



## UNIVERSITY OF EMBU

### DIRECTORATE OF ACADEMIC QUALITY ASSURANCE SERVICE DELIVERY CHARTER

#### PREAMBLE

The Directorate of Academic Quality Assurance (DAQA) was established in 2014 in order to contribute to the achievement of the University's mission and in the realization of its vision. The Directorate is responsible for prescribing and maintenance of quality standards of the University's academic programmes.

#### VISION

A centre of excellence that drives University of Embu towards the realization of quality academic services, positioning it globally as a leading University.

#### MISSION

To promote quality Education at University of Embu by guiding the institution in quality assurance matters through monitoring and evaluation of academic services.

S/NO	Service Offered	Process/Requirements	Cost	Timeline
1.	Response to phone calls (landline or any other official line)	Make a phone call	Free	15 Seconds
2.	Response to enquiry by walk-in clients	Visit the relevant office and make the enquiry	Free	1 Minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 Working days
		Email and social media (Twitter/Facebook/YouTube)	Free	1 Working day
4.	Response to public complaints and grievances	Lodge a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	

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				14 Working days	
6.	Processing of requests for information	Make a request for information	Free	21 Days	
7.	Public participation in policy making process	Familiarization with issues and active participation	Free	1 day	
8.	Teaching	Monitoring of Student Registration Process	Students filing forms during registration	Free	3 Weeks
		Monitoring of Lecture Take off	DAQA staff walking into classes the first two weeks of the semester	Free	2 Weeks
		Conducting Students Evaluation of Teaching and Practical Learning	Students filing Evaluation of Teaching and Practical Learning forms	Free	2 Months
		Monitoring of Examination Invigilation	DAQA staff walking into classes during examination period	Free	3 Weeks

Approved by: Dr. Esther Arunga  
Director, DAQA

Signature:  Date: 17/06/25

