UNIVERSITY OF NAIROBI
COLLEGE OF HUMANITIES & SOCIAL SCIENCES

SCHOOL OF JOURNALISM & MASS COMMUNICATION

SERVICE CHARTER
2018 - 2023
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.

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.
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

A World Class School committed to excellence in teaching, training and research.

Mission

To provide quality training, learning, research and consultancy in Communication, Media and Journalism by creating, preserving, disseminating, integrating and utilizing knowledge for the benefit of humanity.

Slogan

The clarion call for the School during this plan period will be:

   Excellence in Scholarship

Core Values

The School shall be bound by the National Values and Principles of Governance as espoused in Articles 10 and 232 of the Constitution. The key values include inclusiveness, professionalism, good governance, integrity, transparency and accountability, equity and sustainable development.
The School shall be further guided by the following core values:

a) **Freedom of thought and expression**: We shall promote and defend freedom of thought and expression in all our academic inquiry and activities.

b) **Innovativeness**: We shall be innovative in meeting our Mission.

c) **Commitment**: We are committed to the mission of the School and always act in the best interests of the University.

d) **Trust**: We trust the good intentions of others, view conflicts as positive and resolve them creatively and effectively to meet the vision and mission of the School.

e) **Care**: We foster a leadership culture that cares, is people-focused, that connects to and is responsive to the needs of internal and external customers, and promotes stewardship over School resources.

f) **Teamwork**: We work together as a team to realize the collective results that the School wishes to achieve.

**Core Functions**

The School has three core business areas:

1. Teaching and Learning
2. Students’ Affairs; and
3. Research, Innovations and Enterprise

**SoJMC Quality Objectives**

- To graduate at least 100 undergraduate and post graduate students annually
To enroll at least 120 undergraduate and 50 postgraduate students annually

To carry out an annual staff performance appraisal

To establish and sustain at least one (1) relevant collaborative partnership and linkage with other organizations annually

Structure and Governance

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

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

**School Management Board:** Coordinates the implementation of the School’s Strategic Plan and other development plans, ensures efficient management Boards on policies that have a University-wide application.

Principles of Service Delivery

In our service delivery we pledge to:

- Service our clients with dignity, courtesy and respect;
- Provide efficient and effective services 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 with specified pace

Main clients

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

Partners/Stakeholders

- The Ministry of Information Communications and Technology
- Universities
- Research collaborators
- The Kenya Institute of Mass Communication
- The Media Council of Kenya
- Media School Africa
- Code for Africa
- Donors
- Professional bodies
- Alumni Associations
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, studios 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;
- Courteous and timely response to requests and enquiries; and
- Prompt clearance of Students and Staff

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;

Register for course units online promptly

Support School and 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 Records office
- 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) and School Computer Laboratories
- Centre for Self-Centred Programmes
UNES University Bookstore

Commitment to Service Delivery

Clients and customers shall be issued with clear guidelines on:

- Admission and Application procedures
- Examination rules and regulations
- 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 shall receive admission letters within one week of approval by the Deans’ Committee.
- All lecturers 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 8.30 a.m. to 5.00 p.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 within five rings.

❖ The School is a CORRUPTION FREE zone.

❖ Clearance of students shall be finalized within two (2) days.

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, e-mail address and telephone number feedback.

❖ Confidentiality and privacy in respect of complaint’s identify 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, School of Journalism and Mass Communication: director-soj@uonbi.ac.ke.

Phone: 0204913208

Website: journalism.uonbi.ac.ke

Approved for use: _____________________ Date: ________________

Director, SoJMC