



KENYATTA UNIVERSITY

DEPARTMENT OF PSYCHOLOGY SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENTS	CHARGES	TIMELINE	ACTION BY
Unit Registration	Registration form Clearance from finance	Free	1 day	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	Departmental Timetabler
Unit teaching (non-attendance by lecturers)	Written request in “student queries” book	Free	1 day	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	1 day	Chairperson
Request of admission information	Request letter or note in “customer book”	Free	1 day	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