



**JARAMOGI OGINGA ODINGA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

DOCUMENT: PROCEDURE FOR STUDENT WELFARE SERVICES

DOC. NO. : JOOUST/ AA/DOS/OP 40

AUTHORIZED BY : DEPUTY VICE-CHANCELLOR

ACADEMIC AFFAIRS

SIGNATURE:

ISSUED BY : DEAN OF STUDENTS

SIGNATURE:

0.1 DOCUMENT DISTRIBUTION

S. NO	TYPE	OFFICE
(i)	Original	QMR
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0.2 DOCUMENT CHANGES

DATE	CHANGES	AUTHORIZED BY
27/04/2012	Timeline added, restructured Clause 6.2.1, 6.2.2, 6.2.9, added Clause 6.2.7 and 6.2.8, 6.3.1 deleted 6.2.11	
29/04/2013	Procedure reviewed to reflect the change of status from BUC to JOOUST.	
30/04/2015	Procedure reviewed for adequacy	

ISSUE NO: 001	REVISION NO: 03	DATE OF ISSUE: 15 TH OCTOBER, 2011
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- 1.0 Purpose** To provide efficient and supportive welfare services to the students of JOOUST

- 2.0 Scope** This Procedure covers the provision of efficient and effective Student welfare services to students in the University .

- 3.0 References:**
 - 3.1** ISO 9001:2008 Standard
 - 3.2** JOOUST Quality Manual
 - 3.3** JOOUST Statutes
 - 3.4** JOOUST Service Charter
 - 3.5** JOOUST Student Rules & Regulations
 - 3.6** JOOUST Examination Rules & Regulation for Undergraduate and Postgraduate students
 - 3.7** JOOUST Work-Study Policy

- 4.0 Terms and Definitions**
 - 4.1 BUC: Bondo University College
 - 4.2 JOOUST Jaramogi Oginga Odinga University of Science and Technology
 - 4.3 QMR: Quality Management Representative
 - 4.4 VC Vice Chancellor
 - 4.5 DVC, AA: Deputy Vice - Chancellor, Academic Affairs
 - 4.6 R, AA: Registrar, Academic Affairs
 - 4.7 DOS: Dean of Students
 - 4.8 RC: Records Clerk
 - 4.9 HOD: Head of Department
 - 4.10 AO: Admissions Office
 - 4.11 SDC: Student Disciplinary Committee
 - 4.12 RO: Returning Officer
 - 4.13 SAJOOUST: Students Association of Jaramogi Oginga Odinga University of Science and Technology
 - 4.14 Nominal Roll: list of all bona-fide students

ISSUE NO: 001	REVISION NO: 03	DATE OF ISSUE: 15 TH OCTOBER, 2011
-------------------------	---------------------------	---

4.15UMB:	University Management Board
4.16 HELB:	Higher Education Loans Board.
4.17 WSC:	Work Study Committee
4.18 SC:	Students Counselor

5.0 Responsibility The Dean of Students shall be responsible for the effective and efficient implementation of the students welfare procedure.

6.0 Methods

6.1.0 Work Study Programme

- 6.1.1 The Dean of Students shall advertise participation in the work study programme on the notice boards to all students at the start of every semester.
- 6.1.2 The DOS shall avail the official application forms to interested students on request according to the JOOUST Students Work-Study and Mentorship Programme Policy.
- 6.1.3 The RC in the DOS office shall receive applications, folio, stamp and file them accordingly.
- 6.1.4 The RC shall summarize the applications and submit to the DOS.
- 6.1.5 The DOS shall hand over the applications to RAA after cross checking the information provided by the applicants.
- 6.1.6 The DOS shall constitute a WSC to consider applications and recommend deserving students.
- 6.1.7 The WSC shall shortlist and compile the names of the successful candidates and inform unsuccessful candidates accordingly.
- 6.1.8 The WSC shall set appropriate dates and conduct interviews for the short listed applicants.
- 6.1.9 The WSC shall compile a report on the interview results and present the same to the DOS.
- 6.1.10 DOS shall forward the report to the VC for approval through the DVC,AA.
- 6.1.11 DOS shall brief HODs and participating students on deployment status after the VC's office.

