



## KENYATTA UNIVERSITY

### OFFICE OF THE DEAN, SCHOOL OF BUSINESS

*We are committed to providing quality and timely services to our students, prospective students & parents*

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINESS
<b>REGISTRATION</b>			
Unit registration	<ul style="list-style-type: none"> <li>Dully filled course registrations forms</li> <li>Clearance from finance</li> </ul>	Free	On the spot
Unit/course adjustments	<ul style="list-style-type: none"> <li>Dully filled course adjustments forms</li> <li>Clearance from departments</li> </ul>	Free	On the spot
<b>EXAM PROCESSING</b>			
Issuance of result slips	<ul style="list-style-type: none"> <li>Visit to student reception</li> <li>Student identity card</li> </ul>	Free	On the spot
Correction of result slip errors (including missing marks)	<ul style="list-style-type: none"> <li>Copy of result slip indicating the errors</li> <li>Dully filled missing marks form</li> </ul>	Free	2 Weeks
Replacement of lost result slips	<ul style="list-style-type: none"> <li>Visit to student reception</li> <li>Student identity card</li> </ul>	Receipt of 200/- paid to university cash office	1 Day
<b>INQUIRIES</b>			
Responding to student queries/complains	<ul style="list-style-type: none"> <li>Visit to student reception</li> </ul>	Free	On the spot
Advising students/prospective students & parents on course requirements & eligibility	<ul style="list-style-type: none"> <li>Visit to student reception</li> </ul>	Free	On the spot
<b>LETTER REQUESTS</b>			
Issuance of recommendation/introductory letters	<ul style="list-style-type: none"> <li>Visit to student reception</li> <li>Student identity card</li> </ul>	Free	1 Day

*In case the services rendered do not conform to the standards above, direct your complains & queries to Dean School of Business, Tel 8109 EXT 3720, Email: [dean\\_business@ku.ac.ke](mailto:dean_business@ku.ac.ke)*

*Transforming Higher Education... Enhancing Lives*

Kenyatta University is ISO 9001: 2015

