

Commitment to Service Delivery

In our service delivery, we pledge that:

- That School shall participate fully in enabling students admitted to the University receive their admission letters two months prior to reporting date.
- All Lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheets shall be finalized and forwarded to examinations office with one month following end of examinations.
- Postgraduate supervisors for Master or Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- Disciplinary cases for students and staff shall be completed within a period of thirty days.
- The School shall participate fully in ensuring graduation ceremonies are held on schedule in September.
- 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 October and March every academic year.
- Procurement of goods and services shall be done within eight weeks (8), and in line with the University and government procurement regulations
- The School shall maintain a healthy, safe and pleasant environment
- The School is an **ILLICIT DRUG FREE** and a **NO SMOKING ZONE**.
- All telephone calls shall be attended to within twenty seconds
- Routine correspondence shall be replied to within seven days from the date of receipt.
- In line with University policy, the School shall not condone impropriety.
- In line with the University policy, the School shall be a **CORRUPTION FREE** zone.
- Clearance of students and staff shall be finalized within two days.
- Timeliness shall be observed in the course of service delivery.
- The School shall endeavour to link industry and students to secure them employment and internship.

Feedback

Complaints, compliments and suggestions should be forwarded to respective Schools/ institute and the Dean's Office.

Feedback may be channeled via telephone, letters, e-mail or suggestion boxes.

Confidentiality and privacy shall be respected.

All feedback shall be addressed within seven days

Comments to:

Dean, School of Built and Environment

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Email: deanfadd@uonbi.ac.ke