

Abstract

This research was carried out in order to assess the impact of double-intake programmes on the provision of quality student support services at the University of Nairobi Kenya. It had two objectives and two research questions. Using descriptive survey research design the target population consisted of 61,000 regular students enrolled in 43 schools/faculties, 5,900 students in their fourth year of study and 2,000 teaching staff. Calmorin and Calmorin (2007) formula for scientifically determining sample size yielded a total of 489 respondents. Simple random sampling was used to select 251 fourth year students while stratified random sampling was used to select 238 teaching staff as actual respondents. Data were collected using questionnaires, document analysis, observation and interview. Quantitative and qualitative data analysis methods were used with the aid of statistical package for social sciences (SPSS) version 26. The findings show that the university was totally unprepared for the implementation of the double-intake programmes as growth of student numbers was beyond the anticipation of the planners of the university's infrastructure. Since normal service-ratio norms were ignored, getting basic services took longer than usual subsequently curtailing comfort in learning experiences. The influx in student numbers also led to a problem of water shortage resulting in poor sanitation and hygiene. Insufficient ICT facilities posed a challenge to students when doing their assignments as they often times had to go an extra mile and pay for services rendered off campus. The research recommends that universities play their mandate of advising the government against policies that may lead to the suffering of the education sector by creating environments that have negative implications on education outcomes.