

CORE FUNCTIONS OF SWA

SWA has two core departments that administer its functions. Residential services are coordinated by the Halls Department while Catering Department coordinates the catering services. The provision of these services is achieved with the cooperation of the five support functions of personnel, maintenance, finance, supplies and security.

To facilitate efficient service delivery, SWA operations are organized into eleven Strategic Management Units (SMUs) spread over the campuses. The main campus hosts four SMUs while the other campuses comprise an SMU. The SMUs are:

1. Lower State House Road Unit (LSHR)
2. Mamlaka and Prefabs Unit
3. Women's Hall Unit
4. Upper State House Road Unit
5. Chiromo Unit
6. Kenyatta Medical School Unit (KMSH)
7. Upper Kabete Unit
8. Lower Kabete Unit
9. Parklands Unit
10. Kikuyu Unit
11. Kenya Science Campus Unit

CATERING SERVICES

Resident students are automatically considered for the pay-as-you-eat (PAYE) catering service programme, which provides 21 meals per week. From Monday to Sunday the dining halls are open for three meals per day to supplement the regular dining services, there are outside catering services in most SMUs, which are open and offer services continuously from 8.00am to 3.00pm.

The dining halls provide a variety of foods. The meal programme provides for pace-changers and special meals. A wide range of special diet can be accommodated and students are asked to

meet with the unit management to discuss meal plans and special diet requirements. There is always a Catering Officer on duty who should be consulted in case of problems or complains.

In recognition, the religious observances may at times impact on the ability of students to have meals at normal hours (e.g. during Ramadhan), the units provide the services at times convenient to the groups provided prior arrangements are made.

Arrangements have been made for students to make pre-payments for meals and subsequently eat on account.

RESIDENTIAL SERVICES

Accommodation is availed to all dully-enrolled students. For efficient accommodation services SWA has computerized room application and allotment process. All dully enrolled student of the University are to do an online room application within a period of time prior to the start of an academic year.

Room allotment is processed online with equal chances to all students who have duly applied online through the student portal on the university of Nairobi website.

Once room allotment process is completed all successful applicants are required to pay the requisite accommodation fees and then confirm their room allocation online to enable them access their rooms at the start of academic year.

Those who are out of session and Module II students may be considered for accommodation whenever there is excess capacity in the system.

There is a Halls Officer in each SMU. The Halls Officer, assisted by the Halls Assistants, Custodians and support staff in halls attend to the daily need of students. Students should maintain close contacts with these officers and consult with the Unit Managers in case of dissatisfaction with the service rendered.