



UNIVERSITY OF NAIROBI

COLLEGE OF EDUCATION AND EXTERNAL STUDIES SCHOOL OF EDUCATION

DEPARTMENT OF EDUCATIONAL ADMINISTRATION AND PLANNING

.....
SERVICE DELIVERY CHARTER

.....
@ Department of Educational Administration and Planning

FOREWORD

The Department of Educational Administration and Planning is one of the four Departments in the School of Education, College of Education and External Studies of the University of Nairobi. The Department traces its inception to the re-introduction of the then Faculty of Education in the University of Nairobi in 1988.

On October 4, 1993, the Department launched the Master of Education programme (Educational Administration and Planning), with an enrolment of eight students. Six of the students were on University of Nairobi staff development scholarships. The Department started Module II programmes in 1998 which has contributed immensely in human resource development in the country and the region. The Department has 23 active members of teaching staff; with two members on a leave of absence. The members of teaching staff range from Assistant Lecturer to Professor. The Department provides teaching services to both undergraduate students in Kikuyu Campus, Kenya Science Campus, Upper Kabete Campus (Bachelor of Agricultural Education and Extension) and Ambank house. The Department provides teaching services to undergraduate students in the following areas of specialization: TAP 102-Education and Development, TAP 201-Curriculum Development, and TAP 302-Educational Administration, TAP 401-Educational Planning and TAP 402-Teacher Education. The postgraduate programmes are offered at Kikuyu Campus, Library Hill and Kisumu Campus; with plans under way to launch its Postgraduate programmes in Mombasa Campus.

The Department has six thematic areas; namely: Curriculum Studies, Corporate Governance in Education, Educational Administration, Educational Planning, Economics of Education and Education in Emergencies (EiE). The Departmental Service Delivery Charter is anchored on the broader legal framework governing higher education in Kenya and statutory provisions of the University of Nairobi. The Service Delivery Charter is a commitment to our current students, alumni, prospective students, teaching and support staff and the wider public who are concerned about educational governance of our highest dedication to quality services. Feedback mechanisms to enhance service delivery include suggestion boxes, Departmental Dispute Resolution Committee and personal visits to the Departmental Office located in T10.

Prof. Jeremiah M. Kalai, PhD
Chairman
Department of Educational Administration and Planning
School of Education
University of Nairobi

INTRODUCTION

The Departmental Service Delivery Charter is our commitment to serve students, staff and all our stakeholders. We also welcome customer feedback with a view to improving our services.

Our Vision

To be a leading centre of excellence in Educational Planning, Administration, Governance, Economics of Education, Curriculum Studies and Education in Emergencies. .

Our Mission

To provide high quality educational services through knowledge generation, teaching, and consultancy for utilization in governance of educational institutions at all levels.

Our Core Values

As a unit of University of Nairobi, the Department aligns itself to national values and principles of governance captured in Article 10 and 232 of the Constitution of Kenya and Mwongozo Code of Conduct. The department therefore will be guided by the following Core Values:

- a) **Freedom of thought and expression:** as a Department, we shall promote and defend the freedom of thought and expression amongst our stakeholders in pursuit of academic endeavours
- b) **Innovativeness:** We commit to design market driven and innovative academic programmes informed by best practices from the best institutions within our league
- c) **Commitment:** we are committed to timely service delivery in line with the expectations of our stakeholders and thereby comply with the University's commitment to its mission
- d) **Trust:** we commit to develop a culture of trust among our stakeholders
- e) **Care:** we commit to service delivery that is responsive to the needs of the stakeholders as well as being prudent in resource utilization and management
- f) **Team work:** in our delivery of our services, we commit to enhance team work within the Department and likeminded institutions.

Our Core Functions

- a) Teaching and Learning services:** The Department offers innovative, relevant and market informed academic programmes at both undergraduate and postgraduate levels offered in six thematic areas namely:
- i) Curriculum Studies
 - ii) Corporate Governance in Education,
 - iii) Educational Administration
 - iv) Educational Planning
 - v) Economics of Education and
 - vi) Education in Emergencies (EiE).
- b)** The Department prepares students for undertaking research through regular seminars as well as teaching units that prepare them for conducting quality research. In addition teaching staff attend national and international conferences where they present papers and book chapters in their respective areas of their specialization.
- c) Consultancy:** The Department has provided consultancy in the most of its areas of specialization in conjunction with other members of staff within the school and will continue to build partnerships in providing consultancy within and outside the country.

Structure and Governance

The Department is governed mainly through Departmental Committees under the Chair of the Department. The Chair of Department is responsible to the Dean, School of Education for ensuring operational efficiency of the departmental programmes. The Department has programme Coordinators for both Master of Education and Doctorate studies. In addition, the Department has two Examination Officers who deal with management of examinations. The Departmental Board of Examiners ratifies results of students who are examined at various levels. The Department also has Complaints Resolution Committee that addresses matters raised by clients on service delivery.

Departmental Clients

Our clients comprise of students, teaching and non-teaching staff, parents, the surrounding community and the general public.

Partners and Stakeholders: the Departmental partners and stakeholders include: external examiners, Kenya Education Management Institute (KEMI), Kenya Institute of Curriculum Development (KICD), International Rescue Committee (IRC), Kenya Institute of Public Policy Research and Analysis (KIPPRA), Kenya National Examination Council (KNEC), Kenya Secondary School Heads Association (KSSHA), departments offering related programmes within and outside the country among others.

Client Expectations

Our clients expect

- Courteous and timely responses to requests, complaints and inquiries;
- utmost confidentiality in the personal information provided to the Department;
- fairness and equity;
- no soliciting of gifts, money or other favours;
- integrity and reliability; and
- Customer satisfaction.

Client Obligations

The Department expects its clients and stakeholders to

- treat staff with respect and courtesy;
- provide sufficient and accurate information to enable us to respond to requests appropriately;
- pay all fees and levies promptly where applicable;
- support university academic programmes and other related activities;
- adhere to principles of ethics and integrity;
- observe university rules and regulations;
- familiarise themselves with relevant university requirements in relation to their enquiries;
- Not offer us gifts, money or favours for services received;
- Report corruption, misconduct and unethical behaviour; and
- Provide feedback and comments.

Commitment to Service Delivery

In our service delivery, we pledge that:

- All lectures shall be conducted fully, on time, and as per Senate approved timetables.
- We shall set, internally moderate, and facilitate external moderation of examinations as per Senate Schedules
- Invigilate exams using the University stipulated student Lecturer ratio of 50:1.
- We shall mark the exam scripts within 4 weeks from the last date of the examinations.
- We shall hold departmental Board of Examiners meeting within six weeks from the last date of examinations to approve and ratify examinations results subject to external moderation by External Examination

Feedback

1. Feedback may be channeled through Telephone, Letters, Email or Suggestions Box.
2. Compliments, Suggestions, and Complains be forwarded to the Chairman of the department.
3. Confidentiality and privacy shall be respected at all times.
4. All issues from the feedback shall be addressed within seven (7) days.

Review of the Customer Service Delivery Charter

- To ensure efficiency and effectiveness in service delivery, the university in consultation with its stakeholders shall review this service charter after five years or whenever need arises.
- Comments and feedback on this Charter should be addressed to:

Chairman

Department of Educational Administration and Planning

University of Nairobi

P.O Box 30197-00100- NAIROBI

dept-edadmin@uonbi.ac.ke