

DEPARTMENT OF AGRICULTURAL ECONOMICS

SERVICE CHARTER

FOREWARD

This service charter outlines the commitments made by Agricultural Economics to serve its clientele and stakeholders. This is in line with the CAVS wide service charter which guarantees quality service to its customers. The aim of this document is to set the scope and levels of customer-services that can be expected and realistically delivered within the resources available to the Department.

This service charter specifies the commitments of the staff to the goal of ensuring that the Department of Agricultural Economics (AGECON) remains the hub of academic excellence not only in Kenya but also in East, Central and Southern Africa.

The charter includes an AGECON service policy, programmes review processes, an outline of services provided, some service benchmarks, description of AGECON partners and stakeholders and their contributions, a description of Extension and outreach activities and memorandum for collaborations. Please communicate with us through email provided at the end of this service charter.

Dr. Fred I. Mugivane

Chairman

Department of Agricultural Economics

1.0 INTRODUCTION

Agricultural Economics is the oldest and best established department in Kenya. The Department was founded in 1971, within the UoNs College of Agriculture and Veterinary Sciences. The Department has two undergraduate and two postgraduate academic programmes. The MSc in CMAAE is a regional programme for 16 Agricultural Economic Departments in the East, Central and Southern African region and the MSc AICM is a RUFORUM programme offered in East African universities. The popular BSc Agribusiness Management and the interfaculty BSc Agricultural Education and Extension are the two undergraduate programmes offered by the Department. The Department provides research and consultancy services to public and private sectors, NGOs, Parastatals, International research centres, CIMMYT, ICRISAT, ICRAF and CIAT at different interfaces. The department builds capacity for the analysis of development issues in agricultural/industry sectors through its staff and students (MSc/PhD) undertaking collaboration research programmes with professionals in other departments, regional and international collaborators. The Department enjoys partnerships through the public and private sectors that have continued to provide employment opportunities for our graduates. The Department has a strong link with the African Economic Research Consortium (AERC) through CMAAE programme. The Department use workshops, publications, seminars series and community Fora to disseminate theses research findings to stakeholders, and get feedback on its research results. A strong pool of researchers and publishers in the department spearhead intellectual exchange between its researchers by writing collaborative research proposals, inviting guest lecturers and encouraging exchange programmes.

Vision

To be an international centre of excellence for training, research and extension, outreach activities, environmental concerns in order to realize sustainable and improved livelihoods for all.

Mission

To promote, support and improve the utilization of research findings, training programmes, outreach capabilities and collaborative networks among agricultural and applied economic specialists in shaping the growth of agricultural productivity for poverty reduction, secure livelihoods and natural resource management.

Core Values

In order that it realizes its stated vision and mission, the Department shall embrace the following core values:

- Professionalism
- Teamwork
- Creativity and innovations
- Integrity, Honesty, Quality
- Ethical practices
- Leadership

Core Functions

The core functions of the Department of Agricultural Economics include:

- Training/Teaching, Research Consultancy, Outreach Activities.
- Curriculum Development and Review
- Offer degree programmes leading to Diploma, BSc, MSc, PhD.
- Setting and Coordination of Departmental Examinations.
- Supporting and participation in Department, Faculty, College Committee and activities.
- Publications,
- Attend Conferences, Seminars, Workshops.

2.0 OUR REGULAR CLIENTS INCLUDE

- Undergraduate Students
- Masters and PhD students
- Potential Students
- Research Associates
- Other researchers
- Departmental Board Members
- Collaborating institutions
- Donor/Grants agencies
- NGOs
- Government officers
- International organizations
- University of Nairobi Employees
- Members of Public/Community
- Parents/Guardians
- Suppliers
- Alumni
- Government ministries

3.0 COMMITMENT TO SERVICE DELIVERY

In our service delivery, we pledge that

- Orientation will be given to all our students during the first week of reporting to the campus.
- Upon registration and during orientation a student shall be issued with clear guidelines on academic programmes, timetables, examinations and class attendance rules, student support services and student information handbook.
- All lecturers shall be conducted fully and on time, as indicated on approved timetable
- All exams shall be set in time, internally and externally moderated and forwarded to examinations office in time for printing and proofreading.

