

	KENYATTA UNIVERSITY QUALITY MANAGEMENT SYSTEM	Ref.:	<i>KU/MR/QM/4-1</i>
		Ver.:	<i>1.0</i>
Title:	List of Interested Parties	Date:	<i>11/04/2025</i>
	Kenyatta University		

Interested Parties, Their Expectations & Monitoring Methods

Interested Party	Expectation	Monitoring/Review
Students	- Quality teaching and learning. - Accurate academic information (timetables, exams, results). - Accessible support services (ICT, library, accommodation, finance). - Safe, inclusive, and conducive learning environment.	- Student satisfaction surveys - Class evaluations - Complaints & compliments system - Social media/website feedback
Parents/Guardians	- Accurate information on admissions, fees, academic progress, and welfare. - Assurance of safety and discipline. - Timely communication.	- Parent forums - Customer care feedback - Website/social media channels
Government & Regulatory Bodies (MoE, HELB, CUE, TVET, NITA, etc.)	- Compliance with laws, policies, and standards. - Accurate reporting and accountability. - Proper governance and financial management.	- Regulatory audits - Compliance inspections - Mandated reporting cycles
Employees (Academic & Non-academic Staff)	- Fair HR practices and career development opportunities. - Safe and supportive work environment. - Effective communication and recognition.	- Staff appraisals - Internal surveys - Departmental meetings
Alumni	- Continued engagement and networking opportunities. - Recognition and participation in university growth. - Access to credible alumni services.	- Alumni surveys - Alumni office reports - Events and digital engagement

Interested Party	Expectation	Monitoring/Review
Suppliers / Service Providers	- Transparent procurement processes. - Timely communication of requirements. - Prompt payment for goods and services.	- Procurement audits - Supplier performance reviews
Industry Partners & Employers	- Competent graduates with relevant skills. - Collaboration on research, industrial attachments, and curricula alignment. - Mutually beneficial partnerships.	- Employer surveys - Tracer studies - Partnership MoU reviews
Collaborators (Research institutions, NGOs, Universities)	- Compliance with partnership agreements. - Visibility of joint projects. - Accountability in research outputs and resources.	- Partner feedback - Project reports - Joint review meetings
The Public / Community	- Access to credible and timely University information. - Community engagement programs and CSR. - Responsible environmental and social impact.	- Public feedback systems - Community engagement reports
Donors & Funding Agencies	- Transparency in resource utilization. - Accurate project reporting. - Visibility of sponsorships.	- Donor audits - Progress reports - Monitoring & evaluation
Council & University Management	- Effective governance and decision-making support. - Accurate institutional data. - Compliance with University policies and strategic goals.	- Internal audits - Management review meetings
International Students	- Clear admission processes. - Immigration and welfare support. - Safe and inclusive campus environment.	- International office feedback - Student surveys
HELB & Financial Partners	- Accurate student financial information. - Compliance with funding	- Financial audits - Data reconciliation reports

Interested Party	Expectation	Monitoring/Review
	agreements. - Timely reporting.	