



**UNIVERSITY OF NAIROBI
COLLEGE OF EDUCATION AND EXTERNAL STUDIES
SCHOOL OF CONTINUING AND DISTANCE EDUCATION**

SCDE SERVICE CHARTER

December 21, 2011

PREFACE

The School of Continuing and Distance Education is the market leader in Open and Distance Learning in Kenya. The School has over the recent past increased its student population and expanded its reach throughout the country. Currently, it has a student population of over 9,500 and offers 20 academic programmes in three Departments and 11 Extra Mural Centres with over 30 Sub-Centres spread all over the country.

The large size of the School creates various challenges which are addressed within the context of its Vision and Mission. Our commitment to quality service is hinged on the observance of the rule of law, skilled human resources, hard work, transparency, accountability, fairness, and timely service delivery.

This service charter is a commitment by the School to deliver quality service to our students, staff, research collaborators, donors, other stakeholders, and the public at large.

Your feedback will enable us improve on our service delivery.

Dr. Guantai Mboroki
Dean, School of Continuing and Distance Education

Introduction

The School of Continuing and Distance Education provides an opportunity for aspiring Kenyans who have attained University entry qualifications but have not been admitted in to the Government sponsored programmes to further their education.

The School offers its academic programmes using Open and Distance Learning methods (ODL) which is a convenient mode of teaching and learning that does not constrain the student to be physically present in the same location as the instructor. In discharging its responsibilities, the School has faithfully carried out its mandate of providing quality education and extending the University's reach and hence, training opportunities to the wider population in our country.

The School has three departments namely:-

- (i) Department of Educational Studies
- (ii) Department of Extra Mural Studies which has regional Centres in Nairobi, Mombasa, Meru, Nyeri, Kisii, Kakamega, Kisumu, Nakuru, Garissa, Kapenguria and Lokichogio.
- (iii) Department of Distance Studies

Currently the School has the following academic programmes offered in the three Departments:

(i) Department of Educational Studies

- PhD in Distance Education
- M.A in Peace Education
- Postgraduate Diploma in Education
- Bachelor of Education (Arts)
- Bachelor of Education (Science)

(ii) Department of Extra Mural Studies

- PhD in Project Planning and Management
- Masters in Project Planning and Management
- Postgraduate Diploma in Human Resource Management
- Postgraduate in Project Planning and Management
- Bachelor of Arts in Project Planning and Management
- Diploma in Business Management
- Diploma in Human Resource Management
- Diploma in Public Relations
- Diploma in Purchasing and Supplies Management
- Diploma in Sales and Marketing
- Diploma in Guidance and Counseling

The Department also offers certificate courses in Computer Applications, Public Relations, Sales and Marketing, Guidance and Counseling, Purchasing and Supplies Management, Personnel Management & Industrial Relations, Human Resource Management, Project Planning and Management, Business Management, and Entrepreneurship & Small Business Management.

(iii) Department of Distance Studies

- Master in Distance Education

- Postgraduate Diploma in Adult Education and Community Development
- Diploma in Adult Education and Community Development
- Diploma in Youth in Development Work

The Department also offers certificate courses in Open & Distance Learning, Adult Education & Community Development, and Youth in Development Work.

Vision

The vision of the School is to be a center of excellence in the provision of distance, adult and continuing education and related fields of knowledge by ODL.

Mission

The mission of the School is to provide university education for developing professionalism through distance, adult and continuing education using appropriate and enriching ODL technologies, innovative research and development in partnership with other stakeholders for the betterment of society.

Core Values

- Democratization of quality education
- Professionalism, integrity and honesty in the provision of Distance, Adult and Continuing Education
- Teamwork and participatory management in decision making
- Integrity among graduates in their career in the society
- Self respect, discipline, responsibility and institutional loyalty
- Creating a conducive environment for quality teaching, research and consultancy
- Building strong partnerships with all stakeholders
- Encouragement of critical thinking and analytical approach to issues and problems by staff and students
- Creating a conducive environment for staff to achieve the highest level of performance through quality training, development and commensurate compensation
- Protecting and defending its interests in line with the University policy.

Core Functions

The Core Functions of the School are Teaching and Learning, Research, Consultancy, and Community Service.

Structure and Governance

The academic and administrative head of the School is the Dean assisted by the Associate Dean. The School has three Departments headed by Chairmen who are appointed by the Vice Chancellor from amongst academic staff in each Department.

