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News Letter of the Academic Division, University of Nairobi

University of Nairobi

The Academic Division

Providing Leadership in Academic Programme Management

April - June 2012 Issue

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The News Journal of the Academic Division, University of Nairobi

Providing Leadership in Academic Programme Management

Inside this issue:

Forward by Prof. Jacob T. Kaimenyi 2

New generation IDs excites students 3

Issue of Academic Transcripts 3

"Inaugural Lectures: The Past and The Future at UoN" 4

"Accreditation Process: The Experience of the University of Nairobi" 8

Students; Advice for Survival in the University 11

Editorial

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Forward

By PROF. JACOB T. KAIMENYI,
DEPUTY VICE-CHANCELLOR (ACADEMIC AFFAIRS),
UNIVERSITY OF NAIROBI

It gives me great pleasure to be associated with the newest development in the Academic Division, namely; the starting of an Academic Division Journal. One of the core values of the University is innovativeness and creativity. I must commend the members of staff in my Division for being creative by way of starting this important journal. Through the said journal, the University of Nairobi will be able to reach out to students and members of staff. For example, the journal will be used as a tool for updating and informing students of the new developments in the Division, especially the new degree programmes and their uniqueness, review and change of the curricular and examinations for various degree programmes, approved term dates ad examination schedules, dates for supplementary examinations etc, etc.

On the other hand, members of staff will have a golden opportunity to also appreciate new developments in the Division such as upcoming public lectures by renowned local and international personalities, scheduled inaugural lectures, information on various opportunities for packaging the university programmes such as the Nairobi International Trade Fare and exhibitions which have been organized internally and externally. Besides, the journal will be a vehicle for communicating to members of staff and students on the challenges the Division is experiencing and request them to make suggestions on how to overcome them.

In summary, the journal will be a key reference point for well reasoned exchange of ideas among key stakeholders in University Edu-

April - June 2012 Issue

Impart

The News Journal of the Academic Division, University of Nairobi

Providing Leadership in Academic Programme Management

cation within the University environment and where found appropriate, outside the University. This will be done on the strength of the fact that we are open to useful pieces of advice in our spirited effort to provide quality academic programmes equal to no other in the world.

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New generation ID excites students

In late 2010, the University rolled out the new generation of Students ID cards. The cards on the 54x85mm premier plastic size is generated using the Students Management System (SMIS) through a number of processes and printed using the newly acquired Evolis Dualys3 Smart Color Dye sublimation/thermal transfer printer to full colour quality. The card while helping the University manage the access by students to a variety of services has also proved popular with students.

The front side features a full colour photograph along with other particulars of the holder. The flip side features a barcode that carries information to enable identification during access to services such as the library by the holder. The process of obtaining the card is streamlined so students make their request for the IDs via their portal on their website. The ID makes identification of the student convenient in accessing facilities such as the library and sitting for examinations. In addition to the bar code information, the photo colour signifies the School, Faculty or Institute in which the student is enrolled.

New Examinations Centre Streamlines Processing of Certificates

Since January 2009, the examinations function of the University is housed at the Central Examination Centre, Chiromo Campus. The mandate of the Centre is the management of examinations and administration of related activities. Prominent among these is the preparation and issuance of degree and diploma certificates and academic transcripts. Operating from the new building that accords copious and secure environment for the execution of its tasks, the centre has streamlined the two key services to the delight of its customers. According to head of the Centre Mrs. Adelaide Mbithi, the centre has committed itself to delivering key services within time-lines as stated in the Centre' Service Charter. Issue of a certificate is complete within (8) eight days while that of a transcript is within a week of submitting the application.

To give completeness and accompanying value to a certificate, transcripts provide details all the courses done by a candidate for in a particular academic programme. The centre there attaches great interest to the processing and issue of transcripts to those who have successfully and compliantly completed their studies.

