



UNIVERSITY OF NAIROBI

**COLLEGE OF EDUCATION AND
EXTERNAL STUDIES**

SERVICE CHARTER

Foreword

The College of Education and External Studies (CEES) is one of the six Colleges that constitute the University of Nairobi. It offers over 38 academic programmes.

At the College 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, learning, research and scholarship, consultancy and community service, good governance and management shall be our focus.

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

Your feedback will enable us improve on our service delivery.

PROF. HENRY W. MUTORO
PRINCIPAL

Introduction:

The College of Education and External Studies is one of the six Colleges of the University of Nairobi. It began with Makerere College, which appointed its first Extra-mural resident tutor for Kenya in 1956. In 1963, the Extra-mural department was transferred to then University College, Nairobi. Later in the same year, the College of Social Studies that had been established at Kikuyu as an independent adult residential College was absorbed into the University College, Nairobi and subsequently amalgamating with the Extra-mural department to form the institute of Adult Studies in 1966.

Following the recommendations of the inspection and Visitation Committee that established the six colleges of the University of Nairobi in 1983, the institute of adult Studies became the College of Adult and Distance Education (CADE).

1988 saw the re-organisation, restructuring, renaming and great expansion of the College. CADE became the College of Education and External Studies (CEES) and its main undertaking was to offer the Bachelor of Education degree both in residence at Kikuyu campus and also through distance learning method.

The headquarter of the College is situated at Kikuyu campus, 25 kms Northwest of Nairobi along the Kikuyu-Naivasha road. The College has two schools and ten regional centers located in Nairobi, Mombasa, Thika, Garissa, Nyeri, Kakamega, Kapenguria, Kisumu, Kisii and Nakuru.

Vision

To be a leading center of excellence in Teacher Education, Open Learning, Research and Community Service for sustainable development.

Mission

To maintain a leadership role in the generation, acquisition, application, dissemination and preservation of knowledge in its areas of competence including consultancy and research, training of graduate and open learning.

Motto: *Committed to Providing Quality Education*

Core Values

- Provision of high quality teaching informed research.
- Dedication to excellence.
- Upholding the ethics and etiquette of teaching, learning, research and consultancy.
- Nurturing responsible corporate citizenship with strong social responsibility.
- Upholding the virtues of truth, integrity, honesty, tolerance, professionalism, teamwork and meritocracy.
- Maintaining impartiality in assessment of students and staff performance.
- Adding value to interaction with various communities through extra-mural activities.
- Generation, dissemination and preservation of knowledge.
- Training of graduate teachers thereby enhancing human capital as facilitators of knowledge in various disciplines.
- Providing community service.
- Carrying out research and offering consultancy and other services.
- Income generation for self-sustenance.

Governance

The academic and administrative head of the College is the Principal. The College comprises of: - School of education, School of Continuing and distance education, Centre for open and distance learning (CODL), Kenya science campus and Open distance and e-learning center (ODEL).

Each school comprises of several departments headed by a dean who is elected by the academic members of staff in the school. There are seven

academic departments headed by a chairman who is appointed by the Vice chancellor from amongst academic staff in each department.

The centres are headed by directors.

The students welfare authority (SWA) deals with accommodation and catering services for University students. At the College, a Dean of students in the principal's office offers counseling to students in all aspects of life including career guidance.

School of education

The school of education provides a broad education background and professional training most appropriate to the noble career of teaching. All students taking education course in the university are registered in this school.

The school is made up of four departments namely:-

- Department of Educational Foundation
- Department of Education Communication and Technology
- Department of Education Administration and Planning.
- Department of Physical Education and Sports

Courses Offered

- Diploma and certificates in early childhood Education.
- Post graduate diploma in Education
- Bachelor of education (Arts)
- Bachelor of Education (Science)*
- Bachelor of education (Early childhood).
- Bachelor of education (ICT)
- Master of Education (Education administration and planning).
- Master of Education (Education foundations).
- Master of Education (Measurement and evaluation).
- Master of Education in early childhood.
- Msc Education
- PH.D (Education)

****(Co-offered with the college of biological & physical sciences)***

Centre for open and distance learning

The Centre for Open and Distance Learning is an initiative of the University of Nairobi for providing and maintaining equitable opportunity for Accessing Quality University Education to Kenyans and beyond using open and distance learning modes. It is committed to being a centre of excellence in open and distance learning.

