



Kenyatta University

Centre for Teaching Excellence & Research Training

SERVICE DELIVERY CHARTER

S. NO.	Service/Activity	Requirements	Charges	Responsibility	Timeline
1.	Preparation of Student-Lecturer Evaluation forms	Schedule of teaching load and number of students	Free	Secretariat	2 weeks
2.	Receipt of evaluation forms	Duly filled Student-Lecturer Evaluation forms	Free	Secretariat	4 weeks after evaluation
3.	Processing of Student-Lecturer Evaluation forms	Final List to be evaluated	Free	Data Entry Clerks	4 weeks after receipt of Student-Lecturer Evaluation forms
4.	Analysis of Student-Lecturer Evaluation Responses	List of Units Evaluated	Free	Director	2 months after processing
5.	Evaluation of the analysis and corrections of any omissions	Print-out of the analysis report	Free	Data Entry Clerks	4 weeks after analysis report is submitted
6.	Feedback to lecturers	Evaluation report	Free	Director	Within 1 month after evaluation analysis
7.	Counseling lecturers	Report on evaluation	Free	Director	As need arises
8.	Report to the Vice-Chancellor	Analysis Report	Free	Director	2 months after completion of the analysis.
9.	Inform lecturers about upcoming training	Training areas identified	Free	Director	1 month after identifying areas of training
10.	Mount the training	Facilitators identified	Free	Director/Board	2 weeks after informing lecturers
11.	Write Report on training	Availability of attendance records & evaluation reports	Free	Director	1 month after training

In case of complaints or compliments regarding the services offered please contact: -

Director

Centre for Teaching Excellence & Research Training

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