



**KENYATTA UNIVERSITY**  
**SCHOOL OF EDUCATION**  
**DEPARTMENT OF EDUCATIONAL MANAGEMENT,**  
**POLICY AND CURRICULUM STUDIES**

Evaluation

**SERVICE DELIVERY CHARTER**

*We are committed to courtesy and excellence in service delivery*

SERVICE RENDERED	REQUIREMENTS	TIME LINE	INCHARGE	Evaluation 2020/21 sem 1
Response to Inquires	✓ Clarify request or wish and full disclosure of what is required	Immediately	Chairman	No complaints in last quarter
Processing of Postgraduate Application Forms	✓ Fulfillment of all requirements	Immediately	Chairman	Has been done upon request by admissions sections
Units Registration/Adjustment	✓ Student Unit Registration Form	Per University Policy	Lecturer Allocated	Signing done after every lesson
Credit Waiver/Transfer	✓ Waiver Forms ✓ Transcript ✓ Course Outline	2 Days	Chairman	Always Processed within 2 days
Examination Queries	✓ Student Results Slip	2 Days	Exams Coordinator	Done within 2 days Older requests for exams done more than 10 years ago can be a challenge as documents are archived as per policy
Teaching	✓ Unit allocation ✓ Teaching Timetable ✓ Registered Students ✓ Learning Materials ✓ Syllabus Coverage Forms ✓ Class Attendance Register	35 Hours Per Semester	Lecturer Allocated	Unit allocation and timetable done before commencement of semester Syllabus coverage forms filled and submitted Class attendance register filled
Timetable Clash	✓ Request Letter on the Provisional Timetable	3 Days	Exams/Unit Coordinator	Resolved within two days
Examination Administration	✓ Examination Card ✓ Student ID ✓ Name on the E10 Form	Per University Policy	Lecturer Allocated Unit	Ei0 forms filled IDs and exam cards checked during exams
Introduction Letter	✓ Request	1 Day	Chairman	All done within 1 Day. Delays may be caused by students not providing full information
Allocation of Postgraduate Supervisor	✓ Completion of 1 <sup>st</sup> Semester/Trimester ✓ Student Concept Paper/List of Topics	2 Weeks	Chairman	Done on completion of 1 <sup>st</sup> semester for all students
Students Supervision Feedback	✓ Submission of Concept/Proposal/ Project or Thesis to Supervisor	2 Weeks	Supervisor	Implemented the supervision tracking forms
Postgraduate Proposal Departmental Presentation Seminar	✓ Request by a Student ✓ Nil Fee Statement ✓ Cleared by Supervisors by signing ➤ Turnitin Report ➤ 3 copies of Thesis Proposal or 2 Copies of Project Proposal	Twice a month depending on the number of requests	Postgraduate Coordinator	May sometimes be done less than twice a month and sometimes more than twice depending on demand
Processing and Submission of Proposal to Graduate School for approval to Collect Data	Fulfillment of all requirement e.g. ✓ Nil Fee Statement ✓ Minutes of Seminar Presentation ✓ Cleared by Supervisors by signing ➤ Turnitin Report below 16% , a copy of the proposal in CD ➤ 3 copies of Research Proposal ➤ Declaration of Originality Form and Plagiarism Clearance Certificate ➤ Tracking forms	2 Days	Chairman	Process always concluded within 2 days subject to availability of all required documents form applicants
Processing of Notice of Submission for Thesis to School Board	Fulfillment of all requirement e.g. ✓ Nil Fee Statement ✓ Cleared by Supervisors by Signing ➤ Notice of Submission Form ➤ Turnitin Report below 16% ➤ Results slip	2 Days	Chairman	Process always concluded within 2 days subject to availability of all required documents form applicants. Turnitin revisions by candidates have caused delays in the process
Processing and Submission of Research Thesis/Project for Examination to Graduate School	Fulfillment of all requirement e.g. ✓ Nil Fee Statement ✓ Cleared by Supervisors by signing ➤ Turnitin Report below 16% , a copy of the document in CD ➤ Declaration of Originality Form and Plagiarism Clearance Certificate ➤ Tracking Forms, Result slip ➤ Spiral Bound 5 copies of Research Thesis or 3 Copies of Research Project ➤ Research Thesis/Project registered online	2 Days	Chairman	Process always concluded within 2 days subject to availability of all required documents form applicants
Processing and submission of Research	✓ Evidence of Publication, Ph.D atleast 2 and MED 1 articles in referred journal as well as accepted manuscript for	5 Days	Chairman	Process always concluded within 5 days subject to availability of



**KENYATTA UNIVERSITY**

Thesis/Project for Binding and Marks	publication ✓ Turnitin report for correction done in more than 3months ✓ Signed Certificate of Correction ✓ Nil Fee Statement ✓ Signed Final Hard Bound copies of Thesis/Project			all required documents form applicants
Postgraduate Students Clearance after Completion	✓ University Clearance form and Fulfillment of all requirements	1 Day	Chairman	Process always concluded within 1 day

**In case of complains or compliments regarding the services offered please contact  
The Chairman, Department of Educational Management, Policy and Curriculum Studies, Kenyatta University, P. O. Box 43844-00100, Nairobi  
Tel. No. +254 020 870 3782/3 Ext. 3782, Cell: +254 705 854 654  
Email: chairman-mpc@ku.ac.ke**