

FACULTY OF AGRICULTURE SERVICE CHARTER WITH COMMITMENT TO SERVICE DELIVERY : OCTOBER 2012

A customer service charter for the Faculty of Agriculture is a framework of how the Faculty of Agriculture businesses work with customers in terms of excellence, response times and overall standards.

The Faculty recognizes that other similar faculties in the rest of the university fraternity all over the world have competing entities, and the customer service charter is something that allows them to stand out over the competition.

In retrospect, the faculty of agriculture at CAVS, with the launch of its charter has committed itself embracing the efficiency and effectiveness in its service delivery.

As a basic operating unit, the faculty works in concert with its departments to deliver on its strategic objectives. In terms of teaching, research, and other core functions, departments have also developed individual service charters which are in resonance with the overall faculty's one in ensuring that service delivery meets quality standards and achieves the timelines set in its service charter.

Vision

A leading hub of academic excellence committed to teaching and learning, research and outreach in agricultural, food, nutrition and environmental sciences.

Mission

To maintain a leadership role in the pursuit of knowledge through relevant and quality research, teaching teaching and learning, consultancy and outreach and to contribute to human capacity development, agricultural productivity, agri-business development, poverty reduction, and food and nutrition security using environment friendly technologies.

Core values

VALUES	EXPECTED BEHAVIOR/ACTIONS
Integrity/honesty	Commit to respect human rights. Strive to uphold the virtues of integrity, honesty, meritocracy and fair play in all our activities.
Innovativeness and creativity	Embrace innovativeness, independence of mind and pro-activeness among staff and students in the resolution of problems and issues.
Prudent utilization of resources	Endeavour to effectively and efficiently utilize all resources entrusted to the Faculty.
Gender equity	Equal opportunity in access to education, employment and recognition. Mainstream gender in all activities.
Team spirit, teamwork	Foster conducive work environment for participatory processes.
Professionalism	Commitment to ethics and professional etiquette.
Quality customer service	Provide quality and timely service to our clients.
Meritocracy and excellence	Meriting, fair play

Transparency and accountability	Openness in decision making and operations.
Environmental conservation	Respect and protect environment.
Freedom of thought and expression	Defense of freedom of thought, academic inquiry and freedom of association.

Core Functions

- Coordination of curriculum development
- Coordination of curriculum review
- Coordination of teaching
- Coordination of examinations

Overall goal

The Faculty curricula are modeled to provide the student with expertise in a specific area. While this is adequate for the student in his/her profession, it is realized that demands on a graduate in the job and in life is usually much broader.

In the current decade, beside the original one BSc. Agriculture degree programme, many others have been and continue to be developed in response to client needs. There are at least 8 undergraduate programmes which include: (1) BSc. Agriculture; (2) BSc. Food Science & Technology; (3) BSc. Food Nutrition & Dietetics; (4) BSc. Agribusiness Management; (5) BSc. Agricultural Education and Extension; (6) BSc. Range Management; (7) BSc. Management of Agroecosystem & Environment; and (8) BSc. Horticulture. Postgraduate studies include: 18 MSc. Programmes; namely: MSc Agric economics, MSc Applied Economics, MSc Agriculture information & Communication management, MSc Agriculture Resource Management, MSc Range Management, MSc. Land and Water, MSc. Soil Science, MSc Agronomy, MSc Horticulture, MSc Plant breeding, MSc Crop Protection, MSc Plant Pathology, MSc Applied Human Nutrition, MSc Food Science & Technology, MSc Animal Nutrition and Feed Science, MSc Animal Genetics and Breeding, MSc Livestock production Systems, MSc Poultry Sciences. Active PhD programmes which have graduated students include: PhD Soil Science, PhD Dryland Husbandry, PhD Range Management, PhD Agronomy, PhD Horticulture, PhD Plant breeding, PhD Crop Protection, PhD Animal Nutrition, PhD Food Science & Technology. The programmes are housed in 5 departments; namely: The Plant Science & Crop Protection (PSCP), Land Agricultural Resources Management & Agricultural technology (LARMAT), Food Science, Nutrition & Technology (FSNT), Agricultural Economics and Animal production (shared shared with the Faculty of Veterinary Medicine).

The Faculty commits itself to maintaining an open system for the assimilation of newer developments both from the external and internal environments. The Faculty of Agriculture in its second cycle five-year (2008-2013) strategic plan implementation, shall continue to reorganize its programmes as well as the accompanying activities in order to produce quality graduates able to discharge their professional duties in job-market place may it be public, private, NGO or self-employment. Team based research activities and the development of technologies that foster scholarship and vice versa while promoting the development of sectoral technologies, outreach programmes as a means of reaching user communities shall be intensified. The implementation, however, will need the support of all stakeholders.

Principles of this service charter

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.