The Centre's current objectives are as follows:

- To Enhance Teaching and learning using Open and distance learning modes.
- To contribute to scientific and technological innovation in open and distance learning.
- To manage the Centre efficiently and effectively.
- To enhance competitiveness of CODL among other providers of higher education by distance modes.
- To develop open and distance learning academic programmes.
- To monitor , evaluate and provide consultancy in open and distance education.

Courses Offered

In collaboration with respective Schools the following course are offered by open and distance learning modes:

- Bachelor of Commerce . School of Business
- Bachelor of Arts . Faculty of Arts
- Bachelor of Science . School of Physical Sciences
- MA in Project Planning and Management . Department of Extra Mural
- M.ED Distance . Department of Distance Studies

Open Distance and e-Learning Centre (ODEL)

The E-Learning centre is a newly established unit whose mandate is to facilitate greater access and enhancing the quality of education through the use of E-Learning technologies in teaching and learning.

Courses Offered

- ICT Basic skills
- ICT Integration in education

The following programmes are actively using the University e-learning platform.

- M.Sc Information Systems
- M.Sc Computer Science
- M.Sc Agricultural Resource Management
- M.Sc Biometry
- M.Sc Social Statistics
- B.Sc in Mechanical Engineering
- B.Sc Agriculture, Nutrition, Food science, Range Management, Horticulture, Agribusiness, Agric. Education.

School of Continuing and Distance Education

The School of Continuing and Distance Education was established in 1988 and charged with co-ordinating continuing education. It provides an opportunity for aspiring Kenyans who have attained University entry qualifications to further their education. The main mode of teaching is through distance Learning method interfaced with face-to-face interaction during school vacations. The school also runs a full time diploma in adult Education and other Extra-mural courses.

The school has three operational departments namely:-

- Department of Distance Studies
- Department of Educational Studies
- Department of Extra-Mural Studies with regional centres in Nairobi, Mombasa, Thika, Garissa, Nyeri, Meru, Kakamega, Kapenguria, Kisumu, Kisii and Nakuru.

Courses offered

- Diploma in Adult Education and Community Development
 - Diploma in Sales and Marketing (evening)
 - Diploma in Business Management (evening)
 - Diploma in Human Resource Management
 - Diploma in Guidance and Counseling
 - Diploma in Public Relations
 - Diploma in Youth Development
 - Diploma in clearing and Practical freight Forwarding (evening)
 - Diploma and Certificate in early Childhood education
 - Commonwealth Diploma in Youth in Development work

 - B.ED (Arts) . External studies
 - B.ED (Science) - External studies

 - Postgraduate diploma in Human resource Management (evening)
 - Postgraduate diploma in Project planning and management.
 - Postgraduate diploma in education . by distance learning
 - Postgraduate Diploma in Sexually Transmitted Infections . by distance learning
*(Co-offered with the College of Health sciences)
 - Postgraduate diploma in Education
 - Postgraduate diploma in education in adult Education and Community Development
- Certificate courses in computer applications, public relations, sales and Marketing Guidance and Counseling, Managerial skills, Criminology, languages, CPA, CPS, KATC among others.
- Masters in Distance Education
 - Masters of Arts in Project Planning and Management
 - Masters of Arts in Peace Education
 - Ph.d in Project Planning and Management.

Kenya Science Campus

The KSTC was elevated to become a Campus of the University of Nairobi following recommendations by the Public University Inspection Board which were accepted by the Government of Kenya for subsequent implementation. It was officially handed over to the University on October 9th 2007 and the first batch of 186 Bachelor of Education Science students was admitted in on October 15th 2007.

