



THE CO-OPERATIVE UNIVERSITY OF KENYA

CORPORATE COMMUNICATION AND MARKETING DEPARTMENT

I wish to take this opportunity to welcome all our first-year students to The Co-operative University of Kenya. The Corporate Communication Office is focused on all aspects of:

1. Internal and external communication
2. Customer experience
3. Marketing
4. Brand and reputation management
5. Customer care and Customer Experience
6. Engagement with all University stakeholders both internal and external
7. Access to Information
8. Complaints/Compliments

For a smooth stay on campus, be sure to check your official student email address on a regular basis and visiting the official University website www.cuk.ac.ke for up to date information

OUR VISION AND MISSION

The corporate communication office is focused on ensuring that the customer experience before, during and after you have left the university is as seamless and responsive. We are committed to ensuring we give you a better customer experience in the way we deliver our service and communicate critical university information and announcements

SERVICE DELIVERY CHARTER

In our service delivery charter, we have tasked ourselves to providing information as is required in the Access to Information Act 2016 by processing all request in a timely manner. The Department has the responsibility of processing all customer complaints/compliments as guided by the Commission for Administration of Justice (CAJ)

MEMBERS OF STAFF

The Corporate Communication and Marketing Department is under the Vice-Chancellors Office. We have a team of dedicated members of staff who are at your service:

- | | | |
|--------------------------|---|--------------------------|
| 1. Mr Victor James Njogu | - | Public Relations Officer |
| 2. Ms Winnie Mnengo | - | Call Centre Supervisor |
| 3. Lilian Wekesa | - | Call Centre Agent |



- | | | |
|------------------------|---|-------------------|
| 4. Salome Biwott | - | Call Centre Agent |
| 5. Catherine Gatherere | - | Call Centre Agent |

OUR CONTACTS

Our Department is available to receive your enquiry via any of the following channels

Phone Number	-	0724 311 606
Emails	-	enquiries@cuk.ac.ke complaints@cuk.ac.ke

Official University Contacts:

Phone Number: 0724 311 606	Facebook: The Co-operative University of Kenya	Twitter: @CoopVarsityKE
Email: enquiries@cuk.ac.ke	LinkedIn: The Co-operative University of Kenya	Instagram: coop_university

