

STUDENT SERVICE INFORMATION CHARTER

The student affairs department in collaboration with partner departments that provide essential services to students at RICA here by introduces the “**student service information charter**” as a summarized guide to students on the services they regularly need, the corresponding requirements to get them and the primary contact person. This intends to improve service delivery to students, save time spent by students struggling to know who offers which services and facilitate students to leave an easy and informed life at the campus.

Service	Service requirements	Primary contact person
Request for Excused Absence (Social related reasons as described in the student handbook)	<ul style="list-style-type: none"> • Login to RICA SIS to submit your request and provide supporting documents: https://www.rica.rw/my-rica/student-page/ • Make sure to submit your request before leaving the campus. • Consult the Campus Life and Community Engagement Manager if you need guidance. 	Charles KARAMAGA 0788890527 ckaramaga@rica.rw
Request for Excused Absence (Sickness/Medical reasons)	<ul style="list-style-type: none"> • Login to RICA SIS to submit your request and provide supporting documents: https://www.rica.rw/my-rica/student-page/ • Make sure your case is known by the RICA nurse even for off campus medical consultations. 	Sandrine GATESI 0788530186 sgatesi@rica.rw
Request for Excused Absence (Professional related reasons)	<p>Login to RICA SIS to submit your request and provide supporting documents: https://www.rica.rw/my-rica/student-page/</p> <ul style="list-style-type: none"> • Make sure you submit your request at least 3 days before your expected departure date. Exceptions to this condition are presented in writing to the Deputy Vice Chancellor for Academic Affairs 	Amon KWESIGA 0788868768 akwesiga@rica.rw
Laptop maintenance and support.	<ul style="list-style-type: none"> • To report laptop damage, fill in the laptop damage reporting form and send it via email to the IT support team ict@rica.rw with a copy to akwesiga@rica.rw. • For laptop maintenance send an email or directly contact the IT team 	Eric MUDACUMURA 0788586414 emudacumura@rica.rw
Student Medical Insurance Cards (new cards or replacements)	<ul style="list-style-type: none"> • Request new or replacement of medical insurance cards via email or directly contact the Campus Life and Community Engagement Manager. 	Charles KARAMAGA 0788890527 ckaramaga@rica.rw

Student ID Cards (new cards or replacements)	<ul style="list-style-type: none"> Request new or replacement student cards via email or directly contact the Health, Safety and Environment Manager. 	<p>Abias KWIZERA 0788417622 akwizera@rica.rw</p> <p>Amon KWESIGA 0788868768 akwesiga@rica.rw</p>
Claims or issues with monthly stipend	<ul style="list-style-type: none"> Submit your claim to BRD through minuzza portal: https://minuzza.brd.rw/student For support at RICA, write an email to or directly contact the Academic Support and Resources Coordinator. 	<p>Amon KWESIGA 0788868768 akwesiga@rica.rw</p>
Request for sports and recreational materials or equipment	<ul style="list-style-type: none"> Submit your request through an email to Campus Life and Community Engagement Manager Make sure your request indicates the names (s) of students in need, sports material requested and sizes where necessary. 	<p>Charles KARAMAGA 0788890527 ckaramaga@rica.rw</p>
Student on-campus & off-campus events	<ul style="list-style-type: none"> Submit your request to the Campus Life and Community Engagement Manager through club leaders include details like; <i>list of activities, budget required, proposed date, number of participants, resources involved.</i> Make sure the activity is on the approved action plan if not, seek guidance from the Campus Life and Community Engagement Manager 	
Internet connectivity	<ul style="list-style-type: none"> Send an email to ICT Manager and give a copy to Academic support & resources coordinator or make direct contact on their mobile lines. 	<p>Eric MUDACUMURA 0788586414 emudacumura@rica.rw</p> <p>Amon KWESIGA 0788868768 akwesiga@rica.rw</p>

Access to RICA platforms (Website, SIS, Moodle)	<ul style="list-style-type: none"> Send an email to ICT Manager and copy the IT support team at ict@rica.rw and give a copy to Admissions, recruitment & records coordinator on tmukeshamahoro@rica.rw 	Eric MUDACUMURA 0788586414 emudacumura@rica.rw
Student email accounts' management.	<ul style="list-style-type: none"> Send an email to ICT Manager and copy the IT support team at ict@rica.rw. 	Eric MUDACUMURA 0788586414 emudacumura@rica.rw Jean Yves Emmanuel ISHIMWE 0788496308 yishimwe@rica.rw Edouard NTAMBARA 0788502853 entambara@rica.rw
Housekeeping services, Laundry, and Residential Hygiene	<ul style="list-style-type: none"> Submit your concern to Housekeeping Coordinator through your Residential Assistants or Community Leaders. Use communication channels available to submit your concern (WhatsApp, email or make contact) 	Henriette UMURUTA humuruta@rica.rw 0783006036 Charles KARAMAGA 0788890527 ckaramaga@rica.rw
Information on Student Admissions (admission requirements & timeline).	<ul style="list-style-type: none"> Refer to the link for admission eligibility: https://www.rica.rw/prospective-students/admissions/ 	Theophace MUKESHAMAHORO 0783162930 tmukeshamahoro@rica.rw
Student Academic Records (Grades, transcripts, degree certificates, academic testimonials)	<ul style="list-style-type: none"> Send an email indicating your student reg. number, names, and the purpose of the documents. Feel free to call the service provider if you need any clarification. 	Theophace MUKESHAMAHORO 0783162930 tmukeshamahoro@rica.rw

