



KENYATTA UNIVERSITY

DEPARTMENT OF PSYCHOLOGY SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENTS	CHARGES	TIMELINE	ACTION BY
Unit Registration	Registration form Clearance from finance	Free	Immediate	Registration Coordinator
Academic advising	Request in “student queries ” book with telephone contact	Free	1 day	Academic Advisor
Inter and intra department transfer	Request letter	Free	1 day	Chairperson
Unit adjustment	Filled unit change form	Free	1 day	Chairperson
Time table clashes	Written request in “student queries” book	Free	1 week	Timetabler
Unit teaching (non-attendance by lecturers)	Written request in “student queries” book	Free	Immediate	Chairperson
Dissatisfaction with teaching	Written request in “student queries” book	Free	3 days	Chairperson
Missing marks	Missing mark request form	Free	1 week	Exam Coordinator
Recommendation letters	Written letter to chairperson attaching current stamped transcripts from School	Free	2 days	Chairperson
Request for information on course/program	Request letter or note in “customer book”	Free	Immediate	Chairperson
Request of admission information	Request letter or note in “customer book”	Free	Immediate	Chairperson
Proposal presentation	Request letter and proposal signed by Supervisors	Free	3 Weeks	Chairperson
Forwarding corrected proposal to school after presentation	Proof of corrections, fees statement from finance indicating zero balance Signed tracking devise	Free	1 Week	Chairperson

APPROVED BY: CHAIRPERSON, DEPARTMENT OF PSYCHOLOGY: _____
NAME SIGNATURE DATE;