

Commitment to Service Delivery

In our service delivery, we pledge that:

- Students intending to be admitted to the Department shall receive admission letters through the Faculty of Arts (8) weeks prior to reporting date.
- Upon registration, a new student shall be issued with clear guidelines on academic programmes, examination rules, student support services and disciplinary procedures.
- All lectures and other learning activities shall be conducted fully and on time, as per approved schedules.
- Consolidated mark sheets shall be finalized and forwarded to examinations office, within the framework of SMIS (1) one month following end of the examinations.
- Accessing of examination results online 1 month after examination date.
- Postgraduate supervisors for Masters or Doctoral degrees will give feedback to their students within two weeks after receiving drafts.
- Staff performance appraisal shall be conducted between October and March every academic year.
- The Department shall maintain a healthy, safe and pleasant environment.
- The Department is an illicit drug free and a no smoking zone.
- Transport shall be provided on time as per approved requests.
- Quality ICT services shall be provided to students and staff.
- All telephone calls shall be attended to within twenty (20) seconds.
- Hard copy routine correspondence shall be replied to within seven (7) days from the date of receipt.
- E-mail enquiries shall be responded to within 48 hours.
- Online enquiries shall be responded to within 24 hours.
- The Department shall be a CORRUPT FREE zone.
- Clearance of students and staff shall be finalized within two (2) days.
- Timelines shall be observed in the course of service delivery.
- We shall endeavour to link industry and students to secure them employment and internship.

Feedback

- Complaints, compliments and suggestions should be forwarded to the Chairman and in case of appeals, to the Dean.
- 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 (7) days.