

Vision

To be a premier University that is globally visible in knowledge generation and technological innovations.

Mission

To provide high quality education in training, Science, Agriculture and Technology that promote networking, partnerships and linkages with other insitutions and industry

Core values

At the University of Eldoret, we are committed to:

- Integrity;
- Innovativeness;
- Customer satisfaction;
- Competitiveness;
- Equity; and
- Responsiveness

Our Objectives

- To excel in teaching, research, consultancy and outreach.
- To acquire, maintain, preserve and organize the collection of library resources for learning.
- To provide students with secure accommodation, adequate health services and recreational facilities for holistic development.
- To advance in science, technology and innovation for sustainable development.
- To acquire, develop and maintain quality infrastructure for academic excellence.
- To attract, recruit, develop and retain high quality staff of both gender.
- To ensure revenue growth through effective management of costs and resource mobilization to meet our financial obligations.
- To initiate and mainstream environmentally sound management systems.
- To establish and strengthen networking, partnerships and linkages.

UNIVERSITY OF ELDORET

Service Charter

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Preface

University of Eldoret is home to Applied Sciences, Agriculture, Technology and Engineering and is situated North of Eldoret Town. The University houses eight schools namely: Science, Agriculture and Biotechnology, Natural Resource Management, Education, Business and Management Sciences, Environmental Science and Human Resource Development. The current Directorates include: Information, Communication and Technology; Strategic Planning and Performance Contracting; Quality Assurance, Board of Postgraduate Studies; Research and University-Industry Linkages.

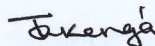
Believing in its Vision: *To be a Premier University that is globally visible in knowledge generation and technological innovations.* The University Academic programs are student-centred, responsive to needs of Industry and Community, as per Vision 2030.

Our student population of over 10,000 has a sizeable component of African students from Sudan, Uganda, Tanzania, Rwanda, Nigeria, and Botswana. The University thus is multicultural, enjoys an elective student governing council and excels not only in academic pursuits but also in numerous extra curricula activities, both within and outside the University.

Our Faculty staff has requisite qualifications that are highly diversified in specializations and are in tandem with the University's many unique academic programs offered at Diploma, Bachelors, and Masters and Doctorate levels. Other programs available include short courses which may be customized to suit specific priorities and needs, bridging courses that are remedial in nature and are expected to open access to undergraduate degree programs.

This Service Charter is a commitment by University of Eldoret to deliver high quality programs and services to our staff, students, research collaborators, donors, stakeholders and the public at large.

Your feedback will enable us improve on our service delivery.



Professor Teresa A.O. Akenga
Ph.D. UNSW (Australia), MSc. Bed (KU), MRSC, MBS.

Vice-Chancellor

Introduction

The University of Eldoret Service Charter sets the scope and the standards of services rendered to our staff, students and stakeholders. We are committed to the provision of quality services to our clients and stakeholders. We have set our commitments to you, and welcome feedback on how to improve our services.

Vision

To be a premier university that is globally visible in knowledge generation and technological innovations.

Mission

To provide high quality education and training, in Science, Agriculture and Technology that promotes networking, partnerships and linkages with other institutions and industry.

Core Values

At the University of Eldoret, we are committed to values that influence our actions and practices. These values form the basis for leadership and management practices and guide the behaviour of all our staff and students. The University's core values include the following and embrace all critical areas of our operations:

Leadership and responsibility: We are committed to responsible leadership that is oriented to stewardship but focused to efficiency and effectiveness.

Transparency, integrity and accountability: We aim to act in honesty and be accountable to our actions. We aspire to conduct ourselves above board.

Excellence in service delivery to our customers: We aim to be dedicated in offering our services to our customers and to honor commitments that we make.

Visibility and competitiveness: We believe that as a university, a commitment to academic excellence is fundamental to everything we do.

Gender Equity and responsiveness: We aim to maintain gender equity and to act without discrimination.

Core Functions

Teaching and Learning: The University offers adequate, innovative, relevant and market driven academic programs, at undergraduate and postgraduate levels, with in-built quality control systems. Furthermore, the University provides an enabling academic environment for staff and students.

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

Consultancy: The University has integrated consultancy within its core functions.

Outreach and Extension: The University has integrated outreach and extension within its core functions.

Community Service: The University participates in community programs and activities as part of its Corporate Social Responsibility.

