial Support Committee through the responsible Financial Support Administrator.
3. The StuFSO shall maintain adequate records to ensure proper administration of the funds. This includes ensuring that support given is not in excess of needs of the students and or the budget submitted and the aggregated awards do not exceed total expenditures of funds for each academic year.
4. Selection of eligible students to receive financial support will be made without regard to age, sex, race, colour, religion, disability or marital status.
5. All students applying for support are required to apply annually.

Administrative Structures of the Financial Support Office

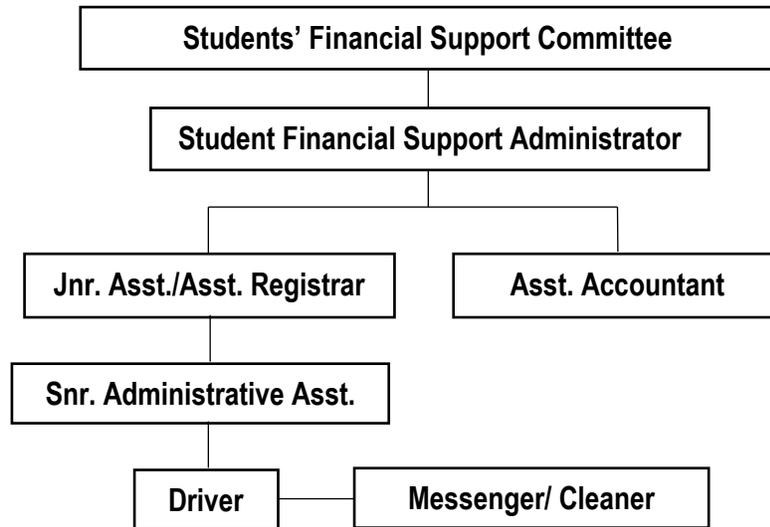
For efficient and effective management, the StuFSO shall operate directly under the Office of the Vice-Chancellor with the following hierarchical structure:

- i. Students' Financial Support Committee
- ii. Student Financial Support Administrator (Deputy Director)
- iii. Assistant Accountant
- iv. Jnr. Assistant Registrar/Assistant Registrar

- v. Senior Administrative Assistant
- vi. General Office (Clerk and a Messenger Cleaner)

Organisational Structure

Organogram for the Student Financial Support Office



Students' Financial Support Committee (SFSC)

The SFSC shall be responsible for the strategic direction of the StuFSO which shall take decisions in relation to the objectives and functions of StuFSO. Decisions of the Committee shall be routed through the Vice Chancellor for final consideration by the University Council.

Membership of SFSC

- a. Chairman (to be appointed by the Vice Chancellor in consultation with UCC Management)
- b. Dean of Students - Member
- c. Director of Academic Affairs - Member
- d. Director of Finance - Member
- e. Academic Board Representative - Member
- f. SRC Representative - Member
- g. GRASAG Representative - Member
- h. DESAG Representative - Member

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| i. Alumni Representative | - | Member |
| j. A Representative from the Legal Section | - | Member |
| k. Financial Support Administrator | - | Member |
| l. Jnr. Assist. Registrar/Assistant Registrar | - | Secretary |

Functions of the Students’ Financial Support Committee

The SFSC shall among other things:

1. Review the criteria for accessing bursaries and scholarships as and when necessary.
2. Determine bursaries and scholarship packages for eligible applicants.
3. Coordinate and monitor all financial support to students from both internal and external sources.
4. Create awareness of available bursaries and scholarships opportunities.
5. Publish required consumer information concerning financial assistance such as, application requirement, eligibility criteria, award procedures, deadlines, and other pertinent information.
6. Establish essential policies and automated processes to support the award of financial assistance in a timely manner.
7. Create work-study opportunity for students.
8. Submit quarterly report of the activities of the Office through Finance Committee to Council.

Student Financial Support Administrator (SFSA)

The SFSA shall be the Schedule Administrator for student financial support activities. He/She shall be responsible to carry out the administrative function of StuFSO in line with decisions arrived at by the SFSC and shall report to the SFSC.

Responsibilities

It is expected that the SFSA shall perform the following responsibilities.

- i. Review financial applications for accuracy of data, perform need assessment and, determine eligibility of award for consideration by the SFSC.
- ii. Advise students regarding the financial support process.
- iii. Monitor and supervise the processing of awards.
- iv. Maintain records of scholarships and prepare periodic reports as may be directed by the SFSC.
- v. Respond to various correspondence dealing with information gathering, award decisions and denial of support.

- vi. Maintain regular contact with the Director of Academic Affairs and other university administrators to support policy development and revision for student financial support.
- vii. Ensure active working relationships and communication with all university offices involved in the provision of financial assistance to students and with external agencies, organisations, and individuals.
- viii. Maintain flexible, open-door operation for students and other stakeholders.
- ix. Assist in developing new or revised financial support policies and procedures.
- x. Supervise support staff.
- xi. Coordinate and administer the University's responsibilities under specific scholarship awards by corporate organizations and private individuals.
- xii. Perform other related duties as may be assigned by the SFSC.

GENERAL FINANCIAL SUPPORT OFFICE ADMINISTRATION

Office Hours

The Financial Support Office is open from 7:30am to 4:30pm but available for service to students from 8:00 am – 12:00 pm and 1:30pm to 4:00 pm from Monday to Friday. The Office is not open on public holidays and weekends. Students may also send email directly to studentfinsupport@ucc.edu.gh for answers to any financial support questions. This email account is monitored during normal working hours and days by the Financial Support Administrator.