Clients of the faculty

- Faculties
- Schools
- Institutes
- Students
- Employees
- The general public

Partners and stakeholders

In the provision of its services, the Faculty collaborates with the following partners and stakeholders:

- University Management
- University Senate
- Faculties, schools, institutes and departments.
- Finance department
- Procurement Unit
- Neighbors

Client expectations

The following are the least that clients; partners and stakeholders should expect from the Faculty:

- Quality service
- Prompt processing of examination results
- A safe and healthy environment
- Courteous and timely response to requests and enquiries.

Expectations of the faculty

The Faculty expects its clients; partners and stakeholders to:

- Treat its staff with respect and courtesy.
- Provide sufficient and accurate information to enable its staff respond to requests and enquiries appropriately.
- Support its programmes and activities.
- Observe the rules and regulations governing common undergraduate course.
- Provide prompt feedback and comments on the services rendered.

Support services

For efficient management of its functions, the Faculty expects quality support services from:

- The University Management
- Faculties; schools, institutes and departments that house common undergraduate courses.
- Faculties, schools, institutes and departments where students taking common undergraduate courses come from.
- Information and Communication Technology Centre (ICTC)
- Centre for Open and Distant Learning (CODL).
- University of Nairobi Enterprises and Services Ltd. (UNES)
- Finance department
- Procurement division
- Transport section
- Maintenance section

Commitment to Service delivery

No.	SERVICE	REQUIREMENT	COST	TIMELINE
1.	Orientation of students	<ul style="list-style-type: none">• Ensuring that every student is duly registered• Students are issued with student information handbook• Students are given clear guidelines on academic programs examinations rules, student support services and disciplinary procedure	NIL	One week
2.	Registration of students	<ul style="list-style-type: none">• Ensuring that all students have registered for courses each semester and that the student information management system is up, updated and running at all times to for proper record control	Full payment of tuition fee	Within 5 weeks

		<ul style="list-style-type: none"> • Students are registered for the prescribed courses for each semester as required. • Any interfaculty transfer requests are made to the faculty at the earliest announced dates for onward transmission to the academic registrar for further consideration 		
3	Teaching/Conducting of lectures	<ul style="list-style-type: none"> • Teaching timetables are duly prepared in good time and made available on-line prior to student arrival and subsequent registration • It is conducted as per approved timetable 	NIL	First day of each semester to 13 th week of each semester
4	Student academic trips	<ul style="list-style-type: none"> • Budget and trip timetable from respective departments are in place 	As per number of students and staff	2 weeks
5	Conducting of examinations	<ul style="list-style-type: none"> • As per approved examination timetable. • Examination papers are picked from the examination centre on the morning of the timetable exam as a security control measure 	NIL	14 th and 15 th week each semester and daily pick up of the papers within the examination period
6	Issuance of provisional results	<ul style="list-style-type: none"> • Approval by faculty Board of Examiners 	NIL	One week after approval
7	Issues of consolidated mark sheets	<ul style="list-style-type: none"> • Finalized results sent to examination centre following end of examination 	NIL	One week after College Academic Board (CAB) approval
8	Handling of disciplinary cases for staff and students	<ul style="list-style-type: none"> • Issue is picked up by the Faculty and reported • Preparation of charges • Appointment of disciplinary committee 	NIL	48 hrs One month
9	Supervision of postgraduate project reports or thesis	<ul style="list-style-type: none"> • Students indicate intent to submit following by subsequent submission • Give feedback of project reports or theses 	Payment of supervision fees as per program	After receiving completed examiners' reports defense is set within two weeks after

				receiving report
10	Students clearance	<ul style="list-style-type: none"> Students indicate reason or intention Clearance is provided after the department part has been auctioned. 	NIL	Payment Same day of student presenting self.
11	Provision of library services	<ul style="list-style-type: none"> Students/staff ID. 	NIL	Two days
12	Publication of faculty annual report	<ul style="list-style-type: none"> According to the college timeline 	NIL	Annually
13	Staff appraisal	<ul style="list-style-type: none"> Completion of the appraisal forms 	NIL	Conducted between October and March every academic year
16	Responding to telephone calls	<ul style="list-style-type: none"> Official lines 	NIL	Within 20 seconds
17	Receiving visitors/response to queries	<ul style="list-style-type: none"> Official visitors 	NIL	Prompt

Feedback

Please send us any feedback, compliments or complaints through any channel that is appropriate to you as indicated below:

All written communication to be addressed to:

The Dean, Faculty of Agriculture
University of Nairobi
P.O. Box 29053 – 00625
Nairobi, Kenya

You can call us on: (020) 3592736-9 Ext. 27041, 27023 or 27028

Reach us through email: deanagric@uonbi.ac.ke

Customer feedback box

Make use of this box outside our head office.

Head Office
We are in the Faculty of Agriculture Building,
College of Agriculture & Veterinary Sciences
Upper Kabete Campus.