



UNIVERSITY OF NAIROBI

FACULTY OF EDUCATION

DEPARTMENT OF EDUCATIONAL AND DISTANCE STUDIES

SERVICE CHARTER

In delivering our services, we pledge to meet the expectations of our clients by ensuring all our services achieve the desired outcomes as shown below.

CORE MANDATE	SERVICES	REQUIREMENTS	COST	TIMELINESS	KEY PERFORMANCE INDICATORS	OUTCOME
TEACHING & LEARNING	Admissions	Meeting University Senate approved minimum admission requirements	NIL	Issuance of Admission letter at least one month prior to the reporting date	Compliance with the University & other statutory bodies' admission requirements	At least one intake every year
	Teaching	Payment of prescribed fees & registration	NIL	As per Senate approved Schedules	Increased pass rate	Improved quality teaching and delivery of learning programmes
	Examinations	Payment of prescribed fees & registration	NIL	As per Senate approved Schedules	Issuance of academic transcripts	Examination results at the end of academic year i.e. four weeks after examinations have been conducted
	Graduation	Clearance certificate, hire of academic dress and convocation fee	Payment of prescribed fees	September and December every year	Issuance of academic transcripts	Holistic graduates in diverse fields
STUDENT AFFAIRS	Mentorship, counseling and career guidance	Adherence to University regulations and Core Values	NIL	Within timelines specified in University policies	Positive student culture	Enhanced moral values and culture of responsibility among students
	Student welfare services	Fully registered student	NIL	Senate approved calendar	Improved student satisfaction	Preferred student service provider
RESEARCH, INNOVATION AND ENTERPRISE	Supervision of postgraduate research projects and thesis	Submission of research projects and theses by a student	NIL	Feedback from a supervisor to a student should be within two weeks	Contribution of research output to policy	Increased visibility and uptake of University research output
	Innovation	Adherence to applicable laws & policies	NIL	Approved calendar	Projects generated from the University Innovation hub	Enhanced role in national innovation ecosystem
	Consultancy & Enterprise	Adherence to applicable laws & policies		Approved calendar	Growth in research, consultancy and commercialization revenue	Adequate funding to support research, scholarly and creative activities
RESOURCES MANAGEMENT	Management of Human Resource	Adherence to statutory, regulatory and relevant policies	NIL	Senate approved calendar	Improved staff productivity	Rationalized staffing and productive staff
	Management of Physical facilities & Infrastructure	Adherence to statutory, regulatory and policy guidelines	NIL	Senate approved calendar	Well maintained and accessible physical facilities and infrastructure	Appropriate, adequate and properly maintained physical facilities and infrastructure
	Management of Financial resources	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies	Improved cash flow and informed decision making	Adequate and sustainable financial resource base
COMPETITIVENESS AND IMAGE	Corporate Branding	Adherence to statutory, regulatory and policy guidelines	NIL	Approved calendar	Improved brand equity & visibility	Strong corporate image
	Engagement with industry	Adherence to statutory, regulatory and policy guidelines	NIL	Approved calendar	Increased industry linkage/ partnerships	Strong industry linkage/ partnerships
	Maintain Competitiveness	Adherence to applicable laws & policies		Approved calendar	Improved competitiveness and Image	Leadership role in the region and beyond
GOVERNANCE, LEADERSHIP AND CULTURE	Foster Good Corporate Governance and leadership	Adherence to statutory, regulatory and policy guidelines		Approved calendar	Institutional efficiency and effectiveness	A pillar of good corporate governance
	Entrench positive institutional culture	Adherence to statutory, regulatory and policy guidelines		As per the approved timelines and in conformity with policies & core values	Enhanced commitment, loyalty and responsibility among staff	Institutional optimal performance

FEEDBACK

- ◆ Complaints, compliments and suggestions should be forwarded to the Office of the Chairman, Department of Educational and Distance Studies.
- ◆ Feedback may be channeled via telephone, letters, e-mail, and University website or suggestion boxes.
- ◆ Confidentiality and privacy shall be maintained.
- ◆ All feedback shall be addressed within seven working days.

All complaints should be addressed to:
The Chairman
Department of Educational and Distance Studies
Faculty of Education, Kikuyu Campus, P.O. Box 92, Kikuyu
E-mail: dept-edustudies@uonbi.ac.ke