



**UNIVERSITY OF NAIROBI**  
**SCHOOL OF JOURNALISM**  
**&**  
**MASS COMMUNICATION**

**Service Charter**

**Foreword**

The School seeks to continually enhance the quality of its services through the implementation of this Service Charter, in line with the University and College Service Charters. This will be achieved by ensuring that all our customers and stakeholders are provided with exemplary services, through effective and efficient delivery.

Besides the on-going evaluation of our services and meetings with stakeholders, the School will put in place mechanisms to ensure compliance with the commitments made in this Charter and by benchmarking with regional and international standards. Towards this end, the School has been implementing set Criteria as set out by UNESCO, which identified the School as one of the top twelve (12) communication and media training institutions in Africa, in 2007. Thus, the School is a UNESCO potential Centre of Excellence.

We acknowledge the growing sophistication of our clients and stakeholders in tandem with the Kenyan and Global society, and we shall endeavour to address the emerging trends and needs of our customers which are ever changing.

Your continuous feedback will provide a valued ingredient in improving our service delivery to you.

**Dr. Wambui Kiai**  
**Director, SOJMC**

## **Introduction**

The School of Journalism and Mass Communication Service Charter sets the scope and standards of service rendered to our students, staff and stakeholders. We are committed to provisions of quality service to our clients and stakeholders. We have set our commitments to you, and welcome feedback on how to improve our service.

## **Vision**

To be a School of distinction in communication training, research and consultancy services.

## **Mission**

To promote excellence in the advancement of communication disciplines, professions, and services through innovative and efficient resource mobilization and management.

## **Core Values**

The School is guided by the core values of:

- ❖ **Freedom of expression and thought:**
- ❖ **Innovativeness and creativity:**
- ❖ **Good corporate governance:**
- ❖ **Team spirit and teamwork:**
- ❖ **Professionalism:** .
- ❖ **Quality customer service:**
- ❖ **Respect:**
- ❖ **Ethical Practices and Integrity:**
- ❖ **Tolerance:**
- ❖ **Meritocracy:**
- ❖ **Excellence:**
- ❖ **Responsible corporate citizenship and strong social responsibility:**
- ❖ **Respect for and conservation of the environment.**

## **Core Functions**

**Teaching and learning:** The School offers adequate, innovative, relevant and market driven academic programmes at both undergraduate and postgraduate levels, with in-built quality control systems. In addition, the School provides an enabling environment for integrated growth for students and staff.

**Research:** As part of its mandate to generate, preserve and disseminate knowledge, the School has created a conducive environment, to undertake quality and relevant research.

**Consultancy:** The School has incorporated consultancy as a core function.

**Community Service:** The School actively participates in community and outreach programmes and activities as part of its Corporate Social Responsibility.

## **Structure and Governance**

**Director of the School:** Academic and Administrative head of the College, answerable to the Principal, College of Humanities and Social Sciences and to the Vice-Chancellor for maintaining and promoting efficient management of the college;

**School Academic Board:** Supreme academic organ that determines and oversees all academic programmes at the School.

**School Management Board:** Co-ordinates the implementation of the School's Strategic Plan and other development plans, ensures efficient management of resources, and makes proposals to the College and University

management Boards on policies that have a University-wide application.

### **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;
- ❖ Espouse the principles of natural justice at all times;
- ❖ Provide our services in a Professional manner
- ❖ Commit ourselves to patriotism;
- ❖ Discharge our duties with passion; and
- ❖ Provide the services within specified pace.

### **Main clients**

- ❖ Students
- ❖ Employees
- ❖ Parents, Guardians and Sponsors
- ❖ Alumni
- ❖ Development partners
- ❖ Other Stakeholders

### **Partners/Stakeholders**

- ❖ The Ministry of Information and Communications
- ❖ Universities
- ❖ Research collaborators
- ❖ The Kenya Institute of Mass Communication
- ❖ The Media Council of Kenya
- ❖ The Media and Communication sector

- ❖ Donors
- ❖ Professional bodies
- ❖ Alumni Associations
- ❖ Other stakeholders/partners-

### **Client Expectations**

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

- ❖ A transparent admission process;
- ❖ Exhaustive coverage of the approved syllabi;
- ❖ Prompt and fair processing of examination results, transcripts and certificates;
- ❖ Prompt research output;
- ❖ Well maintained lecture theatres, laboratories, offices, hostels and other facilities;
- ❖ An effective performance appraisal system;
- ❖ Fair and just disciplinary procedures
- ❖ Honouring Memoranda of Understanding (MoUs) involving research institutions, industry and other partners;
- ❖ Application of modern information Communication and Technology (ICT)
- ❖ Involvement of Alumni in governance and development of the School.
- ❖ Safe and healthy environment; and
- ❖ Courteous and timely response to requests and enquiries.

### **School Expectations**

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

### **Support Services**

For efficient management of its functions, the School has various support services provided by:

- ❖ The CHSS
- ❖ The Assistant Registrar's office
- ❖ The Registry
- ❖ Bursar's office-CHSS
- ❖ The SOJMC/ACCE Library
- ❖ The Graduate Student Library-JKML
- ❖ Office of Assistant Dean of Students-CHSS
- ❖ Sports and Games Department
- ❖ Special students Advisor
- ❖ University Health Services (UHS)
- ❖ Communication and Technology (ICTC) support services-ICTC and School Computer Laboratories
- ❖ University of Nairobi Enterprises and Services Ltd (UNES)
- ❖ UNES University Bookstore

### **Commitment to Service Delivery**

Clients and customers shall be issued with clear guidelines on:

- ❖ Admission and Application procedures
- ❖ Examination rules, regulations and schedules
- ❖ Fees structures

- ❖ Course structures and schedules
- ❖ Rules and disciplinary procedures
- ❖ Supervision of research projects and theses
- ❖ Student support services

In our service delivery, we pledge that:

- ❖ Students admitted to the School on Module II shall receive admission letters within two weeks of approval by the Deans' Committee..
- ❖ All lectures shall be conducted fully and on time, as per the approved timetables.
- ❖ Consolidated mark sheets shall be finalized and forwarded to examinations office within the framework of SMIS one month following end of examinations.
- ❖ Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two weeks of receiving a project or thesis.
- ❖ The SOJMC/ACCE Documentation Centre shall be opened from 8.30a.m.to 5p.m.on weekdays.
- ❖ The School shall maintain a healthy, safe and pleasant environment
- ❖ The School shall be a drug free and a no smoking zone.
- ❖ Quality ICT services shall be provided to students and staff.
- ❖ All telephone calls shall be attended to within five rings.
- ❖ The School is a CORRUPTION FREE zone.

## Feedback

- ❖ Complaints, compliments and suggestions should be forwarded to programme coordinators and in case of appeals, to the office of the Director.
- ❖ The School has provided suggestion boxes, and e-mail address for feedback.
- ❖ Confidentiality and privacy in respect complainant's identity shall be respected.
- ❖ The School shall address complaints within seven days.
- ❖ All feedback shall be addressed within seven days.

The following is the e-mail address for the Director's, School of Journalism and Mass Communication [director-soj@uonbi.ac.ke](mailto:director-soj@uonbi.ac.ke)