



KENYATTA UNIVERSITY
OFFICE OF THE REGISTRAR (ACADEMIC)

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INTERNAL MEMO

FROM: REGISTRAR (ACADEMIC)

DATE: 10TH NOVEMBER, 2020

TO: ALL STUDENTS, ALL CAMPUSES
ALL MODES OF STUDY

REF: KU/ACAUD/RAC/GEN.45/VOL.2 (65)

**RE: REMINDER TO PARTICIPATE IN THE CUSTOMER SATISFACTION
SURVEY 2019/2020**

Reference is made to a memo dated 16th October, 2020 on Customer Satisfaction Survey 2019/2020.

The University Management conducts annual Customer Satisfaction Surveys to get feedback on services rendered to students and other clients. The outcome of the surveys is key to continued improvement of service delivery by the various offices and sections of the University.

The Customer Satisfaction Survey for the Academic Year 2019/2020 is scheduled to take place from **16th, October 2020 to December, 2020**. The survey is being conducted online using Google form which can be accessed through your corporate emails. To access the form, you are required to do the following:

1. Log into your student corporate email.
2. Select the email with the subject "KU STUDENT CUSTOMER SATISFACTION SURVEY 2019/2020".
3. **CLICK** on the link provided in that email and the form will be displayed.
4. Carefully read the instructions as you fill the form, and **SUBMIT** upon completion.

This is to remind our students who have not participated in the survey to do so by filling the online google form.

Thank you.


PROF. ANDANJE MWISUKHA
REGISTRAR (ACADEMIC)

c.c. Vice-Chancellor
Deputy Vice-Chancellors
Deans of Schools
Director, ICT
Directors of all Campuses
Manager, Online Communication – **to upload on the website**
KUSA Chairman and KUSA Academic Secretary

