



KENYATTA UNIVERSITY

DADAAB CENTRE

SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENTS	TIMELINE
Processing students applications for admission	<ol style="list-style-type: none">1. Filled Application forms2. Certificate copies3. Application fee	ü Before deadline as per advert
Attending to partnerships	<ol style="list-style-type: none">1. Proposal Writing2. Partnership Meetings	ü Before deadline as per agreement
Attending to Research gaps	<ol style="list-style-type: none">1. Conducting research	ü Within the project timelines
Providing lectures and class space to students in Dadaab and Kakuma	<ol style="list-style-type: none">1. Registration of students2. Sourcing lecturers from Departments3. Availing lecture rooms in Dadaab4. Liaising with partners to provide lecture rooms in Kakuma	ü As per semester schedule

<p>Coordinating the assessment of students in Dadaab and Kakuma</p>	<ol style="list-style-type: none"> 1. Students do assessment and upload them on the KU-digital learning platform 2. Students sit for Exams at preferred Centers and exam supervision in Dadaab and Kakuma 	<p>ü As per semester schedule</p>
<p>Responding to enquiries from internal and external (partners)</p>	<ol style="list-style-type: none"> 1. A call 2. email 3. visit 4. Hard mail 	<p>ü immediately</p> <p>ü Maximum one week for emails</p>

For any complaints or enquires contact:

Coordinator, KU-Dadaab Centre

P.O. Box 43844-00100

Tel: 020 8704150 ext 3891/3892

Email: kucurse@gmail.com