



**KENYATTA UNIVERSITY**  
**SCHOOL OF CREATIVE ARTS, FILM AND MEDIA STUDIES**



**Title:**

**CUSTOMER SERVICE DELIVERY CHARTER**

**Page 1**

**Reference**

KU/MR/SOP/9.3-2

**Issue/Rev.**

1/0

**SERVICE COMMITMENT:** We are committed to providing quality and excellent service with regard to our programmes in various departments. We expect your collaborative response as indicated here below:-

<b>SERVICES RENDERED</b>	<b>REQUIREMENTS</b>	<b>CHARGES IN KSHS.</b>	<b>TIMELINES</b>
1. Provision of Academic Advice and Guidance	<ul style="list-style-type: none"><li>• Enquiries</li></ul>	Free Service	5-10 minutes
2. Registration of course units online per student (Retakes & Pre-requisites)	<ul style="list-style-type: none"><li>• Course Unit Registration forms (</li><li>• Admission letter (New Students only)</li><li>• Student ID Card</li></ul>	Free service	5-10 minutes

3. Orientation of New Students	<ul style="list-style-type: none"> <li>● Orientation programmes and Outlines</li> <li>● Information displayed on notice boards</li> </ul>	Free service	1- 2 days
4. Confirmation of course units online for purposes of adjusting fee statements at the Finance Section	<ul style="list-style-type: none"> <li>● Fill “Remaining Units to Complete forms” to state your case</li> <li>● Observe finance regulations on Unit course registration</li> </ul>	Free service	3-5 Minutes
5. Processing of proposals and theses	<ul style="list-style-type: none"> <li>● Observe rules and regulations on submission of theses and proposals</li> <li>● Department’s Forwarding letter</li> <li>● Student’s Fee statement</li> <li>● Supervisors’ reports</li> <li>● Actual Proposal/Thesis</li> </ul>	Free service	1-2 days
6. Processing of Travel & Research Grants	<ul style="list-style-type: none"> <li>● Application letter or filled application forms</li> <li>● Departmental recommendations</li> <li>● Letters of invitation to conferences (staff only)</li> <li>● Progress reports on research work done</li> <li>● One Proposal duly signed by respective supervisors</li> </ul>	Free service	1-2 weeks

7. Provision of letters of reference /confirmation of units covered	<ul style="list-style-type: none"> <li>• Written requests</li> <li>• Result slips</li> </ul>	Free service	Same day service
8. Handling of Examinations Issues	<ul style="list-style-type: none"> <li>• Enquiries</li> <li>• Student I.D card</li> <li>• Student's Individual requests/queries</li> </ul>	Free service	1-3 hours
9. Processing of Semester Results	<ul style="list-style-type: none"> <li>• RAC04 Forms from Departments</li> <li>• Generated Semester Captions</li> <li>• System Audit reports of mark entry/posting status</li> </ul>	Free service	2-3 Weeks
10. Effecting Waivers	<ul style="list-style-type: none"> <li>• Student ID Card</li> <li>• Waiver Grant letter</li> </ul>	Free service	5-10 minutes
11. Application for Graduation	<ul style="list-style-type: none"> <li>• Fill relevant forms online</li> </ul>	Free service	One Day
12. Classification for Graduation	<ul style="list-style-type: none"> <li>• Complete student profile as per course</li> <li>• Prepared Senate Captions</li> </ul>	Free service	1-2 Weeks
13. Issuing of Graduation Regalia (Gowns)	<ul style="list-style-type: none"> <li>• Complete students details</li> <li>• Produce receipts to prove payment for gowns and graduation</li> </ul>	Free service	One to Two (2) weeks before graduation date

**N.B** Incase the services rendered do not conform to the standards above, direct your  
Complaints and queries to the School of Creative Arts, Film &Media Studies in Room 12.