

UNIVERSITY OF NAIROBI

SCHOOL OF THE ARTS AND DESIGN

SERVICE CHARTER

Foreword

The School of the Arts and Design is one of the three schools within the College of Architecture and Engineering, situated along Lower State House Road, Nairobi. The School is a leading centre for design training, research and consultancy. It offers Bachelors, Masters and PhD degree programmes. In the recent past the School had engaged in collaborative research that has resulted in new products and economic development. The staff and students have consulted widely for the private and public sector.

The School has experienced a steady rise in student numbers and has also taken measures to expand its resources and infrastructure. The curriculum has also been revised to accommodate changing technological, environmental, political and social trends. The School is further committed to creating an awareness of the potential of design as a vehicle to realizing industrialisation in Kenya, regionally and the world.

This Service Charter is anchored on the College and University charters and shares the values expressed therein.

Dr Walter Onyango

Director,

StAD

Introduction

This service charter is a commitment by the School to deliver high quality service to all our clients who include students, staff, research collaborators, donors, partners, stakeholders and the public at large.

Vision

A leading centre of professional design training.

Mission

To train high calibre professionals in the discipline of design through teaching, research, and consultancy.

Core Values

In line with the College of Architecture and Engineering service delivery charter, our quest for timely provision of quality service shall be guided by the following Core Values, as articulated in our School Strategic Plan (2008 – 2013).

- Pursuit of excellence
- Free and open exchange of ideas
- Professionalism
- Creativity and innovation
- Team-work
- Honesty and integrity
- Devotion to service.
- Promotion of environmental conservation and sustainability.
- Mentorship.

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.

Client 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;
- Adequate funding for research;

- Prompt research output;
- Well maintained lecture theatres, laboratories, offices 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;
- Honouring Memoranda of Understanding (MoUs) involving research institutions, industry and other partners;
- Application of modern Information and Communication Technology (ICT);
- Involvement of Alumni in governance and development of the School;
- Safe and healthy environment;
- Courtesy and timely response to request and enquiries and;
- Prompt clearance of students and staff.

School Expectations

The School expects its clients/ stakeholders to:

- Treat staff with respect and courtesy;
- Provide sufficient and accurate information;
- Pay all fees and levies promptly;
- Support School programmes and activities;
- Observe University, College and the School's rules and regulations; and
- Provide feedback and comments on the services rendered.

Support Services

In addition to the services offered by the University, the Office of the Director provides various support services which include:

- Registration of students
- Administrative support
- Examination processing
- Counselling services
- Co-curricular activities
- Co-ordination of linkages and collaboration
- Procurement of goods and services
- Consultancy services

Commitment to Service Delivery

In our service delivery, we pledge that:

- The School shall strive to inform successful candidates of their admission promptly, eight (8) weeks before the reporting date.
- All lectures shall be conducted fully and on time, as per approved timetables as from the 1st week of reporting.

- Consolidated mark sheets shall be finalized and forwarded to examinations office within one month following end of examinations.
- Postgraduate supervisors for Master or Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- Disciplinary cases for students and staff shall be completed promptly, within one (1) month.
- The School shall participate fully in ensuring graduation ceremonies are held on schedule on annual basis.
- The process of recruitment and promotion shall be undertaken efficiently and in a transparent manner within three month after the advertisement is placed.
- Staff performance appraisal shall be conducted promptly and fairly on annual basis.
- Procurement of goods and services shall be done in line with the University's and government's procurement regulations, within and (1) month after requisition has been approved.
- The School shall maintain a healthy, safe and pleasant environment – throughout the year.
- The School is an **ILLCIT DRUG FREE** and a **NO SMOKING ZONE**.
- All telephone calls shall be attended to within twenty seconds.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- In line with University policy, the school shall not condone impropriety.
- In line with the University policy, the School shall be a **CORRUPTION FREE** zone at all times.
- Clearance of students and staff shall be finalized within two days after notice of the intention to clear.
- Timeliness shall be observed in the course of service delivery.
- The School shall endeavour to link industry and students to secure them employment and internship.

Feedback

Complaints, compliments and suggestions should be forwarded to the School and/or the Principals' office.

Feedback may be channelled via telephone, letters, e-mail or suggestion boxes. Confidentiality and privacy shall be respected.

All feedback shall be addressed within seven days.

The following are the e-mail addresses for the key offices in the school:

Director:	designdept@uonbi.ac.ke
Senior Administrative Assistant:	designdept@uonbi.ac.ke
First Year Master:	designdept@uonbi.ac.ke
Second Year Master:	designdept@uonbi.ac.ke
Third Year Master:	designdept@uonbi.ac.ke
Fourth Year Master:	designdept@uonbi.ac.ke

Postgraduate Students Master:

designdept@uonbi.ac.ke

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