



**UNIVERSITY OF NAIROBI**

**COLLEGE OF EDUCATION AND EXTERNAL STUDIES  
SCHOOL OF EDUCATION**

**DEPARTMENT OF EDUCATIONAL  
ADMINISTRATION AND PLANNING**

**SERVICE CHARTER**

## **VISION**

A leading center of excellence in research, consultancy, teaching, and in articulating theory and practice of Educational Administration and Planning.

## **MISSION**

To provide high quality services by generating knowledge, teaching, and consultancy for utilization in Educational Administration and Planning.

## **CORE VALUES**

- Dedication to excellence
- Professional Integrity and Honesty
- Responsible Citizenship
- Corporate social responsibility
- Teamwork and meritocracy
- Impartiality

## **QUALITY OBJECTIVES**

1. Increase student enrolment by 5% each year for the next 5 years.
2. Increase staff levels by 1% per year for the next 5 years.
3. Train and develop staff in areas of research, pedagogy, and consultancy to increase publications by 5% in the next 5 years.
4. Reduce occurrence of emergencies in educational institutions by 2% annually through increasing the capacity of staff and students to identify and provide timely solutions.
5. Increase the number of graduates in Educational Administration and Planning by 10% each year for the next 5 years.

## **COMMITMENT TO SERVICE DELIVERY**

We pledge that:

- We shall attend to all classes in a timely manner as per the teaching schedules.
- Set, internally moderate, and facilitate external moderation of examinations by the 7<sup>th</sup> week of the semester.
- Invigilate exams using the University stipulated student Lecturer ratio of 50:1.
- Mark the exam scripts within 4 weeks from the last date of the examinations.
- Hold a departmental Board of Examiners meeting within 6 weeks from the last date of examinations to consider examinations results.
- Attend to students issues with integrity, honesty, and impartiality.

### **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.

Comments and feedback on this Charter should be addressed to:

**Dr. Grace Nyagah**  
**Chairman**  
**Department of Educational Administration and Planning**  
**University of Nairobi**  
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**NAIROBI**

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