Cont. from page 6

April - June 2012 Issue

Impart

The News Journal of the Academic Division, University of Nairobi

Providing Leadership in Academic Programme Management

"Inaugural Lectures: The Past and The Future"

by
HUMPHREY O.D.WEBUYE (B.A., M.A.,Dip.L, AMIPM, MWAK)
DEPUTY REGISTRAR (DEANS/ SENATE)

1. INTRODUCTION

An inaugural lecture is an occasion of significance in an academic staff member's career at the University of Nairobi. Inaugural Lectures provide newly appointed full professors with the opportunity to inform colleagues, the campus community and the general public of their work to date, including current research and future plans. Professors are usually required to give their inaugural lecture within 12 months of their appointment.

A Professorial inaugural lecture has three main objectives:

1. To act as a ceremonial occasion to formally install the Full Professor into the office of Professor.
2. To act as an indication by the Full Professor that he has accepted the office of Professor in the respective University.
3. To provide an opportunity for the Full Professor to indicate to the University community and the public in general, his area of specialisation; which area he then intends to profess on the occupation of the Professorial Chair.

In respect of the third objective, the University of Nairobi guidelines for the Professorial Inaugural Lectures state that:

An Inaugural Lecture is supposed to be broad based but with a definite focus on the discipline one is professing, giving its philosophical foundation, its development over the years and how you see it developing in the University.

The University of Nairobi currently has a total of 299 Full and Associate Professors distributed within the following Colleges:

- College of Agriculture and Veterinary Sciences (CAVS)
- College of Biological and Physical Sciences (CBPS)
- College of Humanities and Social Sciences (CHSS)
- College of Education and External Studies (CEES)
- College of Health Sciences (CHS)
- College of Architecture and Engineering (CAE)

College	Full	Associate
CAVS	24	34
CBPS	18	26
CHSS	29	47
CEES	3	5
CHS	23	60
CAE	5	25

The 299 Professors as at June 2012 are distributed as follows:

College	Male	Female
CAVS	5	0
CBPS	7	0
CHSS	10	3
CEES	3	0
CHS	10	0
CAE	8	0

In terms of Gender distribution, the Professors who have delivered their Inaugural Lectures are as follows:

2. ARRANGMEMENT FOR THE INAGURAL LECTURE

The following arrangements are normally made by the Office of the Academic Registrar:

Budget

The Vice-Chancellor is requested to approve the budget along the following items:

- Newspaper Announcements
- Printing of invitation cards and posters
- Printing of the inaugural booklet (500 copies)
- Cocktail/Refreshments (200 people)

Public Address System

The Academic Division provides or makes arrangements for the Public Address System to be used at the 8-4-4 Lecture Theatre.

Posters and Cards

The Deans/Senate Secretariat prepares drafts for the printing of the posters and invitation cards one month to the lecture.

Newspaper Advert

The Deans/Senate Secretariat organizes for the announcement to appear in the Daily Nation twice be-

April - June 2012 Issue

Impart

The News Journal of the Academic Division, University of Nairobi

Providing Leadership in Academic Programme Management

fore the Lecture.

Refreshments
The Deans/Senate Secretariat coordinates with the University's Principal Catering Officer for provision of refreshments after the Lecture at the Vice-Chancellor's Parlor.

Programme
The Academic Registrar drafts the programme and Vice-Chancellor's Office prepares the Programme for the High table.

Invitations
The Vice-Chancellor's Office sends official invitations to the invited guests who would include Ministers and Permanent Secretaries.

3. RECOMMENDATIONS

(i) We propose that a standing Committee be set up to consider and recommend to the Vice-Chancellor issues related to future Inaugural Lectures.

(ii) Full Professors be encouraged to deliver their Inaugural Lectures 12 months after appointment.

(iii) A Calendar of Inaugural Lectures to be delivered be prepared every year.

(iv) Costs related to arrangements for Inaugural Lectures be factored in the University Budget.

(v) A cocktail be arranged once in a year for all Professors who have delivered their Inaugural Lectures to meet with Full Professors who have not done so to encourage them.

(vi) More women Professors should be encouraged to give their inaugural Lectures.

