The Co-operative University Of Kenya

SERVICE DELIVERY CHARTER

SCHOOL OF COMPUTING AND MATHEMATICS (SCM)

The Co-operative University of Kenya (CUK) is a Public University established by the Government of Kenya under the Universities Act 2012 and Chartered on the 7th October 2016. The University is a leading center for Quality Co-operative Education, Training, Research and Consultancy in Kenya.

Our registered offices are located at Karen, Ushirika Road, P. O. Box 24814 – 00502 Karen-Nairobi, Kenya which is the Seat of the university. SCM, in this service delivery charter, commits to serve its clients in respect to work ethics, professional conduct and upholding human dignity.

NO	SERVICE	REQUIREMENT	CHARGES	TIMELINE
1.	Response to enquiries/ suggestions	Clarity of request or wish and full disclosure of what is required.	Free	i) Verbal enquiries within a day ii) Electronic enquiries within two (2) working days iii) Postal enquiries within seven (7) working days
2.	Developing content and updating the University website	As per the university communication policy	Free	Within 24 hours upon approval
3.	Resolution of Public complaints	Filed complaints (verbal/written)	As per CAJ Guidelines	As per CAJ guidelines
4.	Access to University Information	As per the Access to Information Act, 2016	As per the Access to Information Act, 2016	As per the Access to Information Act, 2016
5.	Admission of students	i) Diploma C-; ii) Degree C+; iii) Master Degree - Bachelor's degree at 1st or 2nd Upper Class or other qualification considered equivalent by Senate, and; iv) PhD - and relevant Master's degree	Application fee: i) Diploma: Kshs. 500; ii) Bachelors Kshs. 1,500; iii) Masters and PhD Kshs. 2,000	Within 8 weeks after the close of an advert
6.	Registration, Teaching and Examinations	i) Registration to relevant Programme ii) Class attendance iii) Proof of payment of tuition and other fees	As per the CUK fee payment policy	As per semester schedules
7.	Issuance of Results Slips	On successful completion of a semester	Free	Within 15 minutes following day after the senate board of examiners approval
8.	Issuance of Academic Transcripts	Completion of an academic year	Free	Thirty (30) working days after the end of the academic year and senate board of examiners approval

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9.	Issuance of Academic Certificates	Successful completion of academic programmes	Free	Within Thirty (30) working days after the award
10.	Conferment of Awards	Successful completion of academic programmes	Payment of graduation fee as per the graduation announcement	As approved by University Senate
11.	Recommending students for Scholarship awards & Research Grants	Written request	Free	One (1) week
12.	Recommendation/ Introductory Letters /Confirmation of Units covered	i) Written request ii) Student ID	Free	Two (2) working days
13.	Student Clearance	Duly filled clearance forms (online clearance form)	Free	Within two (2) working days on receipt of the duly filled form
14.	Handling of students disciplinary cases	Appropriately submitted cases	Free	Completed within 30 days
15.	Postgraduate supervision	i) Successful development and presentation and approval of a proposal ii) Timely submission of progress reports, presentation in a conference, the thesis by a student as per set timelines/ schedules	Upon payment of the semester as per the fees payment policy	Within two (2) weeks after receiving a project or thesis
16.	Postgraduate thesis examination	i) Final thesis signed by the student and supervisor ii) Appointment of Examiners	Upon payment of the appropriate examination fee	As per the Postgraduate Handbook

The Vice Chancellor
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CUK is ISO 9001 : 2015 Certified