



UNIVERSITY OF NAIROBI

DEPARTMENT OF DISTANCE
STUDIES

SERVICE CHARTER

Foreword

The Department of Distance Studies is one of the three departments that constitute the School of Continuing & Distance Education in the College of Education and External Studies of the University of Nairobi.

At the department we are firmly committed to quality service anchored on the observance of the rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service delivery.

Excellence in teaching, learning, research, consultancy and community service, good governance and management shall be our focus.

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

Your feedback will enable us improve on our service delivery.

**PROF DAVID MACHARIA
CHAIRMAN
DEPARTMENT OF DISTANCE STUDIES**

INTRODUCTION

Historical background of the Department

The Department of Distance Studies has been the leader in Adult Education and Open and Distance Learning (ODL) in Kenya, for the last 50 years. Its activities date back to 1961, when it was established as a College of Social Studies, Kikuyu. The College became part of the University of Nairobi in 1963 at the same time as the Department of Extra Mural Studies was transferred to the Royal Technical College. The two departments were amalgamated to form the Institute of Adult Studies. Distance Education known then as Radio/Correspondence Course Unit was established in 1967 and it is the forerunner of the Department of Distance Studies.

The department has maintained its leadership position in adult education, distance education and youth education. It has been the torchbearer in the area of training adults and the youth using ODL. In this endeavour, the department has trained adult education teachers and the youth in ODL methodology. The training was formalized in 1989, when the department offered formal courses in designing and writing distance education materials. This training has been extended to higher-level courses leading to the award of Diplomas, Post graduate certificates, Masters and PHDs in ODL.

The Department of Distance Studies is currently offering courses in ODL, youth in development work, adult education and community development. The target group or clients of the department are educators and trainers of the adults, the youth and untrained teachers working in distance education institutions. These three fields are unique specializations in education. They are often misunderstood and the department intends to mount an advocacy programme to educate stakeholders in development on the value of using distance education methods to achieve development of the youth, the adult and the community.

COURSES OFFERED

Certificate courses

- Adult Education and Community Development
- Open and Distance Learning
- Certificate in Youth in Development Work

Short courses for skills development:

- Environmental Education
- Management Skills
- Community Education and Development
- Promoting Economic Enterprises and Development
- Policy studies, Planning and Implementation
- Principles of Youth in Development Work
- Planning, Monitoring and Evaluation
- Understanding Research Methods

Diploma courses

- Diploma in Adult Education and Community Development
- Commonwealth Diploma in Youth in Development Work

Postgraduate Diploma courses

- Post Graduate Diploma in Adult Education and Community Development
- Post Graduate Diploma in Distance Education

Bachelor degree courses

The department has developed a Bachelors degree in Adult Education and Community Development to be offered from 2012/2013 academic year.

Master degree courses

- Master in Distance Education

PhD studies in

- Adult Education
- Community Development
- Open and distance learning and education

SERVICE POLICY

Recruitment

Staff sourcing, placement and training is transparent and the department adheres strictly to university procedures 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 disciplinary 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 the operations of the department.
- Ensure prudent use of all department 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.

Department clients

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

Partners /Stakeholders

The Department's Partners/Stakeholders, inter alia, comprise of the following;

- Taxpayers
- Ministry of Higher Education Science & Technology
- Ministry of Education
- Ministry of Youth Affairs & Sports
- Commission for Higher Education

- Teacher Service Commission
- Kenya Institute of Education
- Kenya Education Network (KENET)
- Other government departments
- Universities
- Research collaborators
- Training institutions
- Linkage partners
- Industry partners
- Business partners
- Employers
- Donors
- Sponsors
- Trade unions
- Students' union
- Professional bodies
- Alumni associations
- Neighbours
- 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 results and provisional transcripts.
- Prompt research output.
- 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.

Commitment to Service Delivery

In our service delivery, we pledge that:

- Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- All lectures shall be conducted fully and on time, as per approved timetables.
- All modules/study units for the respective courses shall be produced and delivered on time, as per the approved schedules.
- Consolidated mark sheet shall be finalized and forwarded to examinations office within one month following end of examinations.
- Supervisors for masters or doctoral degrees and diplomas will give feedback to their students within two weeks after receiving a project or thesis.
- Provisional transcripts shall be issued within one week upon application.
- Clearance of students and staff shall be finalized within one week.
- The Departmental office shall open from 8.00 a.m to 5.00 p.m on weekdays, except on Fridays when it will close at 4.00pm and remain closed over the weekends & gazetted public holidays.
- Staff evaluation by students shall be conducted at the end of every teaching session and the concerned staff advised accordingly.
- The Department shall strive to maintain a healthy, safe and pleasant working 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.
 - Clients' complaints shall be attended to promptly, at least not later than one week from the date of submission.
 - The Department shall not condone impropriety.
 - The Department is an illicit drug free and a no smoking zone.
 - The Department is a **CORRUPTION FREE** zone.
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All Comments and feedback on this Charter should be addressed to:

The Chairman

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