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PROFESSORS WHO HAVE DELIVERED INAUGURAL LECTURES 1966 - 2012

14th March 2012
Prof. Julius W. Mwangi - Pharmacy (CHS)
"Herbal Medicine: Do They Really Work"

4th October ,2007
Prof. Collete Suda – Arts (CHSS)
"Formal Monogamy and Informal Polygyny in Parallel: African Family Tradition in Transition"

26th July, 2007
Prof. Ciarunji Chesaina - Arts (CHSS)
"The Role and Significance of Oral Literature in Social and Psychological Development of Children: Towards a Re-evaluation of Children's Oral Literature".

26th May, 2006
Prof. F.A Aduol - Engineering (CAE)
"From Rope-Stretcher to E-mapping: The story of the Discipline of Surveying"

18th May, 2006
Prof. J.T. Kaimenyi - Dental Sciences (CHS)
"Achieving Oral Health for all in Kenya: A Reality or a Myth?"

9th September, 2004
Prof. Ratemo Waya Michieka – Agriculture (CAVS)
'Environmental Degradation and Pollution: Let us reverse the Trends"

9th October, 2003
Prof. George Albert Omore Magoha - Medicine (CHS)
"Urological Footprints in Kenya "That Water May Flow": A Story about Male Genital Cancer and Dysfunction"

19th June, 2003
Prof. Chris L. Wanjala - Social Science (CEES)
"The growth of Literary Tradition in East Africa"

4th October, 2001
Prof. D. Okoth Okombo – Social Science (CEES)
"Language Policy – The Forgotten Parameter in African Development and Governance Strategies"

13th August, 2001
Prof. David Musyimi Ndetei – Medicine (CHS)
"The Walk towards the promise: A view of Mental Health in Global, Kenyan and Individual Perspective"

30th September, 1999
Prof. Lucia N. Omondi – Arts (CHSS)
"Language and Life: A linguistic Glance at Kenya"

23rd September, 1999
Prof. Paul M. Syagga – A.D.D (CAE)
"Real Property Valuation: A Profession in search of a Discipline"

9th September, 1999
Prof. Simiyu Wandibba – I.A.S (CHSS)
"The Past and the Present in the Present: Ceramic Ethnoarchaeology in Kenya"

26th September, 1996
Prof. Jesse N.K. Mugambi – Arts (CHSS)
"Religion and Social Construction of Reality"

18th July, 1996
Prof. Charles Karimi Maitai – Veterinary Medicine (CAVS)
"The Dynamic Interplay Between man, Health and Medicine: A Historical Perspective"

17th August, 1995
Prof. Joseph Major Nyasani – Arts (CHSS)
"The Metaphysics of Cosmogony and the Enthropic Death of the Physical Universe"

28th January, 1993
Prof. Felix Makau Luti – Engineering (CAE)
"Combustion: The Perpetual burning problem"

30th July, 1992
Prof. Alfred Vincent Otieno – Engineering (CAE)
"Laser: The Splendor of Light"

9th July,1992
Prof. Jacton B. Ojwang – Law (CHSS)
" Laying a Basis for Right"

2nd July, 1992
Prof. James Kirumbi Kimani – Medicine (CHS)
"Prevention of Fainting and Oedema in the Giraffe"

2nd November, 1989
Prof. Francis J. Gichaga – Engineering (CAE)
"The Engineer in Road Building: The Kenya Perspective"

23rd July 1986
Prof. R.S. Rostom – Engineering (CAE)
"Survey in Developing Kenya: The Role and the Prospects"

27th May,1982
Prof. Reuben Benjamin Ogendo – Arts (CHSS)
"Geography: The Discipline and its Role in Public Policy"

28th April, 1981
Prof. Otieno Malo – Science (CBPS)
"Pervasiveness of Physics in Life"

April - June 2012 Issue

Impart

The News Journal of the Academic Division, University of Nairobi

Providing Leadership in Academic Programme Management

26th March, 1981
Prof. Gideon S. Were – I.A.S. (CHSS)
"History, Public Morality and Nation Building: A Survey of Africa since Independence"

26th February, 1981
Prof. R.B.L. Smith – Engineering (CAE)
"The Engineers and the Environment"

31st January, 1980
Prof. J. Muhangi – Medicine (CHS)
"Psychiatry in Kenya: New horizons in Medical Care"

30th November, 1978
Prof. Gellaram Ghetandas Asnani – Science (CBPS)
"Will it Rain Tomorrow"