- Examinations shall be supervised by relevant lecturers, marked in time, submitted to the external examiners and results discussed at departmental meeting before forwarding to the faculty board meeting.
- Disciplinary cases for examinations cheating, plagiarism, misconduct shall be completed within one week at departmental level.
- Disciplinary cases for students and staff shall be completed within one month.
- Postgraduate supervisors for Master or Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- The Departmental library shall be open from 8:00am to 5:00pm on weekdays.
- The process of recruitment and promotion, shall be completed within three months, from advertisement to issuance of letters.
- Staff performance appraisal shall be conducted every academic year as scheduled by the university.
- Part-time lecturers shall be paid at end of semester after submitting all scripts, marksheets, grades and signing for them.
- Procurement of goods and services will be done within one month, and in line with the university procurement regulations.
- The Department of Agricultural Economics shall maintain a healthy, clean, safe and pleasant learning environment.
- The Department is an illicit drug free zone and a no smoking area.
- Staff and students shall be required to go on an academic trip at least once every academic year.
- Transport for classes outside CAVS and field trips shall be provided on time as per approved requests.
- Staff and students shall be expected to participate in sports and games.
- Teaching aids, LCD, computers, projectors, whiteboard and pen, flip charts etc. shall be available for use by teaching staff.
- All telephone calls shall be attended to within 30 seconds.
- All academic programmes shall be put in e-learning ODEL and made available to registered students.
- All academic staff shall be expected to provide their teaching notes for conversion into e-learning/ODEL modes of delivery.
- All departmental activities, workshops, research, conferences, seminars, guest lecturers, publications, presentations, outreach activities shall be posted on the website.
- All students shall join professional clubs in their disciplines.
- All Staff and students shall be expected to use provided ICT services and departmental computer lab.
- All students participate in farm practice and agricultural education and extension undertake both farm practice and teaching practice.
- Staff and students shall participate in outreach activities, tree planting day, fun day and end of year party.
- The Department is a corruption free zone.

Staff and students of the Department of Agricultural Economics are committed to providing excellent service to clients and behave well with dignity, provide accurate information, are approachable, helpful, respectful and professional. In their service delivery they act with care, are consistent, comply with rules, use available resources efficiently and treat everybody equitably free from negative ethnicity.

Expectations from Clients

The Department of Agricultural Economics is committed to providing excellent service to clients and you should expect our staff to:

- Exhaustively cover the approved syllabi.
- Promptly and fairly process examination results.
- Maintain lecture halls, offices, hostels and other facilities.
- Fairly and justly follow disciplinary procedures
- Avail ICT for use
- Behave honestly, courteously and with integrity
- Promptly clear students and visitors
- Increase proposal writing and funding for research
- Aggressively market consultancy, our programmes and research services
- Have an efficient and effective performance appraisal system
- Be consistent and committed to equitable treatment for all
- Comply with the rules governing University of Nairobi.
- Use resources available in the most efficient manner.
- Provide professional and consistent standards of services.

Donors and Partners

- Prompt research output
- Honouring Memorandum of Understanding (MoU). Involving research institutions, industry and other partners
- Recognizing and acknowledging donors, sponsors, funders of our research and teaching programmes
- Ensure transparency and accountability

Suppliers

- Prompt processing of payment for services and goods delivered.

Alumni

- Involvement of Alumni in the operation and development of the department.

Community

- Maintenance of University community fruitful interactions
- Sharing research findings and outreach activities with community
- Extent and disseminate our skills, knowledge and technologies to community.
- Invite community to Departmental workshops and seminars for information sharing

Expectations of the Department

The Department of Agricultural Economics shall expect the following from its clients/stakeholders:

- Treat its staff with respect and courtesy
- Provide sufficient and accurate information
- Support its programmes and research
- Observe the rules and regulations governing our programmes
- Provide prompt feedback and comments on the services rendered
- Support its extension and outreach activities.

Support Services

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

- Faculty Board, College Management Board and College Academic Board.
- Other departments, faculties, schools, institutes which offer its students teaching services and where its staff offer services
- Information and Communication Technology Centres.
- Center for Open and Distant Learning (CODL)
- University of Nairobi Enterprises and Services Ltd (UNES)
- Finance, Grants, Legal offices
- Procurement office
- Transport section
- Maintenance section

COMMITMENT TO SERVICE DELIVERY

NO.	SERVICE	REQUIREMENT	TIMELINE
1.	Ensure 100% class and examination attendance	Student & Staff fill forms	As specified on timetable
2.	Ensure all programmes have coordinators		
3.	Ensure all extra-curricular, farm practice/teaching practice have coordinators.	Departmental Duties	As specified
4.	Responses to inquiries	Queries received	5 (five) working days
5.	Preparation of teaching timetables	3 weeks before teaching	As specified by faculty timetable
6.	Assignment to lecturers to teaching (allocation)	Before timetable is circulated	Before beginning of semester.
7.	Taking class attendance roll calls for two thirds requirement	During lectures	Immediately after or during lectures.
8.	Preparations of Exam and Exam timetable.	2 weeks before end of lectures	Two weeks before beginning of Exam.
9.	Discussing Exam results	As scheduled in Department	As scheduled in Faculty
10.	Forwarding Exam results	After department exam board meeting	After faculty exam board meeting.

Feedback

Send to the Department complaints or compliments through any channel that is appropriate to you including suggestion box in the Department, Departmental e-mail, box or to individual staff including

Chairman,
Department of Agricultural Economics
P.O. Box 29053 – 00625
Nairobi, Kenya.

You can call us on:
020-2091967

Reach us through E-mail:
agecon@uonbi.ac.ke

Location:
We are located on ground floor, 1st Floor and 2nd floor 8.4.4 Building College of Agriculture and Veterinary Sciences.