

PREVENTIVE ACTION REGISTER

Name of Public Institution: CHUKA UNIVERSITY. **Fin. Yr:** From 2013/14 to date

Date Received	Name and Identity Card Number of Complainant	Brief Description of Complaint	Complaint Channel (E-Mail, Verbal, Visit, Post, Letter)	Date Acknowledged	Action Taken & Management responsible	Action Date	Status (New, Resolved, or Pending)
15/10/2013	In-Charge, Library	Limited library reading space for students	Observation	15/10/2013	Creation of more library reading space in the Business School Complex. Librarian	17/1/2014	Resolved
4/4/2013	Lecturer, Alice Murwayi	Scattered outlets used to photocopy CATs	Verbal	4/4/2013	Centralised photocopying of CATs in the directorate of examinations & timetabling. Director, EXTT	31/5/2013	Resolved
30/9/2014	Students	Missed Resit/Special Examinations in August 2014	Verbal	15/1/2015	Arranged to conduct resits from 20 th to 22 nd April, 2015	19/3/2015	Resolved
16/2/2015	Management/various	Risk of students' chairs loss and damage	Verbal during meetings	16/2/2015	External security firm officers to prevent students from straying away from classrooms with chairs	20/3/2015	Resolved, but continue sensitizing stakeholders to comply
24 th Sep. 2015	Management	Excessive part-timers, leading to misuse of funds	Letter	25 th Sept 2015	Course allocation re-done by VC, DVC (ARSA), D-QAPC, CODs	25 th to 28 th Sept 2015	Resolved
2014	Staff/Office Bearers	Non-burglar-proofed windows and doors	Letter, Visit	2014	Burglar-proofing was done contractor	June 2015	Resolved
Aug. 2015	Management	Proceeding on leave before approval	Letter	Aug. 2015	Circular on guidelines re-issued by R(AP)	Aug. 2015	Resolved
4/1/2016	Management	Risk of excess part-time lecturers recurrence	Verbal during meetings	5 th January, 2016	Course allocation was vetted on 8/1/2016 by VC, DVC (ARSA), D-QAPC, CODs	8/1/2016	Resolved
22/2/17	Students	Risk of poor performance	Verbal	22/2/17	Advised staff, Dep. & Fac. to improve	7/3/2017	Resolved

28/2/17	Senate	Risk of missing external examiners who may be on strike	Observations	28/2/17	Advised staff, Departments & Faculties to moderate	3/3/2017	Resolved
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