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D.M.M.

JOMO KENYATTA UNIVERSITY
OF
AGRICULTURE AND TECHNOLOGY
COLLEGE OF PURE AND APPLIED SCIENCES

Foreword

The Service Charter is a commitment by the College of Pure and Applied Sciences to deliver high quality services to our students, staff, research collaborators, donors, other stake holders and the public at large.

The College of Pure and Applied Sciences encourages feedback that will enable us continuously improve on our service delivery

Prof. David M. Mulati

Principal, COPAS

ISO 9001 & 14001:2015 integrated system)

1.0 Introduction

The College of Pure and Applied Sciences Service Charter sets the scope and the standards of service rendered to our students, staff and stakeholders. We are committed to the provision of quality service 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 global Centre of excellence in training, research, innovation and consultancy services in order to realize sustainable and secure livelihoods.

Mission

To pursue and maintain a world-class leadership role in the quest for knowledge by way of offering accessible quality training, research innovation and consultancy in order to produce leaders in the fields of Pure and Applied Sciences to suit the needs of a dynamic world.

1.1 Core Values

The College of Pure and Applied Sciences is committed to realizing its vision and mission. It operates within certain treasured beliefs, which have contributed to its success. The college shall:

i. Uphold professionalism and ethics in all its dealings with its stakeholders.
ii. Be accountable and transparent in all its operations.
iii. Uphold integrity, honesty and quality in training and all other activities.
iv. Promote participatory management and effective teamwork in all its activities and operations.
v. Promote and maintain linkages with industry, other institutions and alumni.
vi. Uphold dignity of all members of staff and students.
vii. Recognize and esteem ideas and innovations.

1.2 Core Functions

Teaching and learning: The College offers adequate and competitive, innovation, relevant and market driven academic programmes, at both undergraduate and postgraduate levels with in-built quality control systems. Further, the College provides an enabling environment for integrated growth for students and stuff.

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

Consultancy: The College has integrated consultancy within its core functions

Community Service: The College participates in community programmes and activities as part of its Corporate Social Responsibility

1.3 Structure and Governance

Principal: Academic and Administrative head of the College, responsible to the Vice Chancellor for maintaining and promoting efficient management of the College.

College Management Board: Co-ordinates the College's development plans, ensures efficient management of resources, and makes proposal to the University Management Board and Senate on policies that have a University-wide application

1.4 Strategic Objectives

The College of Pure and Applied Sciences is guided by the following principals in order to achieve its vision;

i. To manage the college efficiently
ii. To produce quality and holistic graduates in Physical, Biological and Mathematical sciences; and Computing and Information Technology.
iii. Advance and consolidate scientific and technological innovations in fundamental sciences; Microbiology, Chemistry, Physics, Mathematics, Statistics, Plant Sciences and Animal Sciences; Computing and Information technology.
iv. To enhance the competitiveness of COPAS as a Centre of excellence in sciences

All students and staff in the College will embrace these values which will remain the cornerstone in our service delivery.

1.5 Principles of Service Delivery

In our service delivery we pledge:

i. To serve our clients with dignity, courtesy and respect.
ii. To uphold high standards of service.
iii. To provide service with diligence and integrity at all times.
iv. To utilize meager resources prudently to attain best value for our clients, partners, and other stakeholders.
v. To embrace Innovative practices and dynamism through continuous improvement of systems and processes.
vi. To discharge our duties with enthusiasm and total commitment.
vii. To perform our duties professionally and ethically.

1.6 COPAS Clients and Stakeholders

The stakeholders and clients of JKUAT constitute the following:-

i. JKUAT students
ii. JKUAT staff
iii. Parents and guardians
iv. Government of Kenya
v. Commission for University Education
vi. Higher Education Loan Board
vii. Research and Industry partners
viii. Employers
ix. Alumni
x. Universities and Tertiary Institutions.

1.7 Clients and Stakeholders` Expectations

Our clients and stakeholders expect provision of service as follows:

i. An open and transparent student admission.
ii. Effective and participatory teaching and supervision of students.
iii. Courteous and timely response to requests and enquiries.
iv. Except for essential services, all offices to be open between 8.00 a.m. and 5.00 p.m. with a one hour lunch break between 1.00 p.m. and 2.00 p.m. from Monday to Friday except on public holidays.
v. All telephone calls to be answered within three rings.

1.8 COPAS Expectations

The College expects its clients and stakeholders to:

i. Observe University rules and regulations.
ii. Treat staff with respect and courtesy.
iii. Prompt payment of all dues, fees and levies
iv. Support of College programmes and activities
v. Provide sufficient and accurate information to enable us to respond to requests.
vi. Provide feedback and comments on the services given.

1.9 Handling Customer Complaints and feedback

i. Our clients are encouraged to forward compliments, complaints and suggestions to the Office
ii. The college guarantees confidentiality and privacy in respect to complaint`s identity and substance of complaint.
iii. The college has established mechanisms for receiving feedback which include suggestion boxes, compliments/complains forms and customer feedback form
iv. The College shall address complaints in less than fourteen (14) days from the date of receipt.