Strategic Objectives

- a) To excel in teaching, research, consultancy and outreach.
- b) To acquire, maintain, preserve and organize the collection of library resources for learning.
- c) To provide students with secure accommodation, adequate health services and recreational facilities for holistic development.
- d) To advance in science, technology and innovation for sustainable development.
- e) To acquire, develop and maintain quality infrastructure for academic excellence.
- f) To attract, recruit, develop and retain high quality staff of both gender.
- g) To ensure revenue growth through effective management of costs and resource mobilization to meet our financial obligations.
- h) To initiate and mainstream environmentally sound management systems.
- i) To establish and strengthen networking, partnerships and linkages.

Structure and Governance

University of Eldoret is established under a Charter of 11th February 2013.

The following are the main Organs of Governance of the University:

- **Chancellor:**
Overall Head of the University
- **The University Council:**
Supreme organ charged with the governance, control and administration of the University. It is headed by a Chairman.
- **University Management Board:**
Oversees the University development plans, ensures efficient management of resources, and makes proposals to the Council on policies that have a University-wide application.
- **Senate:**
Supreme academic organ that determines and oversees all academic programs at the University.
- **Vice-Chancellor:**
Academic and administrative head of the University, responsible for maintaining and promoting efficient management of the University and reports to the University Council.
- **Deputy Vice-Chancellor (Academic & Student Affairs):**
Head of Academic Division and is responsible for the development of syllabi, examination rules and regulations, postgraduate studies, research, admissions and academic staff training and development.

- **Deputy Vice-Chancellor (Administration & Finance):**
Head of Administration and Finance Division, responsible for human resource management, finance, planning, assets and infrastructure development and maintenance.

Principles of Service Delivery

In our service delivery we pledge to:

- Serve our clients with dignity, courtesy and respect;
- Continuously provide efficient and effective service;
- Adhere to ethical and equitable service provision;
- Enhance transparency, integrity and accountability;
- Observe the principles of natural justice;
- Maintain appropriate confidentiality;
- Discharge our duties professionally and with due diligence;
and
- Ensure delivery of affordable quality education.

University Clients

Our clients comprise the following among others:

- Staff
- Students
- Parents
- Suppliers
- Alumni
- Community
- The Public.

Partners/Stakeholders

Our partners and stakeholders comprise the following among others:

- Taxpayers
- Employers
- Ministry of Higher Education, Science and Technology
- Commission for Higher Education
- Higher Education Loans Board
- Universities
- Research collaborators
- Training Institutions
- Industry partners
- Business partners
- Kenya Education Network (KENET)
- Ministry of Education
- Other government departments
- Donors and Sponsors
- Trade Unions
- Students' Union
- 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;
- Increased funding for research;
- Prompt research output;
- Well maintained lecture theatres, laboratories, offices, hostels and other facilities;
- Provision of transformative and competitive consultancy and research services;
- Adaptive human resource management practices;
- An effective performance appraisal system;
- Fair and just disciplinary procedures;
- Efficient procurement processes;
- Recognition and acknowledgement of donors and sponsors;
- Expeditious processing of collaborative agreements;
- Honoring Memoranda of Understanding (MoUs) involving research institutions, industry and other partners;
- Existence and application of modern Information and Communication Technology (ICT);
- Involvement of Alumni in governance and development of the University;
- Safe and healthy environment;
- Courteous and timely response to requests and

enquiries; and

- Prompt clearance of students and staff.

University Expectations

The University 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 of University programs and activities;
- Observe University rules and regulations; and
- Provide feedback and comments on the services rendered.

Support Services

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

- Dean of Students Office
- Sports and Games Department
- Open and Distance Learning (ODL)
- University Library
- University of Eldoret Alumni Association
- Students Services
- Estates Department
- Finance Department
- Information and Communication Technology (ICT)
- Internal Audit Office

- Legal Office
- Procurement Department
- Public Relations Office
- Transport Department
- Health Services
- University of Eldoret Bookshop
- Security Department
- Moi University Pension Scheme/Provident Fund
- University Farm
- Guest House

Commitment to Service Delivery

In our service delivery, we pledge that:

- The University shall maintain a healthy, safe and enabling environment.
- Students admitted to the University shall receive admission letters, fees structure and other relevant documents at least two months prior to reporting date.
- Upon registration, a student shall be issued with clear guidelines on academic programs, examination rules, student support services and disciplinary procedures.
- All lectures shall be conducted fully and on time, as per approved timetables and academic calendar.
- Consolidated mark sheets shall be finalized and forwarded to examinations office within two months following end of year examinations.
- Postgraduate supervisors for Masters or Doctoral

degrees will give feedback to their students within two weeks after receiving a draft project report or thesis.

