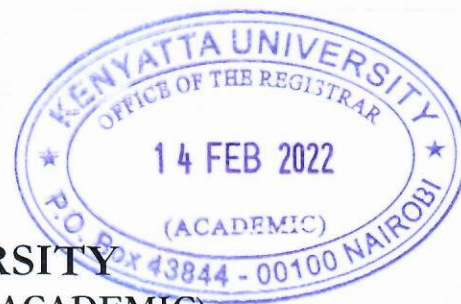


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KENYATTA UNIVERSITY
OFFICE OF THE REGISTRAR (ACADEMIC)

Email: registrar-acad@ken.ac.ke

Tel/Ext:3061

INTERNAL MEMO

FROM: REGISTRAR (ACADEMIC)

DATE: 14TH FEBRUARY, 2022

TO: ALL STUDENTS &
ALL CAMPUSES

REF: KU/RAC/QMS/VOL.2/41/53

RE: CUSTOMER SATISFACTION SURVEY 2021/2022

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 2021/2022 is scheduled to take place from **14th February, 2022 to 25th March, 2022**. The survey will be conducted online using Google Forms which can be accessed through your corporate emails. To access the form, you are kindly requested to use the following link which is also shared in your email.

<https://forms.gle/UG3nwch4pU2QpsMt5>

This is to request our students to spare time and participate in this **very important survey** by filling the online Google Form.

Thank you.

for 

DR. BENARD KIVUNGE
AG. REGISTRAR (ACADEMIC)

CC: Vice Chancellor
Deputy Vice-Chancellors
Registrars
Deans of Schools
Director, ICT
Director, Student Affairs
Directors of all Campuses
Manager, Online Communications - **to upload on the website**
KUSA Chairman and KUSA Academic Secretary