

## **UoN crowned ‘most social learning institution’**

The University of Nairobi (UoN) has been crowned the ‘most social learning institution’ category in the OLX Social Media Awards 2017.

Kenya Social Media Awards (SOMA) is a combined effort designed to identify opportunities, personalities, and organizations and celebrate the best on social media annually. SOMA has gradually grown since its debut in 2013 and each year it comes up with a new theme and unveils untapped opportunities that exist in social Media.

UoN has been active in using its social media platforms to inform the members of the public. The university as well used social media as a medium of exchange and interactions with its clients which include: students, staff, alumni, suppliers, professional bodies, government agencies, among others.

In a bid to enhance its service delivery and deal with customer complaints as required by the Commission for Administrative of Justice (CAJ) and as required by the performance contract, especially when dealing with its young client base, the students, the University of Nairobi has been at the fore front in responding to clients complaints via its social media platforms of Twitter, Facebook and Instagram.

The public is kept active and informed of the university programs, events, innovations, research endeavours, scholarships and jobs.

We wish to thank all its stakeholders for voting for the University of Nairobi at the OLX Social Media Awards 2017.