



KENYATTA UNIVERSITY

DEPARTMENT OF MATHEMATICS & ACTUARIAL SCIENCE

Email: chairman-mathematics@ku.ac.ke Ext.: 3774/3775

S/No.	SERVICE RENDERED	REQUIREMENT	CHARGES	TIME LINE	ACTION BY
1	Provision of Information on Courses offered by the Department and their requirements	Specify the enquiry	Free	Immediate	Chairperson/Academic Advisor
2	Queries on either Teaching or Examination timetables	Specify the enquiry	Free	Immediate	Department Time-tabler/Lecturer
3	Unit Registration	Complete and submit the registration forms	Free	Immediate	Assigned Lecturer(s)
4	Teaching	Payment of full fees	Specified Fees	As per Semester Dates	Lecturers Teaching Respective Units
5	Marking of CATs	Timely submission of CAT work	Free	Two (2) weeks after the CAT is done	Lecturers Teaching Respective Units
6	Marking of Examination Scripts	Fulfilment of requirements	Specified Fees	Three (3) weeks after the examination date	Lecturers Teaching Respective Units
7	Sorting out missing marks	Upon request	Free	Three (3) Days	Examinations Coordinator
8	Recommendation/Introductory letter/Attachment letters	Presentation of need, preferably in writing	Free	One (1) day	Academic staff who knows the individual well enough/ has taught them.
9	Processing of applications for postgraduate studies	Application forms from Registrar Academic	Free	Two (2) days	Chairman Postgraduate Studies Committee
10	Assessment of a Research Proposal/Concept paper	Receipt of concept paper/proposal (duly proofread and edited)	Specified Fees	Three (3) weeks after submission	Chairperson Graduate School/Lecturers
11	Forwarding a thesis for Examination or a corrected Thesis or Project	Complete and submit the Thesis or Project	Free	Immediately	Chairperson
12	Clearance of students on completion of studies	University Clearance Form	Free	One (1) day	Chairperson
13	Response to complaints, compliments and suggestions	Receipt of complaint, compliment and suggestion	Free	Seven (7) days on receipt	Chairperson
14	Academic advising/counseling	Student registration	Free	Office hours as shown, by appointment or when available in office.	Assigned Academic Advisors/Course Lecturers