

UNIVERSITY OF NAIROBI
COLLEGE OF ARCHITECTURE AND ENGINEERING
SERVICE CHARTER

FOREWORD

The College of Architecture and Engineering (CAE) is one of the six Colleges of the University of Nairobi. The College offers a wide range of academic programmes which include eighteen undergraduate degree programmes, postgraduate diplomas, Masters and PhD programmes. The College comprises of three Schools and one Institute – The School of Engineering, The School of the Built Environment, The School of the Arts and Design and Institute of Nuclear Science and Technology.

The College continues to systematically upgrade its curricula to be in line with trends and needs of the industry and technological advancement. Our firm commitment to quality service is hinged on observance of 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. The reviewed service charter is a commitment by the College of Architecture and Engineering to deliver high quality service to our stakeholders, the students, staff, research collaborators, donors, and the general Kenyan public at large. Your feedback will enable us to improve in those areas which require our attention, scrutiny and commitment.

Signed by

Eng. Prof. B.N.K. Njoroge

Principal

CAE

INTRODUCTION

This service charter is a commitment by the College to deliver high quality service to our students, staff, research collaborators, donors, other stakeholders and public at large.

Vision

A leading Centre of professional training in creativity, innovation and design.

Mission

To train top notch professionals in the disciplines of engineering, technology and the built environment through teaching, research and consultancy.

Core Values

In line with the University service delivery charter, our quest for timely provision of quality service shall be guided by the following core values, as articulated in our College Strategic Plan (2008 – 2013):

- Pursuit of excellence.
- Free and open exchange of ideas.
- Professionalism.
- 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;
- Maintain appropriate confidentiality;
- Discharge our duties professionally, passionately and with patriotism.

College Clients

The College clients comprise the following among others;

- Students
- Employers
- Parents
- Suppliers
- Alumni
- The general public

Partners/ Stakeholders

The College partners and stakeholders comprise the following among others:

- Taxpayers
- Ministry of Education

- Commission for Higher Education
- Higher Education Loans Board
- Research collaborators
- Training institutions
- Linkage partners
- Industry partners
- Kenya Education Network (KENET)
- Employers
- Donors
- Sponsors
- Trade unions
- Students' unions
- Professional bodies
- Alumni associations
- Other stakeholders

Client Expectations

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

- A transparent admission process;
- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination;
- Increased funding for research;
- Prompt research output
- Well maintained lecture theatres, laboratories, offices and other facilities;
- Adoptive human resource management practices;
- Aggressive marketing of consultancy and research services;
- An effective performance appraisal system;
- Fair and just disciplinary procedures;
- Efficient procurement processes;
- Recognition and acknowledgement of donors and sponsors and sponsors;
- Honouring Memoranda of Understanding (MOU) involving research institutions, industry and other partners;
- Application of modern Information and Technology (ICT);
- Involvement of alumni in governance and development of the College;
- Safe and healthy environment;
- Courteous and timely response to requests and enquiries; and
- Prompt clearance of students and staff

College Expectations

The College 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 College programmes and activities;
- Observe University / College rules and regulations; and
- Provide feedback and comments on the service rendered.

Support Services

In addition to the many offices within the University, for efficient management of its functions, the College has various support services provided by:

- Principal's office
- Bursar's office
- Office of the Dean, School of Engineering
- Office of the Dean, School of the Built Environment
- Office of the Director, School of the Arts and Design
- Office of the Director, Institute of Nuclear Science and Technology
- Office of the Assistant Dean of students

Commitment to Service Delivery

In our service delivery, we pledge that:

- The College shall participate fully in enabling students admitted to the University to receive admission letters two months prior to reporting date.
- 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 within two weeks after receiving a project or thesis.
- Disciplinary cases for students and staff shall be completed within a period of thirty days.
- The College shall participate fully in ensuring graduation ceremonies are held on schedule – in September.
- The process of recruitment and promotion shall be completed within three months, from advertisement to issuance of letters.
- Staff performance appraisal shall be conducted between October and March every academic year.
- Procurement of goods and services shall be done within eight (8), and in line with the University and government procurement regulations.
- The College shall maintain a healthy, safe and pleasant environment.
- The College is an **ILLICIT DRUG FREE** and a **NO SOKING 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 College shall not condone impropriety.
- In line with University policy, the College shall be a **CORRUPTION FREE** zone.

- Clearance of students and staff shall be finalized within two days.
- Timeliness shall be observed in the course of service delivery.
- The College shall endeavour to link industry and students to secure them employment and internship.

Feedback

Complaints, compliments and suggestions should be forwarded to respective Schools / Institute and the Principal's office.

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 days.

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

Principal	principal-cae@uonbi.ac.ke
Registrar	registrarcae@uonbi.ac.ke
Bursar	bursar-cae@uonbi.ac.ke
Dean, School of Engineering	deanengg@uonbi.ac.ke
Dean, School of Built Environment	deanfadd@uonbi.ac.ke
Director, School of the Arts & Design	designdept@uonbi.ac.ke
Director, Institute of Nuclear Science & Technology	ins@uonbi.ac.ke