<p>RICA Clinic services (Medical consultations & on-campus treatment)</p>	<ul style="list-style-type: none"> Book your appointments with RICA nurses via emails or contact mobile lines. Refer to the clinic service schedule below: <table border="1" data-bbox="680 310 1398 480"> <thead> <tr> <th>Working days</th> <th>Opening hrs</th> <th>Closing hrs</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Mon - Friday</td> <td>8:00am</td> <td>5:00Pm</td> </tr> <tr> <td>7:00Pm</td> <td>9:30Pm</td> </tr> <tr> <td>Saturday</td> <td>8:00am</td> <td>12:00Pm</td> </tr> <tr> <td>Sunday</td> <td colspan="2">Only for emergence cases call 1911</td> </tr> </tbody> </table>	Working days	Opening hrs	Closing hrs	Mon - Friday	8:00am	5:00Pm	7:00Pm	9:30Pm	Saturday	8:00am	12:00Pm	Sunday	Only for emergence cases call 1911		<p>Sandrine GATESI 0788530186 sgatesi@rica.rw</p> <p>Jean De Dieu HAVUMIRAGIRA 0782331930 jhavumiragira@rica.rw</p> <p>Monique UMURERWA 0788771706 mumurerwa@rica.rw</p>
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<p>Mental Health services (Meet the counsellor, weekly counselling schedule, therapy)</p>	<ul style="list-style-type: none"> Book an appointment with counsellors via their emails bivensb@ymail.com Refer to the weekly counselling schedule to know the counsellor's availability. <table border="1" data-bbox="680 711 1398 816"> <thead> <tr> <th>Working days</th> <th>Opening hrs</th> <th>Closing hrs</th> </tr> </thead> <tbody> <tr> <td>Tuesday</td> <td>9:00Am</td> <td>5:00Pm</td> </tr> <tr> <td>Thursday</td> <td>9:00Am</td> <td>5:00Pm</td> </tr> </tbody> </table>	Working days	Opening hrs	Closing hrs	Tuesday	9:00Am	5:00Pm	Thursday	9:00Am	5:00Pm	<p>Dr. Kiyombo wa Nyembo Bienvenue 0780195404 bivensb@ymail.com</p>					
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<p>Student Accommodation services</p>	<ul style="list-style-type: none"> Send an email or contact the Campus Life and Community Engagement Manager or the Campus Life and Residential Advisor. 	<p>Charles KARAMAGA 0788890527 ckaramaga@rica.rw</p>														
<p>Issues related to access to Learning management system (Moodle), Access to e-Library (EBSCOhost) and the physical books at Resource center</p>	<ul style="list-style-type: none"> Write an email to the Academic Support and Resources Coordinator or make contact on the mobile lines. 	<p>Amon KWESIGA 0788868768 akwesiga@rica.rw</p>														
<p>Student printing services</p>	<ul style="list-style-type: none"> write an email to the service provider or make contact on the mobile lines. 															
<p>Career Guidance services</p>	<ul style="list-style-type: none"> Book your appointments for career advisory services the link: http://rica-karama.ac.rw/dedi7176.your-server.de/mod/page/view.php?id=6010 If you want to know the list of RICA partners for career purposes, contact career guidance office. 	<p>Roland KAYUMBU 0785824125 rkayumbu@rica.rw</p> <p>Sajji RYAKUNZE 0788858704 sryakunze@rica.rw</p>														

<p>Health & Safety tools (Gum boots, Gloves, Overalls, Googles & first Aid kits)</p>	<ul style="list-style-type: none"> • Submit the worn-out PPEs in case you need a replacement. • The request should indicate the number of PPEs & sizes where applicable. • Submit your concern via email or make contact to the Health, Safety and Environment Manager. 	<p>Abias KWIZERA 0788417622 akwizera@rica.rw</p> <p>Amon KWESIGA 0788868768 akwesiga@rica.rw</p>
<p>Security services</p>	<ul style="list-style-type: none"> • Send your query or concern via email or make contact to the Toll-free line: 1911 for any security emergency. • In case you want to bring a personal visitor on campus, a preacher or guest speaker write an email to Security manager & copy student success team. 	<p>Emmanuel BAYINGANA 0788517649 ebayingana@rica.rw</p>