

OUR SERVICE CHARTER

The Service Delivery Charter for JOOUST details the following attributes of the University:

- Vision
- Mission
- Philosophy
- Core Values
- Core Functions
- Strategic Objectives
- Aims
- Strategy
- Services
- Commitments on Service Delivery
- Clients and Partners/Stakeholders
- Clients' Rights and Expectations
- Our clients' Responsibilities and Obligations
- Mechanism of Handling and Lodging of Complaints and Queries
- Response to Complaints
- Link between the University's Values and National Values
- Commitment to Courtesy and Excellence in Service Delivery

1.0 Our Vision

A beacon of excellence and a global leader in University education for sustainable development

2.0 Our Mission

To provide quality education that nurtures creativity and innovation through integrated training, research and community outreach for the advancement of humanity

3.0 Our Philosophy

The University is anchored on the philosophy of holistic approach to the service of humanity and other related areas of scholarship mediated through wisdom, science and technology.

4.0 Our Core Values

Our core values include:

1. *Fairness*: We strive to treat all our stakeholders with fairness and respect regardless of their culture, creed, race, religion, ethnicity or any other affiliations.
2. *Professionalism*: We embrace professionalism as the foundation of design and delivery of products and services with innovation and creativity as the hallmark.