Principles of Service Delivery

In our service delivery we pledge to:

- Serve our clients with dignity, courtesy and respect
- Provide efficient and effective service at all times
- Adhere to ethical and equitable service provision

- Uphold transparency and accountability in all we do
- Espouse the principles of natural justice
- Maintain appropriate confidentiality
- Discharge our duties professionally, passionately and with patriotism.

Client Rights

Clients are advised that other than the stipulated fee payable, services are free of charge and they should not offer bribes.

Clients of the School

The clients of the School comprise the following among others:

- Students
- Employees
- Parents
- Suppliers
- The community
- The general public

Partners /Stakeholders

The Partners and Stakeholders of the School comprise the following among others:

- Taxpayers
- Ministry of Higher Education
- Commission for Higher Education
- Higher Education Loans Board
- Teacher service commission
- Kenya Institute of Education
- County government
- Other government departments
- Universities
- Research collaborators
- Training institutions
- Linkage partners
- Industry partners
- Business partners
- Kenya Education Network (KENET)
- Employers
- Donors
- Sponsors
- Trade unions
- Students' union
- Professional bodies
- Alumni associations
- Neighbors
- Other stakeholders

Client Expectations

Our clients expect efficient and effective provision of service as follows:

- (i) A transparent admission process
- (ii) Exhaustive coverage of the approved syllabi
- (iii) Prompt and fair processing of examination result, transcripts and certificate
- (iv) Prompt research output
- (v) Well maintained lecture theatres, laboratories, offices, hostels and other facilities
- (vi) Aggressive marketing of consultancy and research service.
- (vii) Adaptive human resource management practice
- (viii) An effective performance appraisal system
- (ix) Fair and just disciplinary procedures
- (x) Efficient procurement process
- (xi) Recognition and acknowledgement of donors and sponsors
- (xii) Expeditious processing of collaborative agreements
- (xiii) Existence and application of modern information and communication technology (ICT)
- (xiv) Safe and healthy environment
- (xv) Courteous and timely response to requests and enquiries and
- (xvi) Prompt clearance of students and staff

School's Expectations

The School expects its clients and stakeholders to:

- (i) Treat staff with respect and courtesy
- (ii) Provide sufficient and accurate information to enable an appropriate response to requests
- (iii) Pay all fees and levies promptly
- (iv) Observe University rules and regulations
- (v) Provide feedback and comments on the service rendered.

Commitment to Service Delivery

In our service delivery, we pledge that:

- (i) Student admitted to the School shall receive their admission letters two months prior to reporting date.
- (ii) Upon registration, a new student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- (iii) All lectures shall be conducted fully and on time, as per approved timetables.
- (iv) Consolidated mark sheets shall be finalized and forwarded to examinations office within one month following end of examinations.
- (v) Postgraduate supervisors for Masters and Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- (vi) Disciplinary cases for students and staff shall be forwarded to the Vice-Chancellor within 72 hours of the receipt of such cases
- (vii) Provisional Results Slips shall be issued within one week upon application.
- (viii) The process of recruitment and promotion shall be done transparently, expeditiously and inclusively.
- (ix) Staff performance appraisal shall be conducted between October and March every academic year.
- (x) The School shall maintain a healthy, safe and pleasant environment.

- (xi) The School is an illicit drug free / and a no smoking zone.
- (xii) The School staff shall report on duty from 8.00am to 5.00pm.
- (xiii) Quality ICT services shall be provided to students and staff.
- (xiv) All telephone calls shall be attended to within twenty seconds.
- (xv) Routine correspondence shall be replied to within seven days from the date of receipt.
- (xvi) The School shall not condone impropriety.
- (xvii) The School is a CORRUPTION FREE zone.
- (xviii) Clearance of students and staff shall be finalized within two days.

Feedback

Complaints, compliments and suggestions should be forwarded to the Dean of the School or to the Chairmen of Departments or in case of appeals, to the Vice Chancellor. Feedback may be channeled via telephone, letters, e-mail, or suggestion boxes. Confidentiality and privacy shall be respected. All feedback should be addressed within seven (7) days.

The following are the contacts for the key offices in the School:

1. Dean, School of Continuing & Distance Education
P.O. Box 92 – 00902, Kikuyu
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2. Chairman, Department of Educational Studies
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Email: Chairman-des@uonbi.ac.ke
3. Chairman, Department of Extra Mural Studies
P.O. Box 92 – 00902, Kikuyu
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