11th May, 1978
Prof. Neville John Skinner – Science (CBPS)
"Geophysics in Tropical Africa"

9th March, 1978
Prof. Hillary Peter Ojiambo – Medicine (CHS)
"Twenty Years in Medicine"

22nd November, 1977
Prof. Gerald Munene Mugera – Vet. Medicine (CAVS)
"Useful Drugs and Cancer causing Chemicals in Kenya Medical and Toxic Plants"

10th March, 1977
Prof. Joseph Gerardus Donders – Arts (CHSS)
"Don't Fence us in: The Liberating Force of Philosophy"

19th May, 1976
Prof. Godwin Olu Patrick Obasi – Science (CBPS)
"The Art of Rainmakers"

12th May, 1976
Prof. Henry Sinchair Wood – A.D.D. (CAE)
"Synthesis in Design and Education"

2nd December, 1975
Prof. Thomas R. Odhiambo – Vet. Medicine (CAVS)
"Insect Production and Reproduction"

1st October, 1971
Prof. Hector M. Cameron – Medicine (CHS)
"Kenya's Cancers"

8th October, 1971
Prof. Francis C.A. Cammaerts – Education (CEES)
"A Definition of Teacher Education: Traditional growth and Future Development

22nd October, 1971
Prof. David Robertshaw – Vet. Medicine (CAVS)
"The Relevance of Animal Physiology to Animal Production in Kenya"

29th October, 1971
Prof. Andrew J. Gurr – Arts (CHSS)
"Home is either here nor there"

26th November, 1971
Prof. Mohamed Hyder – Science (CBPS)
"…and Foresight is Power".

12th November, 1971
Prof. Stephen C. Neil – Arts (CHSS)
"and this should not be forgotten"

16th November, 1968
Prof. Joseph M. Mungai – Medicine (CHS)
"The Anthropological basis of Medicine in East Africa"

22nd February, 1968
Prof. Simeon H. Ominde – Arts (CHSS)
"Geography and African Development"

25th November, 1966
Prof. Peter Robins – Science (CBPS)
"Chemistry and Archeology – A meeting place for the two cultures"

23rd September, 1966
Prof. H.W. Alexander – Science (CBPS)
"Mathematics and the Arts"

The UoN Vice Chancellor,
Prof. George A. O. Magoha
Delivering his inaugural lecture titled "Urological Footprints in Kenya "That Water May Flow": A Story about Male Genital Cancer and Dysfunction" on **9th October, 2003**

April - June 2012 Issue

Impart

The News Journal of the Academic Division, University of Nairobi

Providing Leadership in Academic Programme Management

Cont. from page 2

Central Exams Centre

Preparation and issuance of academic transcripts has improved due to employ of relevant technology, that includes suitable paper, automation via the SMIS which is integrated with the students' clearance System. The SMIS currently holds students' examination dating back 1990.

Improvement in this direction is fueled mainly by the increase in students' numbers at both undergraduate and post graduate levels, a situation that has made it impossible to process transcripts manually. Before computerization of examination record from 1990 to date, the process was slow and sometimes taking as long as thirty days.

Until 2011 the University was using preformatted academic transcript paper designed mainly for undergraduate programmes. During this period, the enrolment of postgraduate students increased from a total of 2000 in 1998 to over 10,000 in 2010. The academic transcripts for this group of students were manually generated; as a result of the increase the Examinations office would not cope with the demand.

Therefore, to address these emerging issues, a universal transcript paper with attributes outlined below was re-designed and implemented in August 2011.

Adaptable for both undergraduate and postgraduate transcripts

Customizable to SMIS Improved security to reduce forgery

Aesthetic appearance to promote the image of the University

Cost effective and sustainable

The successful migration in 2010 of students' examination records from 1990 to date had a big impact on the efficiency and effectiveness on the preparation and issuance of academic transcripts.

The result of this exercise saw 72% of the total students examination records being in SMIS leaving only 28% available manually and these are examination records from 1970 to 1990. Management has approved the migration of these records into the system and the process is ongoing. The use of SMIS has greatly improved the Centre's quality of service delivery. To illustrate, during the financial year 2010/11 14,329 transcript requests were processed.

