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University of Nairobi

Academic Division

Service Charter



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The Chancellor Dr. J.B. Wanjiu confers a Ph.D. Degree in a past graduation ceremony

FOREWORD

With the launch of the Service Charter for the Academic Division, the Division enters into an era of ensuring that our clients and stakeholders are provided with quality, efficient and effective service delivery.

Implementation of the Charter will involve a review of the way services are delivered to our customers. Mechanisms will be put in place to ensure compliance with the commitments made in the Charter and continuously assess the quality of services delivered.

The hallmark of this Charter will be the extent to which the Academic Division will be able to address the ever changing needs of our customers.

PROF. J.T. KAIMENYI, Ph.D
DEPUTY VICE-CHANCELLOR
(ACADEMIC AFFAIRS)

PREFACE

The Academic Division has issued this Service Charter which sets out the scope and standard of service it renders to its many clients. The clients of the Division are both internal and external.

The Division strives to meet all the demands of our customers to their satisfaction. The Division will continue to play a crucial role in ensuring that the University of Nairobi remains a world-class University, committed to scholarly excellence.

This Charter is a commitment by the Academic Division to provide excellent services to students and stakeholders and to strengthen the management of academic programmes.

Your feedback will enable us to improve on our service delivery.

B.M.WAWERU

AG. ACADEMIC REGISTRAR

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Academic Division

Vision

To provide excellent academic support services that are comparable to the best Universities regionally and globally

Mission

To provide excellent services to students and stakeholders in the management of academic programmes and to facilitate efficient and effective policy formulation and implementation of the decisions of the University Management on academic issues and those that enhance the development of a holistic student

Core Values

- Professionalism
- Truthfulness
- Teamwork
- Creativity
- Openness
- Transparency
- Leadership
- Ethical practices
- Respect

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- Tolerance
- Honesty
- Meritocracy
- Innovative

Main Clients

- Students
- Parents, Guardians and Sponsors
- Employees
- Schools
- Principals of schools
- Other Universities
- Other stake holders

Partners/Stakeholders

- Ministry of Higher Education Science and Technology
- Commission for Higher Education
- Higher Education Loans Board
- Other Universities
- Research collaborators
- Kenya National Examinations Council
- General Public

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Academic Division

Functions of the Academic Division

The Academic Division's functions include:

- Preparation of Syllabi and Regulations
- Co-ordination of examinations
- Undergraduate students admissions
- Academic staff development
- Management of students' records
- Providing secretarial services to the Senate and Deans Committees
- Providing secretarial services to the Accreditation Committee
- Administering Deans Committee research grants

Commitment to Service Delivery

Clients shall be issued with clear guidelines on:

- Application procedures
- Examination rules
- Fees structures

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- Rules and disciplinary procedures
- Students support systems

Letters of admission for Module II applicants shall be sent out within two weeks after approval by the Deans Committee.

University certificates shall be issued within eight weeks after graduation.

Client Expectations

Clients for the Academic Division expect:

- Quality service
- Prompt processing of applications
- Transparent admission process
- Prompt processing of student's data cards and admissions records
- Transparent and efficient processing of examination results, transcripts and certificates

- Transparent and efficient processing of research funds
- Prompt provision of information on academic programmes
- Courteous and time response to enquires.

Feedback

Complaints, compliments and suggestions should be forwarded to the heads of the following sections.

- Admissions - Office
No. 112, Central Administration block, Tel: 318262, Ext, 28280
- Examinations - Tel: 2538883
- Deans/Senate Secretariat - Office
No. 303, Tel: 318262, Ext, 28254

In case of appeals, they should be forwarded to the Office of the Deputy Vice-Chancellor, Academic Affairs. Feedback may be channelled via:

- a) Telephone
- b) Letters
- c) E-mails, or suggestion boxes

Confidentiality shall be respected.

All feedback shall be addressed within seven days.

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Academic Division



Students participating in a University Open day at the Great Court, Main Campus.

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