ISSUE NO: 001	REVISION NO: 03	DATE OF ISSUE: 15 TH OCTOBER, 2011
-------------------------	---------------------------	---

- 6.1.12 The DOS shall then post the names of the selected students on the notice board and issue notification letters to selected students.
- 6.1.13 The DOS shall sign work study forms to facilitate payment.
- 6.1.14 The student shall report to the departmental heads for deployment.
- 6.1.15 The HOD shall sign the work study forms on a weekly basis indicating the hours worked.
- 6.1.16 The students shall then return the fully signed forms to the DOS' office on a weekly basis.
- 6.1.17 The RC in the DOS's office shall compute the amount to be paid and seek approval from DOS for payment processing.
- 6.1.18 The DOS shall forward the forms to finance for payments.

6.2.0 Student Disciplinary Administration

- 6.2.1 All Disciplinary cases shall be reported to the DVC,AA through the Dean of Students.
- 6.2.2 The Dean of Students shall institute preliminary investigations to authenticate the misconduct of the student and forward the findings to the Secretariat.
- 6.2.3 RAA in consultation with the DVC,AA shall set a date for the Students Disciplinary Committee meeting.
- 6.2.4 RAA in liaison with the DOS and AO shall prepare documents and send notices to the accused student, witnesses and SDC members.
- 6.2.5 The accused student shall appear before the SDC on a set date for a hearing.
- 6.2.6 RAA shall communicate to the student the sanctions imposed in writing and ask the student to acknowledge receipt of the letter.
- 6.2.7 A Students' Disciplinary Committee of the Academic Board shall be constituted as per the Statutes of JOOUST to serve for a period of three years.
- 6.2.8 DVC,AA shall chair the Students' Disciplinary Committee.
- 6.2.9 DVC,AA shall communicate the results of SDC to the student.
- 6.2.10 The student shall appeal in writing to VC within fourteen (14) days of receipt of the disciplinary letter.

ISSUE NO: 001	REVISION NO: 03	DATE OF ISSUE: 15 TH OCTOBER, 2011
-------------------------	---------------------------	---

6.3 Elections of Student Leaders

- 6.3.1 The VC shall appoint the RO.
- 6.3.2 The appointed RO shall declare all the SAJOOUST seats vacant following Instruction from the DOS in consultation with the DVC,AA.
- 6.3.3 The RO shall set the date for the elections and put a notice for interested students to obtain nomination forms from the DOS.
- 6.3.4 The RO, SO and the DOS shall assist in vetting/clearing of the candidates who have returned the nomination forms.
- 6.3.5 The DOS shall notify the interested candidates on the election date and campaign period as stipulated in the rules and regulations.
- 6.3.6 The Staff in the office of the DOS shall prepare ballot materials and voter registration documents.
- 6.3.7 The RO shall oversee the casting of votes and vote tallying on the election Day in the designated polling stations as conducted by the Counting Clerks.
- 6.3.8 The Returning Officer shall announce the election winners as soon as the counting process is complete.
- 6.3.9 The DOS shall arrange a date for the swearing in of the new officials of SAJOOUST, one week after the election date.
- 6.3.10 The outgoing SAJOOUST officers shall hand over to the new SAJOOUST officers immediately after the swearing in ceremony.

6.4.0 Handling Students Complaints

- 6.4.1 The Complaints Officer in the DOS shall receive all student complaints.
- 6.4.2 The Complaints Officer in the office of DOS shall ensure that all the complaints forwarded to the office are recorded in the appropriate complaints forms and in the Complaints Register within the office.
- 6.4.3 The Complaints Officer in the office of the DOS shall consultatively bring the complaint to the attention of the DOS within 1 working day.
- 6.4.4 The Complaints Officer in the office of DOS shall conduct thorough investigations, record and report the findings to the DOS.

ISSUE NO: 001	REVISION NO: 03	DATE OF ISSUE: 15 TH OCTOBER, 2011
-------------------------	---------------------------	---

- 6.4.5 The Complaints Officer in the office of DOS shall, in consultation with the DOS, recommend action taken as appropriate following the findings of the investigation.
- 6.4.6 The Complaints Officer in the office of DOS shall photocopy all complaint documents, forward the original to the PRO and file a copy in the department's file.
- 6.4.7 The Complaints Officer in the DOS Office shall carry out monthly statistical analysis of complaints recorded in the department to assess the gravity of students' problems for corrective action planning.
- 6.4.8 The DOS shall consult with the DVC, AA through the RAA on any case that warrants serious disciplinary measures.

