

**CHUKA****UNIVERSITY****DEPARTMENT OF COMPUTER SCIENCE & INFORMATION****COMMUNICATION TECHNOLOGY (ICT)****COMPUTER SCIENCE SERVICE STANDARDS**

The Department of Computer Science & Information Communication Technology of Chuka University is committed to high standards in provision of services. In this regard, it shall apply the following standards in service delivery:

<b>Services Rendered</b>	<b>Minimum Requirements</b>	<b>User Charges</b>	<b>Timeline</b>
Recommending Students for admission	Masters: as per the catalogue Bachelors: C+ (plus) Diploma: C- (minus) Certificate: D (plus)	As per the University approved charges	Within two weeks after receipt of a complete application
Approval of student application form	Delivery of duly filled application form from the office of Registrar(AA)	As per the University approved charges	2 Days After Receiving the form
Teaching and Academic advising	Registration in the program	As per Fee Structure	As per schedule provided by office of Director, Exams and Time tabling
Examining students projects	Complete the project and report writing using approved format	As per the approved fee structure	Within 14 days before the end of a given semester
Assessment of students on Industrial attachment	Student records of where attached and approved assessment budget	As per the fee structure	Within two months after reporting on place of attachment
Academic Trips	Lecturers identify courses requiring field trips and forward to the COD with a budget.	As per approved charges	In 3 months prior to the trip date
Supervision of postgraduate Students	Submission of concept note/proposal/thesis	As per the approved fee structure.	Feedback to the student within 7 days after submission
Oral Examination of research proposals	Submission of research proposal	Free	14 Working days after receipt of 6 copies of research proposal signed by the Supervisors
Attendance to Customers	Clearance at entry point	Free	As per appointment time and Within 3 minutes for those without appointment
Response to written Inquiries/ Complaints / compliments	Receipt of clear genuine Inquiry, Complaint or compliment or filling in complaint book	Free	In 5 days of lodging the complaint/inquiry/compliment

Any non-conformity should be addressed to: The Chairman, Department of Computer Science & Information Communication Technology Chuka University, P.O Box 109-60400, Chuka, Kenya, Email: [codcosc@chuka.ac.ke](mailto:codcosc@chuka.ac.ke). Website: [www.chuka.ac.ke](http://www.chuka.ac.ke)

**CHUKA**



**UNIVERSITY**

**DEPARTMENT OF COMPUTER SCIENCE & INFORMATION**

**COMMUNICATION TECHNOLOGY (ICT)**

**ICT SERVICE STANDARDS**

The Department of Computer Science & Information Communication Technology of Chuka University is committed to high standards in provision of services. In this regard, it shall apply the following standards in service delivery of ICT services:

<b>Services Rendered</b>	<b>Minimum Requirements</b>	<b>User Charges</b>	<b>Timeline</b>
Request for repairs	Clear statement of the repair required	Free	Within one(1) day after receipt of request
Maintenance	Equipment to be maintained	Free	As per the maintenance schedule
Request for specifications	Clear statement of the specifications required Approval of the item.	Free	Within One (1) day after receiving the request.
ERP and other Systems Support	Clear statement of the support required	Free	Within One(1) day after receiving the request.
Response to written Inquiries/Complaints / Compliments	Receipt of clear genuine Inquiry, Complaint or compliment or filling in complaint book	Free	Within 5 days of lodging the complaint/inquiry/compliment
Attendance to Customers	Clearance at entry point	Free	As per appointment time and Within 3 minutes for those without appointment

Any non-conformity should be addressed to: The Chairman, Department of Computer Science & Information Communication Technology Chuka University, P.O Box 109-60400, Chuka, Kenya, Email: [codcosc@chuka.ac.ke](mailto:codcosc@chuka.ac.ke). Website: [www.chuka.ac.ke](http://www.chuka.ac.ke)