Courses offered

- B.ed (Science)

Service policy

Recruitment

Staff sourcing, placement and training is transparent and the college adheres strictly to University procedure on recruitment to enhance integrity and professionalism at all levels.

Discipline

- Respect and recognize the dignity of all members of staff and students.
- Promote in staff and student a sense of responsibility in order to minimize the need to take discipline measures.
- Handle disciplinary cases promptly through statutory committee to ensure timely rectification of the issue at hand.

Service delivery

- Integrity, honesty and accountability in delivering quality service to all stake holders.
- Services through participatory management and teamwork.

Resources Management

- Provide a secure, clean and conducive environment for all college operations.
- Provide state of the art facilities and ensure their proper maintenance
- Ensure prudent use of all College resources.

Clients Right

Services are free of charge. Do not give bribes!

Obligations

- Being courteous and respectful in the delivery of services to all.
- Endeavoring to offer timely, prompt and satisfactory services.
- Practicing impartiality and transparency in all points of service delivery.
- Promoting positive co-existence with all stakeholders.

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.

College clients

College clients comprise of the following among others:

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

Partners /Stakeholders

College partners and Stakeholders comprise the following among others:

- Taxpayers
- Ministry of Higher Education
- Commission of Higher Education
- Teacher Service Commission
- Other government departments
- Universities
- Research collaborators
- Training institutions
- Linkage partners
- Industry partners
- Business partners
- Kenya Education Network (KENET)
- Employers
- Donors
- Sponsors
- Trade unions
- Studentsqunion
- Professional bodies
- Alumni associations
- Neighbors
- 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 result, transcripts and certificate

- Prompt research output
- Well maintained lecture theatres, laboratories offices hostel and other facilities
- Aggressive marketing of consultancy and research service.
- Adaptive human resource management practice
- An effective performance appraisal system
- Fair and just disciplinary procedures
- Efficient procurement process
- Recognition and acknowledgement of donors and sponsors
- Expeditious processing of collaborative agreements
- Existence and application of modern information and communication technology (ICT)
- Safe and healthy environment
- Courteous and timely response to requests and enquiries and
- Prompt clearance of students and staff

Commitments to Service Delivery

- All lectures shall be conducted fully and on time, as per approved timetables.
- Supervisors for masters 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 within a period of **thirty days**.
- The College library shall be opened from 8.00 a.m to 10.00 p.m on weekdays and 8.00 a.m to 5.00 p.m on Saturdays.
- The process of recruitment and promotion shall be completed within **three months**, from advertisement to issuance of letters.
- College clinic shall open from 8.00 a.m to 5.00 pm daily. Senior staff clinic shall open for 24 hours for all cases including emergencies.
- The Extra Mural staff report on duty from 8.00 am to 5.00 pm and in the evening up to 8.00 pm.
- The Extra Mural staff will work over the **weekends** from 8.00 am to 5.00 pm.

- Transport shall be provided on time as per approved requests.
- All telephone calls shall be attended to within **twenty seconds**.
- The College shall not condone impropriety.
- The College is a CORRUPTION FREE zone.
- The College shall maintain a healthy, safe and pleasant environment.
- The College staff shall report on duty from 8.00 am to 5.00 pm.
- The College is an illicit drug free and a no smoking zone

The following are e-mail addresses of Key Offices of the College.

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| ▪ Principal | principal-cees@uonbi.ac.ke |
| ▪ Deputy Principal | kscampus@uonbi.ac.ke |
| ▪ Registrar | reg-cees@uonbi.ac.ke |
| ▪ Dean S.O.E | deaneducation@uonbi.ac.ke |
| ▪ Dean S.C.D.E | dean_extstudies@uonbi.ac.ke |
| ▪ Director C.O.D.L | codl@uonbi.ac.ke |
| ▪ Director E-Learning | hkidombo@uonbi.ac.ke |

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

The Principal
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