

11.0 Our clients and Partners/Stakeholders

Our clients and partners/stakeholders are essential to our success.

1. Our clients

Our clients include:

- a. Students;
- b. Employees
- c. Parents/Guardians
- d. Research institutions
- e. The public
- f. Alumni
- g. Suppliers of goods and services

2. Partners/Stakeholders

Our partners/stakeholders comprise the following:

- a. Ministry of Education
- b. The National Treasury
- c. Commission for University Education
- d. Higher Education Loans Board
- e. Other government Ministries/ Departments
- f. Universities
- g. Student/Staff/Trade Unions
- h. Professional Bodies
- i. Donor Agencies
- j. Media
- k. Alumni Associations
- l. Industry/ Business Partners
- m. Community
- n. Employers

11.1 Our clients' Rights and Expectations

Our clients expect, timely efficient and effective provision of services. Specifically, the services should be:

- 1. Timely and Efficient
- 2. High quality
- 3. Offered professionally & courteously
- 4. Transparent
- 5. Equitable
- 6. Reliable and consistent
- 7. Prompt and fair