

Feedback

- Complaints, compliments and suggestions should be forwarded to the Director and in case of appeals, to the Office of the Deputy Vice Chancellor (Academic Affairs).
- Feedback may be channeled via telephone, letters, e-mail or suggestion box.
- Confidentiality and privacy shall be respected.
- All feedback shall be addressed within seven days.

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Comments and feedback on this Charter should be addressed to:

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Director, Graduate School

UNIVERSITY OF NAIROBI



**GRADUATE SCHOOL
SERVICE DELIVERY CHARTER**

2017

Introduction

The Graduate School (GS) Service Delivery Charter sets the scope and the standards of service rendered to our postgraduate 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 services.

Mandate

The mandate of GS is:

- a) Formulation and regular review of the policy framework for graduate studies to ensure effective and harmonious coordination among the internal and external key role players.
- b) In close liaison with academic units, coordination of graduate syllabi and regulations, admission of graduate students, coordination of supervision of graduate students; and processing of graduate theses, research projects and dissertations.
- c) Sourcing and administration of graduate scholarships and research grants.
- d) Ensuring general welfare and discipline of graduate students.

Vision

A leading centre of excellence in graduate studies and research

Mission

To provide a stimulating and enriching learning and research environment in graduate education and training through best practice in policies, strategies and standards

Core Values

- a) **Professionalism:** In all our actions and interactions, the School shall maintain ethical behavior, professional etiquette and honesty.
- b) **Freedom of thought and expression:** The School shall promote and defend freedom of thought and expression in academic inquiry and other activities.
- c) **Innovativeness and creativity:** Innovativeness and creativity shall be the hallmark of the School's activities as it initiates and adapts to change.
- d) **Good corporate governance:** The School shall embrace and practice good corporate governance. In this regard, it shall ensure that all processes and procedures are adhered to through efficiency, effectiveness and transparency. We are accountable for our decisions and actions. Our decision making processes are participative, consultative and shall reflect meritocracy, openness and transparency.
- e) **Team spirit and teamwork:** The School shall foster a work environment characterized by team spirit and teamwork.
- f) **Quality Customer service:** The School shall provide quality services to its clients.

- g) **Responsible corporate citizenship and strong social responsibility:** The School shall nurture responsible corporate citizenship and strong social responsibility.
- h) **National cohesion and inclusiveness:** The School believes in national unity and cherishes respect for diversity.

Core Functions

- a) Coordination of postgraduate syllabus and regulations.
- b) Admission of postgraduate students.
- c) Administration of postgraduate scholarships.
- d) Administration of postgraduate research grants.
- e) Administration and processing of postgraduate theses, project or research papers.
- f) Coordination of proper conduct and supervision of postgraduate students.
- g) General welfare and discipline of postgraduate students.

Structure and Governance

The School carries out its functions in line with the set out structure and Governance of the University of Nairobi which is a body corporate constituted in accordance with the Universities Act 2012 and University of Nairobi Charter.

The School's Board has a membership consisting of the following:

- DVC (AA) (as the Chairperson)
- The Director
- The Deputy Directors
- A Representative from each College
- Two Senate Representatives

- The Director, University Library and Information Services
- The Academic Registrar
- A student representative
- A representative of Kenya Private Sector Association
- A representative of the Professional Societies in East Africa (APSEAN)
- The School Registrar/Secretary

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.

GS Customer/ Stakeholders

GS customers comprise the following among others:

- Students
- Parents
- University of Nairobi staff
- University of Nairobi Alumni
- Our collaborators and sponsors
- The general public

Partners/Stakeholders

GS partners and stakeholders comprise the following among others:

- Taxpayers
- Ministry of Higher Education
- Higher Education Loans Board
- Other government Departments
- Universities
- Commission for University Education
- NACOSTI
- Research collaborators
- Training institutions
- DAAD
- Linkage partners
- Industry partners
- Employers
- Donors
- Sponsors
- Professional bodies
- Alumni associations
- SASAKAWA
- GANDHI Smarak Nidhi Trustee Fund (GSNF)

Customer/stakeholder Expectations

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

- A transparent admission process.
- Exhaustive coverage of the approved syllabi.
- Prompt processing of examination of theses.
- Recognition and acknowledgement of donors and sponsors.
- Courteous and timely response to requests and enquiries.
- Prompt clearance of students.
- Transparent award of scholarships based strictly on merit.

GS Expectations

The School 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 GS 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:

- GS will process and issue admission letters within two weeks from the receipt of application forwarded from Faculties/ Schools/Institutes/Centres.
- Postgraduate supervisors for masters or doctoral degrees will give acknowledgement to their students within one month after receiving a project or thesis.
- Examiners for masters and doctoral theses shall submit their reports within one month from the date of invitation to serve as examiners.
- The offices of the GS shall remain open from 8.00 am to 6.00 pm on weekdays and 8.00 am to 2.00 pm on Saturdays.
- The GS shall maintain a healthy, safe and pleasant environment.
- All telephone calls shall be attended to within twenty seconds.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- The GS shall not condone impropriety.
- Clearance of students for graduation shall be finalized within a day.