SERVICE DELIVERY MATRIX

S/NO.	Services/Goods/Action	Requirements to Obtain Services / Goods	User Charges	Timeline
1.	i. **Admission of GoK (regular students)**	KUCCPS Admission list	Nil	□ Within 2months of receipt of admission list
	ii. **Self-sponsored students**	**Certificate** C-, Diploma C, Degree C+, **Masters:** Bachelor's degree at 1st Class or 2nd Class upper or Lower + 2 Years of work experience or Pass + 5 years experience or other qualification considered equivalent by Senate, **Ph.D.** Relevant Master`s degree.	Application fee: **Cert** KShs.500, **Diploma**:KShs.1000 , **Bachelors**, **Masters** and **Ph.D.** KShs.1,500 Payment of requisite fee as per policy	□ Within 1month of approval of admission list
	iii Registration of new students	(i) Admission letter (ii) Academic Certificates/result slips (iii) National ID/Passport/Birth certificate (iv) Proof of payment of required fee (v) Registration Check List (vi) Signing of nominal roll	As per fee structure	□ Within 15days of start of semester

	iii. **Registration of continuing students**	(i) Proof of payment of required fees (ii) Registration checklist (iii) Signing of nominal roll	Nil	□ Within 15days of the start of semester
	iv. **Orientation of the new students**	(iv)Student ID Student registration /Signing of nominal roll		Within the first week of reporting period
2.	**UP-scaling of Research and Innovation of Products through Licensing, Joint Venture and Assignment**	(i) Compliance with JKUAT intellectual property policy and payment of required fee	Determined on case basis	□ Within 3 months
3.	**Academic Quality Assurance**	(i) Monitoring of standards in teaching/learning (ii) Ensuring compliance of programs to national and international standards	Free	□ continuous
4.	**Policy Formulation**	(i) Ordinary Management Meetings (ii) College Academic Board (iii)Development of new Policies (iv) Review of existing Policies	Free	□ Once every month □ Twice every semester □ Within three months of identification of need

5.	**Establishment of Collaborations, Linkages and Partnerships**	(i) Payment of facility inspection fee where applicable (ii) Signing of the memorandum of understanding	KShs. 50,000 to 150,000 depending on the distance	Within two months
6.	**New Programs**	(i) Establishment, development and review of new programs		☐ As need arises
7.	**Performance Contracting**	(i) Implementation of college strategic plan (ii) Development of work plan (iii) Development of performance contracts (iv) Cascading of performance contracts	Free	☐ 90 days before the end of the contract year ☐ By the start of the contract year ☐ Within 15 days of deans signing the school contract ☐ By the tenth day of the month following the end of the quarterly contract
8.	**Safety and Security**	(i) Protection of university resources (ii) Liaison with university security services, estate department and maintenance (iii) Evaluation and maintenance of safety and security equipment	Free	☐ continuous

		(iv) Conduct laboratory safety services		
9.	**College Communication Services**	(i) Website update (ii) Production of brochures (iii) Advertisements (iv) Marketing of products	Free	☐ Four times in a year ☐ Within three weeks of the request ☐ As need arises ☐ continuous
10.	**Gender Mainstreaming Services**	(i) Conduct gender awareness campaigns. (ii) Ensuring gender equity in the college programmes	Free	☐ Continuous
11.	**Teaching Services**	(i) Executing teaching (ii) Provision of teaching resources (iii) Student attachments	Tuition fees as per prevailing fee schedules	☐ From the first week of the semester as stipulated by senate ☐ On a need basis ☐ As per departmental schedules at appropriate stages of the programme
12.	**Examination Administration**	(i) Examination of students (ii) Continuous assessment (iii) Examination of undergraduate projects (iv) Examination of post graduate thesis	Examination fee as stipulated in the prevailing fee schedule	☐ At the end of the semester ☐ Continuous ☐ Within one month of submission of the project ☐ Within two months after receipt from BPS

13.	**Students Welfare Services**	(i) Counseling services (ii) Psychological (iii) HIV/AIDS (iv) Career guidance	Free	☐ Need basis ☐ Referral ☐ Continuous ☐ Scheduled career talks
14.	**Human Resource Services**	(i) Assessment of human resource requirements and advertisement of vacant positions	Free	☐ Annually ☐ Within one month after receiving
		(ii) Short listing for interviews (iii) Introduction and orientation of recruited staff (iv) Staff appraisal (v) Processing of leave application		applications from personnel ☐ Within the first two weeks of reporting ☐ In accordance with the performance appraisal guidelines ☐ To be forwarded to the HR department within two days
15.	**Extension Services**	Technology transfer (i) Direct training of groups (ii) Shows and exhibitions	Free	☐ Continuous on request ☐ Annual participation in national and international shows and exhibitions
16.	**Payment of Suppliers**	☐ Duly signed invoices and supporting documents	Free	☐ Within 90 days upon receipt of required documents

All comments and feedback on this service charter should be addressed to:
The Principal

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HUDUMA BORA NI HAKI YAKO