Issuance of academic transcripts has been integrated with clearance system to ensure that no transcript is generated from the system if the student has not cleared and paid fees in full. This has assisted the University reduce the number of graduates owing payment to the University.

It is evident from this account that the use of technology to which the University is highly committed has enhanced efficiency in the preparation and issuance of academic transcripts.

The Central Examination Centre designed a Universal Transcript Paper to address contemporary issues including improved security in line with ISO 9001:2008 principle of continual improvement, while the clearance system has had the effect of reducing the fees debt to the University.

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April - June 2012 Issue

Impart

The News Journal of the Academic Division, University of Nairobi

Providing Leadership in Academic Programme Management

"The Accreditation Process: The Experience of the University of Nairobi"

By
P. Mate and H.O.D. Webuye

1. Introduction

When enrolling for a degree or diploma program, have you ever asked yourself what the value of the eventual award will be? Have you ever tried to find out before hand what the quality of the teaching will be like once you are enrolled? If you have, then you were considering the credibility of the institution that offered the programme into which you intended to enroll. This has all to do with accreditation.

2. What is Accreditation?

Accreditation is a formal process through which the credibility of an institution of higher learning is accessed. It is an endorsement by a credible authority of the quality and standard of the institution's teaching, research and supporting services. The accreditation standards and methodologies are set in different ways in various countries but at the end, the objective is to ensure that the awards conferred upon those who graduate from an accredited institution meets a standard that is predetermined.

3. Case of Kenya?

In Kenya, The Commission for Higher Education (CHE) is the Accrediting Authority for Universities. This is established by law. The CHE has rules known as the "Establishment of Universities, Standardization, Accreditation and Supervision Rules, 1989", which provide for the establishment of Universities. By these rules a university meets and continues to meet the standards of academic excellence set by the Commission. Accreditation leads to public acceptance and affirmation by award of a Charter to the University.

In addition to The CHE, there are other parties that have a keen interest in the quality and standard of degrees awarded in certain disciplines. These are mainly the professional bodies that register professionals in those disciplines. Such bodies often require being involved in the approval process when a professional degree programme is started in a university. A university that has a charter too may accredit institutions such as colleges that teach its degree programs.

4. The University of Nairobi Experience

The University of Nairobi has also undertaken an elaborate process to accredit some colleges to offer specialized University of Nairobi programmes. The University Senate at its special meeting held on 12th June, 2001, approved the University of Nairobi Institutional Accreditation Requirements and Institutional Application Form to be used in accrediting institutions to offer University of Nairobi academic programmes.

The Institutional Accreditation Requirements document creates an Accreditation Committee whose membership varies from programme to programme depending on the home of the programmes being considered for accreditation.
The Accreditation Committee as approved by the Vice-Chancellor is composed of the following:

- Deputy Vice-Chancellor (AA) - **Chairman**
- Principal of the relevant College
- Director of the relevant Faculty/ School
- Chairman of the relevant Department
- University Librarian
- Director, Sports and Games
- Administration Registrar
- Planning Registrar
- Estates Manager
- Chief Medical Officer
- Legal Officer
- Finance Officer
- Director, ICS
- Director, ICT
- Academic Registrar – **Secretary**

5. Terms of Reference

The Accreditation Committee's deliberations are guided by the following terms of reference:

To evaluate completed Accreditation Application Forms by Institutions applying for accreditation.

To conduct inspection visits to solicit further information following evaluation of the completed application form.

To prepare an Accreditation Report and make recommendations to Senate with respect to whether or not the institution seeking accreditation should be granted accreditation to offer the University of Nairobi programmes.

6. Information required during application

The purpose of the Accreditation Information requested for is to help the Accreditation Committee decide whether or not it should proceed with the process of accreditation by means of an institutional visit. It is important therefore that the information submitted is supported by ade-

quate documentation to enable this decision to be made fairly.

Guidelines of Information Required:

(i) Institution Details

This is a straightforward administrative detail, which should be fully given.

(ii) Strategic Direction

It is important that the University knows the strategic thrust of the institution.

