

UNIVERSITY OF NAIROBI  
COLLEGE OF HUMANITIES AND SOCIAL SCIENCES  
FACULTY OF ARTS  
SERVICE CHARTER

2012

## Foreword

The Faculty of Arts is the premier Faculty of the University of Nairobi, Kenya. It offers over 40 academic programmes spread over nine departments and one sub-department. Like most dynamic academic institutions, the faculty faces various challenges which it continues to systematically address within the context of its Vision and Mission. Our firm commitment to quality service is hinged on the observance of the rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service delivery in all units. Excellence in teaching and learning, research and scholarship, consultancy and community service, good governance and management shall remain our focus. This reviewed service charter is a commitment by the Faculty of Arts to deliver high 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.

## Introduction

The University of Nairobi, Faculty of Arts Service Charter sets the scope and the standards of service rendered to our students, staff and stakeholders. We are committed to the provision of quality service to our clients and stakeholders. We have set our commitments to you, and welcome feedback on how to improve our service.

## Vision

A Faculty of international academic repute that promotes excellence in teaching, training, research and consultancy.

## Mission

To provide quality teaching, learning, research and consultancy by creating, preserving, transmitting and utilizing knowledge

## Core Values

In our quest for timely provision of quality service, we shall be guided by the following Core Values, as articulated in our Strategic Plan (2008-2013):

- Academic excellence
- Freedom of thought and expression
- Creativity and Innovativeness
- Quality customer service
- Team work and equity
- Respect for and conservation of the environment
- Good corporate governance
- corporate citizenship and social responsibility
- Professionalism in all actions and interactions

## Core Functions

**Teaching and Learning:** The Faculty offers adequate, innovative, relevant and market driven academic programmes, at undergraduate and postgraduate levels, with in-built quality control systems. Further, the faculty provides an enabling environment for integrated growth for students and staff.

**Research:** As part of its mandate to generate, preserve and disseminate knowledge, the faculty has created a conducive environment to undertake quality and relevant research.

**Consultancy:** The faculty has integrated consultancy within its core functions.

**Community Service:** The faculty participates in community programmes and activities as part of its Corporate Social Responsibility.

## Structure and Governance

The University of Nairobi is a body corporate constituted in accordance with the University of Nairobi Act (Cap 210) of the laws of Kenya. The organization and governance structure of the Faculty of Arts, is as follows:

**Dean:** Administrative and Academic head of the Faculty

**Associate Deans:** Appointed by Vice Chancellor to assist the Dean in the management of the Faculty. The Faculty of Arts has 2 Associate Deans.

**The Faculty Academic Board:** Supreme academic organ that determines and oversees all academic programmes at the faculty.

**Faculty committees:** These are functional organs for specific purposes and makes proposals to the Faculty Academic Board

**Faculty Management Board:** Co-ordinates the Faculty development plans, ensures efficient management of resources, and makes proposals to the College Management Board and Faculty Academic Board on policies that have a Faculty-wide application.

## 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 at all times;
- Espouse the principles of natural justice at all times;
- Maintain appropriate confidentiality
- Discharge our duties Professionally, Passionately and with Patriotism.

## Faculty's Clients

University clients comprise the following among others:

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

## Partners/Stakeholders

University partners and stakeholders comprise the following among others:

- Taxpayers
- Ministry of Education
- Commission for Higher Education
- Higher Education Loans Board
- Other government departments
- Universities
- Research collaborators
- Training Institutions
- Linkage partners
- Industry partners
- Business partners
- Kenya Education Network (KENET)
- Employers
- Donors
- Sponsors
- Students' Union
- Professional Bodies
- Alumni Associations
- Neighbours
- Other stakeholders/partners

### Clients's Expectations

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

- A transparent admission process;
- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination results, transcripts and certificates;
- Increased funding for research;
- Prompt research output
- Well maintained lecture theatres, laboratories, offices, hostels and other facilities;
- Aggressive marketing of consultancy and research services;
- Adaptive Human Resource Management practices;
- An effective performance appraisal system
- Fair and just disciplinary procedures;
- Efficient procurement processes;
- Recognition and acknowledgement of donors and sponsors;
- Expeditious processing of collaborative agreements;
- Honoring Memoranda of Understanding (MOUs) involving research institutions, industry and other partners;
- Existence and application of modern Information and Communication Technology (ICT);
- Involvement of Alumni in development of the Faculty;
- Safe and healthy environment;
- Courteous and timely response to requests and enquiries; and
- Prompt clearance of students and staff.

### Faculty's Expectations

The Faculty expects its clients/stakeholders to:

- Treat staff with respect and courtesy;
- Provide sufficient and accurate information to enable us respond to requests appropriately;
- Pay all fees and levies promptly;
- Support of Faculty programmes and activities;
- Observe University rules and regulations; and
- Provide feedback and comments on the service rendered.

### Support Services

For efficient management of its functions, the University has various support services provided by:

- Faculty Administration
- Postgraduate Studies Committee
- Curriculum Development Committee
- Research and Publications Committee
- Timetabling and Examinations Committee
- Welfare Committee

## Commitment to Service Delivery

In our service delivery, we pledge that:

- Students admitted to the faculty shall receive admission letters (8) weeks prior to reporting date.
- Upon registration, a new student shall be issued with clear guidelines on academic programmes, examination rules, fee structure, student support services and disciplinary procedures.
- All lectures and other learning activities shall be conducted fully and on time, as per approved schedules.
- Consolidated mark sheets shall be finalized and forwarded to examinations office, within the framework of SMIS (1) one month following end of the examinations.
- Accessing of examination results online 1 month after examination date
- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two weeks after receiving drafts
- Staff performance appraisal shall be conducted between October and March every academic year.
- The faculty shall maintain a healthy, safe and pleasant environment.
- The faculty is an illicit drug free and a no smoking zone.
- Transport shall be provided on time as per approved requests.
- Quality ICT services shall be provided to students and staff.
- All telephone calls shall be attended to within twenty (20) seconds.
- Hard copy routine correspondence shall be replied to within seven (7) days from the date of receipt.
- E-mail enquiries shall be responded to within 48 hours
- Online enquiries shall be responded to within 24 hours
- The Faculty shall be a CORRUPT FREE zone
- Clearance of students and staff shall be finalized within two (2) days.
- Timelines shall be observed in the course of service delivery.
- We shall endeavour to link industry and students to secure them employment and internship.

### Feedback

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

The following are the e-mail addresses for the key Offices of the University:

Dean..... [deanarts@uonbi.ac.ke](mailto:deanarts@uonbi.ac.ke)  
Associate Dean..... [associatedean@uonbi.ac.ke](mailto:associatedean@uonbi.ac.ke)  
Senior Assistant Registrar..... [sararts@uonbi.ac.ke](mailto:sararts@uonbi.ac.ke)

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All comments and feedback on this Charter should be addressed to:

Dean

Faculty of Arts

P.O. Box 30197 – 00100, Nairobi – Kenya

Tel: 254-020 318262 Extension, 28218

Email: [deanarts@uonbi.ac.ke](mailto:deanarts@uonbi.ac.ke)

Website: [www.uonbi.arts.ac.ke](http://www.uonbi.arts.ac.ke)