



**UNIVERSITY OF NAIROBI
COLLEGE OF EDUCATION & EXTERNAL STUDIES
SCHOOL OF CONTINUING & DISTANCE EDUCATION**

**DEPARTMENT OF EDUCATIONAL STUDIES SERVICE
CHARTER**

Introduction

The Department of Educational Studies is one of the three Departments in the School of Continuing and Distance Education: The others are:

- Department of distance Studies
- Department of Extra-Mural Studies

The Department was established in 1988 to offer degree programmes using Open and Distance Learning (ODL) methods and thereby extend the University's educational and training opportunities to the wider population of Kenya. Since then, the Department has faithfully carried out this mandate and maintained a leadership position in providing quality education to Kenyans at their door steps by ODL methods. The Department is situated at the College of Education and External Studies (Kikuyu Campus) 25 kms Northwest of Nairobi along the Kikuyu-Dagoretti road.

Vision

To be a Global Centre of Excellence Offering University Education by Open and Distance Learning (in the East African Region and Beyond).

Mission

To Provide Quality University Education in the Pursuit of Developing Professionalism Using Appropriate ODL Technologies, Innovative Research and Development, in Partnership with Relevant Organizations for the Betterment of Society.

Motto

Quality Education for All by ODL

Core Values

In order to realize the above vision and mission, certain shared values shall be nurtured. The Department shall be guided by the following core values:

- Democratization of quality education.
- Professionalism in the provision of education.
- Teamwork and participatory management in decision making.
- Creation of a conducive environment for quality teaching, research and consultancy.
- Provision of learner support services that include academic and psychosocial guidance and counseling support to our learners.
- Building of strong partnerships with all stakeholders.
- Creation of a conducive environment for staff to achieve the highest level of performance through quality training, development and commensurate compensation.
- Good corporate governance.
- Respect for and conservation of the environment.

Core Functions

Teaching and Learning: The Department of Educational Studies offers market driven academic programmes at undergraduate and postgraduate levels by distance learning mode.

Structure

The academic and administrative head of the Department is the Chairman, followed by academic subject coordinators and section heads.

Courses offered

- Doctor of Philosophy (PhD) in Distance Education
- Master of Arts in Peace Education
- Postgraduate Diploma in Education
- Bachelor of Education (Arts/Science)

Principles of Service Delivery

In our service delivery we pledge to:

- Serve our clients with dignity, courtesy and respect;
- Be professional;
- Maintain appropriate confidentiality;
- Espouse principles of natural justice at all times;
- Uphold transparency and accountability at all times;
- Adhere to ethical and equitable service provision;
- Be efficient and effective at all times;
- Espouse participatory management and teamwork.

Employee's Obligations

Our staff will:

- Be courteous and respectful in the delivery of services to all;
- Endeavor to offer timely, prompt and satisfactory services;
- Practice impartiality and transparency in all points of service delivery;
- Promote positive co-existence with all stakeholders.

Partners/Stakeholders

Our partners and stakeholders are:

- Tax payers
- Ministry of Education
- Training institutions
- Kenya Education Network (KENET)
- Commission for Higher Education
- Linkage partners
- Donors
- Sponsors
- Students Unions
- Professional bodies
- Neighbours
- Employers

Department clients

The Department's clients comprise the following, among others:

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

Client's Right

To receive services without offering inducements of any kind to employees in the Department.

Client expectations

Clients expect the following in the Department:

- Transparent processing of admission application forms;
- Exhaustive coverage of the approved syllabi;
- Transparent examination administration process;
- Adequate management of students' records;
- Courteous and timely response to requests and enquiries;
- Application of modern Information and Communication Technology (ICT);
- Well maintained teaching rooms, offices, hostels and other facilities;
- Safe and healthy environment.

Department's Expectations

The Department expects that clients will:

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

Support services

For efficient and effective management of its functions, the Department gets learner support services from the Department of Extra Mural Studies and Regional Centre Staff.

Commitment to service delivery

In our service delivery, we pledge that:

- Applicants recommended for admission will be forwarded to the Dean, SCDE for discussion at the School Board.
- Upon enrolment, the Department will give a student clear guidelines on distance learning mode, fees structure and student Learner Support Services.
- All lectures shall be conducted fully and on time, as per approved timetables.
- Examinations will be administered appropriately during the Residential Sessions and marking will be conducted centrally two weeks after the Residential Session.
- Individual mark sheets shall be finalized and forwarded to the Department within three weeks.
- Consolidated mark sheets shall be finalized and forwarded to Dean, SCDE within one month after central marking.
- Postgraduate supervisors for masters or doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- The Department shall maintain a healthy, safe and pleasant environment.
- The Department staff shall report on duty at 8.00am and leave at 5.00pm
- The Department will look into ways of providing ICT services to students at the Regional Centres.
- 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 Department shall not condone impropriety.
- The Department is a corruption free zone.

Feedback

- Compliments and suggestions should be forwarded to the head of the Department.
- Feedback may be channeled via telephone, letters, e-mail or suggestion boxes.
- Confidentiality and privacy shall be respected at all times.
- All feedback shall be addressed within seven days from the date of receipt.

The following is the e-mail address for the Department

chairman-des@uonbi.ac.ke