(iii) Future Resources Plans

Accredited institution should not only maintain its status as at the time of accreditation but also develop its resources, including staff, to keep pace with the demands of teaching a relatively dynamic discipline.

(iv) Business Area and Financing

The University deals with institutions whose core business is training.

(v) Teaching Profile

As evidence of the quality of the institution, the University looks for a good five (5) years track record in running other programmes at the institution.

(vi) Course Management

Courses should be properly managed from the preparatory stages through the teaching and assessment to the completion for each group of students.

(vii) Course Demand

It is normally expected that an institution to be accredited will have a prospect of recruiting sufficient students to run the courses economically.

(viii) Staffing

Full information on staff giving qualifications, academic and commercial experiences should be appended.

(ix) Facilities and Resources

A brief statement about the premises in which the course will be conducted should be given.

Further information, on accreditation may be obtained by contacting:

Deputy Vice-Chancellor (AA)
University of Nairobi,
P.O. Box 31097 – 00100, Nairobi, Kenya.

7. Accreditation Process

i. The University Senate approved the Accreditation Process to be administered by the Deans Committee.
ii. Institutions interested to be accredited to offer a University of Nairobi Programme submit to the Deputy Vice-Chancellor (AA) an enquiry/application for accreditation.
iii. The enquiry/application is assessed by the Deans/Senate Secretariat and the applicant is given details of the information that is required.
iv. If the institution meets the basic requirements, they are advised by the Deans/Senate Secretariat to pay to the University of Nairobi KShs. 20,000/= application fee.
v. The Institution collects guidelines and application form from the Deans/Senate Secretariat.
vi. Completed application forms and supporting documents including the Syllabus and Regulations for the proposed programme are returned to the Deans/Senate Secretariat.
vii. The Secretary to the Accreditation Committee proposes to the Vice-Chancellor the membership of the Accreditation Committee to consider the request.
viii. Upon approval by the Vice-Chancellor, the Committee meets, considers the application and the Chairman sets a date for the Inspection Visit to the Institution.
ix. During the Inspection Visit, the Accreditation Committee considers the following details about the Institution:Institution Details
    - Strategic Direction
    - Future Resources Plans
    - Business Area and Financing
    - Teaching Profile
    - Course Management
    - Course Demand
    - Staffing
    - Facilities and Resources
x. The Accreditation Committee prepares a Report, which is submitted, to Senate for approval. The Report indicates the findings of the Visit and makes recommendations on the areas identified above.
xi. The University of Nairobi and the Institution sign a Memorandum of Understanding.
xii. After the Vice-Chancellor's/ Senate approval, the Report is sent to the Institution indicating the proposed activities to be undertaken before the programme is launched.
xiii. The Institution has to be validated by Commission for Higher Education before the programmes are launched.
xiv. Once the programme is launched, all admissions, teaching and conduct of examinations

April - June 2012 Issue

Impart

The News Journal of the Academic Division, University of Nairobi

Providing Leadership in Academic Programme Management

shall be overseen by the host University Department/ Faculty/ School/Institute.

xv. The Accreditation Committee shall conduct a review visit after 2 years and evaluate to programme and facilities.

xvi. The Review report shall make recommendations on whether the programme should proceed or be discontinued.

8. Accredited Institution

The University of Nairobi has so far accredited the institutions indicated below to offer the following programmes:

(i) National Defense College (NDC) Accredited - 2003

Approved Programmes:

- Diploma in Strategic Studies
- Postgraduate Diploma in Strategic Studies

(ii) Staff Defense College (SDC) Accredited 2004

Approved Programmes:

- Diploma in Strategic Studies
- Postgraduate Diploma in Strategic Studies

(iii) National Intelligence Academy (NIA) Accredited 2004

Approved Programmes:

- Certificate in Strategic Studies
- Diploma in Strategic Studies
- Postgraduate Diploma in Strategic Studies
- Masters in Strategic Studies

(iv) Institute of Meteorological Research and Training (I.M.R.T) Accreditation 2006

Approved Programme:

- Postgraduate Diploma in Operational Hydrology

(v) AHITI Ndomba Accredited 2008

Approved Programme:

