



UNIVERSITY OF NAIROBI

Student Welfare Authority

STUDENT INFORMATION

1. STRATEGIC MANGEMENT UNITS ADMINISTRATION

For proper management and quick customer service SWA has a decentralized its operations into 11 Strategic Management Units referred to as SMUs. The SMUs are Mamlaka, Women's Hall, Upper State House, Lower State House, Kenyatta Medical School Hostel, Kikuyu, Upper Kabete, Lower Kabete, Parklands, Kenya Science and Chiromo.

Every SMU is headed by SMU Manager who is responsible for day to day running of the SMU. The manager is assisted by officers on the ground on the following services.

- **Accommodation services**

In the halls department there is the Halls Officer who is responsible for proper management of accommodation services. The Halls Officer is assisted by Assistant Halls Officer. Other cadres of staff in Halls Department are Halls Assistants, Custodians (both night and day) and cleaners.

- **Catering services**

Catering Department in the SMU is headed by a Catering Officer in charge of catering services and hence oversees all operations in the SMU kitchens

The Catering Officer is assisted by Assistant cateresses, and is responsible for proper management of catering services in the SMU. Other cadres of staff in the kitchen are Kitchen Assistants, Cooks, Waiters and cleaners.

2. SECURITY DEPARTMENT

The Security Department at the Student Welfare Authority is charged with the responsibility of taking care of all the security matters within the University Halls of residence. These include safeguarding and protection of all the University properties, personal security of students and members of staff, collecting intelligence and investigations. Every SMU has security duty point where all students are advised to report any security matter

3. MAIL SERVICES

SWA facilitates the dispatch of mails to and from the resident students. Incoming mails are received through the Hall Custodians. Outgoing mails may also be deposited in the boxes located within the halls. SWA is on the Internet and has an email account, dswa@uonbi.ac.ke.

4. FACILITIES FOR STUDENTS (PERFONS) WITH DISABILITIES

Adjustments have been made so that students (persons) with physically disability can benefit from their residential experience. Students with disability are accommodated on the ground floor of specific halls in single

rooms, (at main campus students with disability are housed in Hall 1:while female students are housed in Stella Awinja ground floor). Modifications have been made to rooms and equipment to meet the needs of the students. Dean of students' office provides transport to and from lectures.

5. ENTERTAINMENT

There is a TV Room in each hall with televisions connected to DSTV. Common rooms have been designed to provide an environment conducive for entertainment, recreation and quiet activities. Each hall of residence is equipped with a variety of indoor games such as chess, monopoly, scrabble, pool, table tennis and darts.

6. IMPORTANT INFORMATION:

1. Accommodation is applied and paid for per academic year. A student forfeits monies paid as accommodation fees if he/she decides to vacate his/her room during the year unless it is on medical grounds.
2. The allottee is required to pay the full rent for the duration of the year before keys are handed over to him or her.
3. SWA provides basic requirements such as beds, mattresses, bulbs etc. Every resident student is required to be responsible for his/her assigned items.
4. All students must observe and adhere to the list of allocation of rooms. Change of rooms or halls once allocation is made is not allowed without permission of the Director.
5. Cooking of whatever sort in the rooms is illegal. It endangers the lives of residents, their property and that of the university. It is not insurable for the type of residential facilities available in SWA. A resident contravening this regulation is surcharged and expelled from the halls and money paid as the rent is forfeited.
6. Unauthorized persons are not allowed into the halls of residence. They jeopardize the security of the residents. Students are allowed to have visitors between 10.00am and 10.00pm.
7. Use of the rooms for business activities of whatever nature is not allowed.
8. To maximize students' residential welfare SWA offers accommodation to as many applicants as possible. This may include sharing of rooms and facilities from time to time.

7. STUDENTS GOVERNMENT

The University has various students' bodies, which represent students' interest. Through the various representatives, students access all decision-making levels from the halls to the Senate all the way to Council. SWA recognizes organized student governments and encourages students' participation in decision-making, planning and implementation.

Each hall of residence has congress man/lady, who articulates the interests of the residents. The residents elect the representatives. The representatives are elected by the residents and work with SWA at the SMU level and with the Director's office to maximize the students' residential welfare.

8. STUDENTS RESPONSIBILITY

The University has established rules and regulations governing the conducts of students in the halls of residence. While it is important to comply with these rules, it is even more important for each resident to adopt a high standard of respect towards fellow residents; to make concerted efforts to respect the privacy of other residents, to respect their need for safety, security of persons and belonging, to respect their need to study and get adequate rest, and to compromise for the common good when personal interests are in conflict. Responsibility breeds a conducive environment that enables the institution to meet its goals.