6.5.0 HELB Loans & Bursaries

- 6.5.1 The JAB students shall download the HELB loan form from the internet or pick them from the DOS and fill in accordingly.
- 6.5.2 The RC in the DOS office shall receive completed forms from the students and have them duly signed by the DOS.
- 6.5.3 The RC shall hand the forms back to the student after signing, stamping and recording and give for posting.

6.6.0 Educational Trust Funds and Bursaries.

- 6.6.1 The Dean of Students shall put notices for students for any available funds and bursaries.
- 6.6.2 The RC shall then receive applications from students, stamp and file them.
- 6.6.3 The SC shall convene to consider the applications.
- 6.6.4 The DOS shall forward the names of the qualified candidates to the Trust Fund office.

6.7.0 Formation of Clubs and Associations

- 6.7.1 The RC in the DOS office shall receive the applications from students who intend to register their clubs/associations and file and record in the register.

ISSUE NO: 001	REVISION NO: 03	DATE OF ISSUE: 15 TH OCTOBER, 2011
-------------------------	---------------------------	---

- 6.7.2 The RC shall notify the DOS of the new application who will authorize the forwarding of the clubs/association file to the Officer charged with the registration of Clubs in the DOS office.
- 6.7.3 The Officer Charged with the responsibility of registration of clubs/associations shall with authority from the DOS convene a meeting with the potential applicants within a day to assess the objective, mission and vision of the club proposed. This is to ensure that ethnic-inclined groupings are not encouraged among students.
- 6.7.4 The Officer Charged with the responsibility of registration of clubs/Associations shall consult with the DOS on the decision arrived at and notify the interested students through a memo.
- 6.7.5 The RC shall open a file on the same in the DOS office.

6.8.0 Organizing SAJOOUST events

- 6.8.1 SAJOOUST leaders shall identify their respective events for every academic calendar.
- 6.8.2 The SAJOOUST leaders shall table the events/activities at the start of the academic year to the DOS.
- 6.8.3 The DOS shall forward the events calendar to the Senate for approval.
- 6.8.4 SAJOOUST leaders shall prepare a budget with the available funds on approval from the Senate.
- 6.8.5 SAJOOUST leaders shall table their budget to the DOS for onward submission to the DVC, AA.
- 6.8.6 DVC, AA shall table the budget at the University Management Board for scrutiny and final approval.
- 6.8.7 The DOS shall assist the SAJOOUST officials to formulate a work plan for each event/activity thereafter.

6.9.0 Organizing Student Funeral

- 6.9.1 DOS shall confirm the death of a student and inform the RAA.
- 6.9.2 The DOS shall then confirm whether the student is in session and coordinate with the family members on the burial arrangements.

ISSUE NO: 001	REVISION NO: 03	DATE OF ISSUE: 15 TH OCTOBER, 2011
-------------------------	---------------------------	---

- 6.9.3 The DOS shall communicate the information and discuss the expected costs with the RAA.
- 6.9.4 The DOS shall then raise imprest to cater for the agreed costs.
- 6.9.5 The Vice Chairman – SAJOOUST shall take charge and responsibility of welfare of students attending the funeral.
- 6.9.6 The DOS shall present the VC's Condolence message and during the burial.
- 6.9.7 The DOS in consultation with the RAA shall close the file of the deceased.

6.10.0 Student Counseling

- 6.10.1 SC shall ensure the availability of a conducive and confidential counseling facility.
- 6.10.2 The SC shall receive students, book appointments and schedule counseling sessions.
- 6.10.3 The SC shall reassure the student of (and maintain) confidentiality of the counseling process.
- 6.10.4 The SC shall initiate the counseling process with the student's consent.
- 6.10.5 The SC shall refer the student to an appropriate institution/professional for further help where necessary.
- 6.10.6 The SC shall ensure appropriate storage and safety of all confidential counseling documents.
- 6.10.7 The SC shall provide the client with a feedback form at the end of the counseling session.
- 6.10.8 The SC shall carry out statistical and quantitative analysis of the filled feedback forms in quarterly basis for corrective action planning by the SC and DOS.

ISSUE NO: 001	REVISION NO: 03	DATE OF ISSUE: 15 TH OCTOBER, 2011
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