- Diploma in Animal Health and Production

(vi) Kenya Wildlife Services Training Institute Accredited 2007

Approved Programmes:

- Diploma in Wildlife Management
- Diploma in Environmental Management
- Diploma in Fisheries and Aquaculture Management
- Diploma in Tourism Management

(vii) Kenya Utalii College Accredited 2008

Approved Programmes:

- Bachelor of Arts in Hotel Management
- Bachelor of Arts in Travel and Tourism Management

(viii) Kenya Institute of Mass Communication Consideration for accreditation 2010

Approved programme:

- Bachelor of Arts in Broadcasting Production

(ix) Meat Training Institute Consideration for accreditation 2011

Approved programme:

- Diploma in Veterinary Public Health and Meat Technology.

(x) Kenya Revenue Authority Consideration for accreditation 2011

Approved programmes:

- Post-graduate Diploma in Tax Administration
- Post-graduate Diploma in Customs Administration
- Diploma in Revenue Administration
- Certificate in Custom Administration

9. Application that was not approved

The application form the following institution was not approved

Liverpool VCT Training Institute 2011 Consideration for accreditation 2011

- Programme to be offered:Diploma in HIV and AIDS Counseling and Testing in Clinical Settings.
-

10. Institutions whose accreditation has been discontinue

(i) Kenya College of Communication and Technology (KCCT)

Accredited 2001

Approved Programme:

- Diploma in Computer Science

Discontinuation 2002

(ii) Riccatti Business College of East Africa (RBC)

Accredited 2001

Approved Programme:

- Diploma in Community Development

Discontinuation 2009

(iii) East African School of Journalism

Accredited 2006

Approved programme:

- Diploma in Journalism

Discontinuation 2010

11. Institution whose application was withdrawn

(i) Kenya Water Institute

...Continued on page 11

April - June 2012 Issue

Impart

The News Journal of the Academic Division, University of Nairobi

Providing Leadership in Academic Programme Management

STUDENTS, HEED THIS VITAL ADVICE FOR SURVIVAL IN THE UNIVERSITY

By
PROF. JACOB T. KAIMENYI, PhD, FICD, EBS
DEPUTY VICE-CHANCELLOR (ACADEMIC AFFAIRS) AND PROFESSOR OF PERIODONTOLOGY

It is often said that, "Information is power". This means that for every student coming to the University, he or she must familiarize himself or herself with the information that will make their life in the University easier and very successful. Besides, being armed with the relevant information makes a student's stay in the University a memorable one. Many students don't take the trouble to read the student information handbook which is revised and released to the University fraternity every year. The handbook covers information which every student should know such as the principal officers of the University; University history, setting and governance; common undergraduate courses and their relevance; student management information systems; Centre for International Programmes and Linkages (CIPL), which should be the first place where foreign students should pay their first visit when arriving at the University; the University library system, which provides details on how to acquire books and journals available; University bookstore; University prizes, especially for those students who want to be competitive and win prizes; Student Welfare Authority (SWA) etc., etc.

The other key important information found in this handbook are the rules and regulations governing the organization, conduct and discipline of students. It is amazing how many students are totally ignorant of the rules and regulations which govern them inside and outside campuses. If one doesn't know these rules and regulations, they are likely to be victims of circumstances in that they are likely to commit offences which sometimes lead to expulsion from their halls of residence, suspension from the University and sometimes expulsion! Although the university is not a court of law, ignorance of these rules and regulations cannot be a defense before any disciplinary committee or court. In summary, all students are advised not only to read the student information handbook, but to also read other documents of the University, particularly the ones that touch on students' life. If all students do that, I have no shred of doubt in my

Year of consideration 2007
Programme to be offered:

- Water Related Programme

Year of withdrawal of application: - 2009

12. Conclusion

Through the Accreditation Process, the University of Nairobi has assisted various Colleges to build capacity and offer excellent service and academic programmes to more Kenyans. The focus has been customer satisfaction with the understanding as Hewlett - Packard notes:

"One of the fundamentals for success in business is customer satisfaction. It is clear when we meet the expectations of our customers they will continue to look to us to help solve their problems and business will prosper".