

Vision: To be a top class School of Business & Economics among the leading business schools in the world

Mission: To provide quality local and international learning experience through professional guidance that imparts theory and practice innovatively.



Motto: Business for self-reliance

Core Values: i) Accountability, (ii) Professionalism, (iii) Academic excellence & (iv) Social responsibility

CUSTOMER SERVICE DELIVERY CHARTER

SCHOOL OF BUSINESS & ECONOMICS

SERVICE OFFERED	OFFICE	OFFICER INCHARGE	REQUIREMENTS	CHARGES	TIMELINE
Providing Information	Dean's Office	Dean	Specify the Enquiry/requests for information or Officer to see.	Free	Immediately
Management of complaints, compliments and suggestions	Dean's Office	Dean	Receipt of complaint, Compliment or suggestion.	Free	7 days
Processing of application for admission into University/College programmes	Dean's Office	Dean	Aduly completed application form Certified copies of certificate or result slip.	Certificate KSh.500.00 Diploma Kshs. 500.00; Degree KSh.1,000.00; Post Graduate Diploma, Masters & PhD KShs. 2000.00	Within 1 Month
Admission of students into University/College programmes	Dean's Office	Dean	Degree-Mean grade at least C+ at KCSE or 2 Principles at A-Level and I subsidiary Masters-2 nd Class Honors, Upper Division or Lower Division with 2 years post qualification experience PhD-Master's Degree	As per application fee	1 month
Registration of students into University/College programmes	Dean's Office	Dean	Admission letter and original academic certificates, Passportsize photographs documents	As per fee structure	1 day
Processing of provisional transcripts	Dean's Office	Dean	Completion of specified academic year	Free	1 Month after senate's approval
Issuance of provisional Transcripts	Dean's Office	Dean	Successful completion of academic year	Free	1 day
Graduating students	Dean's Office	Dean	Successful completion of courses; Academic dress	Payment of graduation fees	As per academic calendar
Clearing students upon completion of studies	Dean's Office	Dean	Duly completed clearance form	Free	2 days
Orientation of new Students	Dean's Office	Dean	Successful completion of the registration process Appointment letter	Free	1 days
Orientation of new staff	Dean's Office	Dean	Duly completed clearance form	Free	1 days
Clearance of staff on exit	Dean's Office	Dean	Duly completed clearance form	Free	1 days
Counseling services (individual/group counseling)	Dean's Office	Dean	Bona fide student or staff	Free	8am-5pm Weekdays
Outreach services to community	Dean's Office	Dean	Identification of a need and on request	Free	Within 2 weeks