Office Location

The Financial Support Office is located in the University of Cape Coast on the ground floor of C. A. Ackah Lecture Theatre Building near Lecture Theatre One (1). The digital address of the office is **CC-191-2571**.

Distribution of Application Forms

Students shall obtain the financial support application forms online via stufso.ucc.edu.gh

Confidentiality of Records

All records and conversations between the financial support applicant, his/her family and staff of the Financial Support Office are confidential and entitled to the protection ordinarily given because of the fiduciary relationship. The University assures the confidentiality of student personal and educational records in accordance to the rules and regulations of the University and the Data Protection Act, 2012 (**Act 843**). No information concerning the student's financial support records will be released to anyone outside the Financial Support Office/Committee without the student's permission or by an order of the courts. A student who wishes to obtain access to his/her financial support record shall submit a written request to the Financial Support Administrator.

Public Information

The following information, considered "directory information" may be disclosed to the public by any Financial Support Office Administrator unless; the student has specifically requested in writing that this information be withheld.

1. Name
2. Hall of affiliation
3. Programme of study
4. Level
5. Anticipated graduation date

Active Records

The Financial Support Office maintains a master record for each student receiving financial assistance. All financial support folders are retained for seven (7) years after submission to the University Management. Any records involved in any claim or expenditure which has been questioned by internal or external auditors are retained until the questions are resolved. Both active and inactive records shall be stored in a digitized form.

Inactive Records

Inactive records are kept in the Financial Support Office for at least three years following the close of the fiscal year in which they were active. At the end of three years, the folders are moved to storage outside of the Financial Support Office. The Financial Support Office keeps inactive records for three years or longer depending on availability of space and current University policy. After the appropriate time period, records are shredded.

Student Consumer Information

The Financial Support Office shall provide accurate and timely information on timelines of the various activities of the office to its consumers. Financial support programmes which are available to students of the University of Cape Coast are distributed through the following means:

Orientation/Students' Staff Consultative Meetings

Students' financial support information are given to students during freshmen's orientation in each academic year as well as during student's/staff consultative meetings in the Colleges and Schools/Faculties.

University website

The financial support information is also published on the University's website and the Students' Financial Support webpage from time to time when applications are opened.

University Notice Boards and LED Screens

Information on the financial support will be published from time to time on all University notice boards and LED Screens to students and the university community.

Procedures and Forms Required to Apply

The procedures and forms required to apply for financial support are published on the University's website and in the Students' Financial Support brochure. In addition, notices announcing deadlines and application availability are distributed on posters throughout vantage points on campus and in the halls of residence. There are many forms, which may be required to evaluate student support eligibility. Additional documents may be requested to complete processing of the support request. Notification of these additional required documents is sent to students through their emails.

Student Application for Financial Support

Students are required to submit applications on an annual basis for renewal of the scholarship. Priority consideration for receipt of financial support funds administered by the Students' Financial Support Office shall be given to students who submit all required documents by the assigned deadline.

Supporting Documents

The following additional basic information shall be required to make all application complete:

- Birth Certificate of the applicant
- TIN of parents

Other relevant additional documents such as the following may be required to support applications:

- Official pay slip or payroll record of parents/guardians or the applicant
- Tax return receipts– IRS, VAT, tabletop hawking receipts, etc
- Birth Certificates (of siblings)
- Death Certificate or Burial permit (in case of death of a parent)
- Pension letter for retired parents/guardians
- SSNIT contribution statements
- National Health Insurance receipts (showing premium paid)
- Evidence of other dependents of parents/guardians
- Any other supporting documents that you believe will assist in the processing, of your application

Deadlines

All interested students are expected to complete the Students' Financial Support (SFS) forms not later than **30th April** each year for timely processing of the financial support.

Student Eligibility Requirements

To be eligible to receive the Financial Support, a student must:

- Must be a Ghanaian by birth
- Be enrolled as a student of the University of Cape Coast on full-time regular or distance programmes
- Must have completed at least one academic year of studies
- Be able to demonstrate financial need and must be ready to supply any documentary evidence for decision making
- Be brilliant/promising as determined by the University in their programme of study
- Be making excellent academic progress as determined by the University

Rights and Responsibilities of Students on Financial Support Office

As a recipient of financial support, there are certain rights and responsibilities of which students should be aware. These rights and responsibilities of students on financial support are listed in the Financial Support Brochure. Students generally, have the right to know the:

1. Financial support programmes available
2. Application process which must be followed to be considered for the financial support
3. Criteria used to select recipients and calculate need
4. Refund and repayment policy if any
5. Financial Support Office policies surrounding satisfactory academic progress
6. Special facilities and services available to students

Students are responsible for the following:

1. Completing all forms accurately and by the published deadlines
2. Submitting information requested by Financial Support Office staff in a timely manner
3. Keeping the Financial Support Office informed of any change in address, name, marital status, financial situation, or any change in student status.
4. Notifying the Financial Support Office of a change in enrolment status.
5. Maintaining satisfactory academic process.
6. Re-applying for the financial support each year.

Disbursement of Funds

The Students' Financial Support Committee is responsible for determining the eligibility requirements for the disbursement of financial support funds. Financial support given to students shall be disbursed to students' account no sooner than 10 working days prior to the start of the academic year/semester.

Renewal of Financial Support

In general, a student is eligible to receive financial support from the University of Cape Coast financial support fund for a maximum of five academic years. A student can only be eligible for support once in his/her life as an undergraduate or a postgraduate but not both. A financial support renewal application must be filled by 30th April of the prior academic year.

A student may continue to receive financial support through the Financial Support Office provided the following requirements are met:

- Continued demonstration of financial need, as evidenced by information submitted in the renewal application.
- Satisfactory academic progress