



UNIVERSITY OF NAIROBI
COLLEGE OF HUMANITIES AND SOCIAL SCIENCES
SCHOOL OF BUSINESS

SERVICE CHARTER

VISION

A world class School of Business committed to scholarly excellence.

MISSION

To provide quality legal education and training and to embody the aspirations of Kenyan people and the global community through creation, preservation, integration, transmission and utilization of legal knowledge

CORE VALUES

In our quest to provide quality business education, we shall be guided by the following core values, as articulated in the University Strategic Plan 2008- 2013:

- Freedom of thought in academic enquiry.
- Innovativeness
- Good corporate governance
- Team work
- Professionalism
- Responsible corporate citizenship and strong social responsibility
- Respect for and protection of the environment.

CORE FUNCTIONS

1. Teaching and Learning
2. Research
3. Consultancy
4. Community Service

SCHOOL QUALITY OBJECTIVES

Within the University strategic period 2008- 2013, the following quality objectives have been established to guide the School of Business employees in discharging service to customers and stakeholders:

- Manage the School of Business efficiently
- To offer relevant and quality academic programmes in order to produce holistic graduates
- To develop capacity and environment for research and innovations
- To enhance the competitiveness of the School of Business

STRUCTURE AND GOVERNANCE OF THE SCHOOL OF BUSINESS

Dean: Administrative and academic head of the School, Chair, School Management Board, School

Board and School Board of Examiners

Associate Deans

Associate Dean - UGS: Administrative and academic head of the undergraduate programmes and also in charge of School operations

Associate Dean –GBS: Administrative and academic head of the School’s postgraduate programmes i.e. MBA & PhD

Chairman of Departments: Administrative and academic heads of the respective department

School Management Board: Comprises of the Dean as the Chair, Associate Deans, Chairs of Departments and School Administrator as Secretary.

School Board: Comprises of the Dean as the Chair, all academic staff members, College Librarian, Service Academic staff, one selected student representative from each year of study and five other persons co-opted by the School in an advisory capacity and School Administrator as Secretary.

School Board of Examiners: Comprises of the Dean as the Chair, Internal and External Examiners and School Administrator as Secretary.

Campus Coordinators: Administrative and Academic head of the respective satellite Campus.

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.

SCHOOL OF BUSINESS CLIENTS

School of Business clients comprise the following among others:

- Students
- Employees
- Parents
- Suppliers
- Alumni
- The Community
- The General Public

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 and provisional transcripts
- Well maintained lecture theatres, computer laboratories, offices and other facilities
- An effective performance appraisal system;
- Safe and healthy environment;
- Courteous and timely response to requests and enquiries; and
- Prompt clearance of students and staff

SCHOOL OF BUSINESS EXPECTATIONS

The School of Business 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.
- Register for course units online promptly.
- Support of School of Business/University programmes and activities,
- Observe University rules and regulations;
- Provide feedback and comments on the service rendered.

COMMITMENT TO SERVICE DELIVERY

In our service delivery, we pledge that:

- Students admitted to the School of Business shall receive admission letters two months prior to reporting date.
- Upon registration, a student shall be issued with clear guidelines on the School's programmes, examination rules, fees structure, student support services and disciplinary procedures.

- All lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheets shall be finalized and forwarded to examinations office within one month following end of examinations.
- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- Examination Panels to give feedback within one week.
- All the School of Business Libraries shall be open from 8.00 am to 10.00pm on weekdays and 8.00am to 5.00pm on Saturdays. The Lower Kabete Campus Library will also be opened from 10.00 am to 1.00pm on Sundays.
- Queries from library users shall be responded to within a day.
- The Campus Clinic shall be open from 8.00am to 5.00pm daily.
- The School shall maintain a healthy, safe and pleasant environment.
- The School is an illicit drug free and no smoking zone.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- The School shall not condone impropriety
- The School is a CORRUPTION FREE zone.
- Clearance of students shall be finalized within two days.

FEEDBACK

- Complaints, compliments and suggestions should be forwarded to departmental heads/ Dean's Office.
- Feedback may be channeled via telephone, letters, e-mail or suggestion boxes.
- Confidentiality and privacy shall be respected.
- All feedback shall be addresses within seven days.

APPROVED FOR USE: _____

DATE: _____