



THE TECHNICAL UNIVERSITY OF KENYA

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OFFICE OF THE DIRECTOR COMMUNICATIONS & PUBLIC AFFAIRS

Internal Memo

FROM : Director, Communications and Public Affairs

TO : All Students

DATE : 17th January, 2024

OUR REF : TUK/Memo/Folio139/VOL.1

SUBJECT: CUSTOMER SATISFACTION BASELINE SURVEY

The Directorate of Communications and Public Affairs, has deployed an online questionnaire to collect views from Students on the quality of services offered by the University. The goal of the exercise is to ensure continuous improvement of student experience at The Technical University of Kenya.

Being our valued internal customers, kindly fill the survey questionnaire available on your Student Portal. You may also wish to use your mobile telephone to fill the questionnaire. The estimated maximum time for filling the questionnaire is 15 minutes.

Please note that there are no correct or wrong answers to the questions. Everyone has an opinion. Freely express yours. It matters to us. The survey will close on 29th January, 2024.

Dr. Ken Ramani, PhD
DIRECTOR

Copy to: Vice-Chancellor

