



JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY
SCHOOL OF COMPUTING AND INFORMATION TECHNOLOGY
W1-2-1-20-1

Department of Information Technology Service Charter

S/NO	SERVICES PROVIDED	REQUIREMENTS	OFFICE (S) RESPONSIBLE	PAYMENT (KES)	DELIVERY PERIOD (WEEKS)	RESULT
1.	QUERIES ON SERVICES OR FUNCTIONS OFFERED BY DEPARTMENT	Submit oral inquiry	Chairman Of Department	NIL	Immediate response	Adequate response.
		Submit a written inquiry			Response within 7 days of receipt	Adequate response.
2.	TEACHING TIMETABLE	Department semester workload, Semester schedule	Chairman Of Department, Time Tabling Officer	NIL	2 weeks to the beginning of semester	Department Timetable indicating lecture hours and course units.
3.	LECTURES (TEACHING)	Course Lecturer notes, Course outline, handouts, student attendance sign list, quality form, teaching aids.	Chairman Of Department, Course Lecturer, Class Advisor	COURSE FEES	16 weeks	Knowledge and understanding of Course concepts.
4.	MODERATION OF EXAMINATIONS	Draft examinations and marking schemes.	Chairman Of Department, Examinations Board, Examinations Office	NIL	Within the 8th week of the semester.	Moderated examinations, minutes of the moderation exercise.
5.	EXAMINATION ADMINISTRATION	Full coverage of course syllabus, moderated Examinations.	Chairman Of Department, Examinations Office, Course Lecturer, Registered Students.	FULL PAYMENT OF FEES	The 15 th and 16 th Week of the semester	Filled Examination Booklets, filled students attendance sign list.
6.	PROGRESSION TO NEXT YEAR	PASS in all examination, Paid fees.	Chairman Of Department, Examinations Board.	FEES (Whole year or whole semester or Half semester	1 st Week of new semester as indicated on the semester	Progress to the next class



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				fees)	schedule.	
7.	COURSE ATTACHMENT					
8.	BSc. I.T	Year II, Year III of the course, paid fees.	Chairman Of Department, Attachments Coordinator Office	FEES (Whole year or whole semester or Half semester fees)	Minimum duration of 3 months (12 weeks).	Application of taught concepts in Industry.
	Diploma in I.T	Year II Sem I of the course, paid fees.	Chairman Of Department, Attachments Coordinator Office			
9.	CAREER GUIDANCE (ACADEMIC)	Information on career opportunities.	Chairman Of Department, Class Advisors	FEES (Whole year or whole semester or Half semester fees)	Every (Beginning, Mid and End) of semester.	Informed Decision making process on course specialization.
10.	COUNSELLING (NON-ACADEMIC)	Student(s) issue(s) identified.	Class Advisor (S), Chairman Of Department, Dean Of Students Office	NIL	Every (Beginning, Mid and End) of semester.	Guidance and solution to raised Issue.
11.	ACADEMIC FIELD STUDY TRIPS AND EXCURSIONS.	Approved Trips Schedule, Invitation from hosting entity (Industry, Institution, Organization or Company),	Course Lecturer, Internal, External Attachment Coordinators, Chairman Of Department.	FEES (Whole year or whole semester or Half semester fees)	Mid or End of Semester	Exposure to new emerging issues, technologies and their application in preparation for Attachment to Industry.



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