- Disciplinary cases for students and staff shall be completed within a period of thirty working days.
- Graduation ceremonies shall be held as scheduled annually.
- University degree certificates shall be issued within two months after graduation while transcripts shall be issued within one week upon application and as per examination results procedures.
- The University Library shall be open from 8.00 am. to 10.00 pm. on weekdays, 8.00 am. to 5.00 pm. on Saturdays and 2.00 pm to 5.00 pm on Sundays and public holidays.
- External queries and correspondences shall be responded to within three days.
- The University of Eldoret Bookshop shall open from 8:00 am to 5:00 pm on weekdays, 8:00 am to 4:00 pm on Saturdays.
- The University Calendar containing the almanac and all programs shall be published by July every year.
- The process of recruitment and promotion shall be completed within three months, from advertisement to issuance of letters.
- Staff performance appraisal shall be conducted between May and July every academic year.
- The Finance Department shall observe all financial regulations and procedures, ensure adherence to budgetary provisions; and process approved payments within 30 working days.
- Procurement of goods and services shall be done

- within one month after receipt of relevant requisitions from the user and in line with the University and government procurement procedures and regulations.
- University clinics shall open 24hrs/7 days a week.
 - The University shall not condone drug and substance abuse and is a non smoking zone.
 - The University shall not condone CORRUPT practices.
 - The University shall provide sports and games facilities that will be up-to-date and well maintained.
 - Transport requests by staff and students shall be provided on time and as per approved requests and schedules.
 - Quality ICT services shall be provided to staff and students.
 - All telephone calls shall be attended to within twenty seconds.
 - Routine correspondence shall be replied to within seven days from the date of receipt.
 - The University shall not condone laxity and impropriety.
 - Clearance of staff shall be finalized within fourteen days.
 - Clearance of students shall be finalized within five days.
 - Timeliness shall be observed in the course of service delivery.
 - The University shall endeavor to facilitate students' industrial attachments and teaching practice.

Feedback

- Complaints, compliments and suggestions should be forwarded to departmental heads and in the case of appeals to the Office of the Vice-Chancellor.
- Feedback may be channeled through telephone, letters, and e-mail or suggestion boxes.
- Confidentiality and privacy shall be respected.
- All feedback shall be addressed to within seven days.

The following are the e-mail addresses for key Offices of the University:

| OFFICE | E-MAIL ADDRESS |
|---|----------------------------|
| Vice-Chancellor's Office | vc@uoeld.ac.ke |
| Deputy Vice-Chancellor (Administration and Finance) | dvcaf@uoeld.ac.ke |
| Deputy Vice-Chancellor (Academic and Student Affairs) | dvcasa@uoeld.ac.ke |
| Finance Office | fo@uoeld.ac.ke |
| Registrar's Office | registrar@uoeld.ac.ke |
| Human Resource Office | personnel@uoeld.ac.ke |
| Admissions Office | admissions@uoeld.ac.ke |
| Dean of Students Office | deanofstudents@uoeld.ac.ke |
| Dean, School of Science | deansos@uoeld.ac.ke |
| Dean, School of Education | deansoe@uoeld.ac.ke |
| Dean, School of Business and Management Sciences | deansbms@uoeld.ac.ke |

| | |
|--|----------------------------|
| Dean, School of Environmental Studies | deanses@uoeld.ac.ke |
| Dean, School of Natural Resource Management | deannrm@uoeld.ac.ke |
| Dean, School of Agriculture and Bio-technology | deansab@uoeld.ac.ke |
| Hostels Office | hostels@uoeld.ac.ke |
| Security Office | security@uoeld.ac.ke |
| Health Services | healthservices@uoeld.ac.ke |
| Registry | registry@uoeld.ac.ke |
| Examinations Office | exam@uoeld.ac.ke |
| Catering Office | catering@uoeld.ac.ke |
| Director, ICT | ictdirector@uoeld.ac.ke |
| Director, SP & PC | directorsppc@uoeld.ac.ke |
| Director, Quality Assurance | qadirector@uoeld.ac.ke |
| Director, Board of Postgraduate Studies | directorbps@uoeld.ac.ke |
| Library Services | Librarian@uoeld.ac.ke |
| Information Desk | info@uoeld.ac.ke |

All observations and comments on this Charter shall be addressed to:

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