UNIVERSITY OF NAIROBI

COLLEGE OF EDUCATION AND EXERNAL STUDIES

DEPARTMENT OF EDUCATIONAL COMMUNICATION AND TECHNOLOGY

SERVICE CHARTER

FOREWORD

The Department of Education Communication and Technology is one of the departments in the School of Education.

The Department is committed to quality service delivery in the production of skilled human resource based on team work and team spirit in a transparency, accountability, in service delivery.

The department is also committed to excellence in teaching, research and scholarship, and community service through governance and management practices.

This service charter articulates the high quality service to be delivered to clients through research collaborators, donors other sustained research, teaching and collaboration with various stakeholders.

Dr. Paul A. Odundo
Chairman, Department of Education Communication and Technology.

INTRODUCTION

The Department was established the 1988 to equip students pursuing Bachelor of Education (Arts) with innovative Instructional methodologies for teaching subject specializations. Over the years the department has expanded its mandate to include programmes such as Early Childhood Education at Certificate, diploma, Degree, Master and Doctoral levels.

The mode of delivery is through face to face conducted during regular and outreach programs during normal working hours, weekends evenings and holiday session. In addition the Department services B.Ed Science, B.Ed ICT, BSC Agriculture and Extension and BSc – Nursing with methods of teaching.

Vision

To be leading center of excellence in Teacher Education, Through adoption of innovative instructional methodologies and technology by enhancing research for sustained development.

Mission

To maintain leadership in the generation, acquisition, application, dissemination and preservation of knowledge through competence in research and training for efficient knowledge management.

Core Values

- Provision of high quality teaching informed by research
- Dedication to excellence and training in and outside the department, the teaching staff services Educational programs in the SCDE,and CODL, ODEL
- Upholding the ethics and etiquette of teaching, learning research and consultancy.
- Nurturing responsible corporate citizenship with strong social responsibility.
- Upholding the virtues of truth, integrity, honesty, tolerance, professionalism, teamwork and meritocracy.
- Maintaining impartiality in assessment of students and staff performance.
- Adding value to interaction with various communities through extra-mural activities.
- Respect and conversation of the environment.

Quality Objectives

- Provide innovative teaching in all academic programmes
- incorporate open and distance learning modes of delivery in all programmes
- Promote pedagogical competence that incorporates new technologies that enhance quality
- Create enabling environment conductive to undertaking high quality research and consultancy in education and teaching.
- Promote the development of Early Childhood Education as a viable academic programme at undergraduate and postgraduate levels.
- Realize visionary, transparent and consultative leadership that increases the visibility of the department in and outside the University.
- Increases efficiency and effectiveness of the resource functions in the department
- To initiate and develop income generating activities – built quality, control mechanisms.

Governance

The Department is headed by a chairman. Each Course is coordinated by one member who is approved as the coordinator.

Course offered:

- Diploma and Certificate in E.C.E
- Bachelor of Education (Arts)
- Bachelor of Education (Science)
- Bachelor of Education (Early Childhood)
- Bachelor of Education (ICT)
- Master of Education (Early Childhood)
- Doctor of Philosophy in Early Childhood Education.
- B.Ed (Science) and B.Ed (ICT) are Co-offered with the college of biological & Physical (Science)

Service Delivery

- Integrity honesty and accountability in delivering quality service to all stake holders.
- Service through participatory management and teamwork.

Clients Right

Services are free of charge. Do not give bribe.

Obligations

Be courteous and respectful in the delivery of service to all Endeavoring to offer timely, prompt and satisfactory services practicing impartiality and transparency in all points of service delivery. Promoting positive Co-existence will all stakeholders.

In our service delivery we pledge to:

- Service 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.

Departmental Clients

- Students
- Employees
- Parents
- Community
- General Public

Partners/Stakeholders

- Taxpayers
- Ministry of Higher Education
- Commission of Higher Education
- Teacher Service Commission
- Kenya Institute of Education
- Other government departments
- Universities
- Research Collaborations
- Training Institutions
- Linkage partners
- Public Schools
- Kenya Education Network (KENET)
- Employers
- Donors
- Sponsors
- Student's union
- Professional bodies
- Alumni associations
- Neighbors
- Other stakeholders

Client expectation

Our client's expect efficient and effective provision of service as follows:

- A transparent admission process
- Exhaustive coverage of the approved sylabbi
- Prompt and fair processing of examination result, transcript and certificate
- Prompt research output
- Well maintained lecture theatres, laboratories offices hostel and other facilities
- Aggressive marketing of departmental programmes.
- 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
- Expeditions processing of collaborative agreements
- Existence and application of modern information and communication technology (ICT)
- Safe and healthy environment
- Courteous and timely response to request and enquiries and
- Prompt clearance of students and staff

Commitments to Service Delivery

- All lectures shall be conducted fully and on time as per approved timetables.
- Supervisors for masters or doctoral degrees will give feedback to their students within two weeks after receiving a project for thesis.
- All telephone calls shall be attended to within twenty seconds.
- The department shall not condone impropriety.
- The department is a corruption free zone.
- The department shall maintain a healthy safe and pleasant environment
- The department staff shall report a duty from 8.00am – 5.00pm
- The department is an illicit drug free and a smoking zone.
- The following is the email address of the chairman

Odundopaul@uonbi.ac.ke