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# CHUKA UNIVERSITY

## Standard Operating Procedure


For

## Students Welfare Promotion (CU/SOP/STWD/15)

### Document Review Sheet


The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name & Signature	Position	Date
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Reviewed by	Prof. D. K. Isutsa	Deputy Vice-Chancellor (AA)/MR	01.3.2013
Approved by	Prof. E. N. Njoka	Vice-Chancellor	25.3.2013

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## 1.0 AMENDMENT RECORD SHEET

This Standard Operating Procedure is reviewed regularly to ensure relevance to the systems and process that it defines. A record of contextual additions or omissions is given below.

DATE	ISSUE NO.	REVISION NO.	PAGE NO.	SUBJECT OF REVIEW /MODIFICATION	REVISED BY HOD	APPROVED BY MR
1.3. 13	02	00	ALL	Changed Quality Management Representative to Management Representative	Dean	Prof. Isutsa
1.3. 13	02	00	ALL	Changed Deputy Principal to Deputy Vice-Chancellor	Dean	Prof. Isutsa
1.3. 13	02	00	ALL	Changed procedures to processes	Dean	Prof. Isutsa

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## 2.0 GENERAL

### 2.1 Purpose

The purpose of this procedure is to ensure that the students' affairs are dealt with effectively and efficiently to ensure compliance with this International Standard and the University's and the Government's statutory stipulations, policies, procedures and regulations.

### 2.2 Scope

This procedure applies to and defines all the processes and activities carried out within the Student Welfare Department.

### 2.3 References

- CU Charter, 2013
- CU Quality Manual
- CU Statutes, 2013
- CU Students' Handbook (Current)
- CUSA Constitution (Current)
- ISO 9001:2008 Standard, Clauses 7.1, 7.2, 8.0

### 2.4 Abbreviations

AA	=	Administrative Assistant
CUSA	=	Chuka University Students Association
DOS	=	Dean of Students
DVC (AA)	=	Deputy Vice-Chancellor (Academic Affairs)
DVC (AFP)	=	Deputy Vice-Chancellor (Administration, Finance and Planning)
GT	=	Games Tutor
STWD	=	Students' Welfare Department

### 2.5 Definitions

**Games Tutor:** The person in charge of games.

**Electoral Commissioner:** A person appointed to be in-charge of CUSA elections.


**Electoral Commission:** The body appointed to be in-charge of CUSA elections.

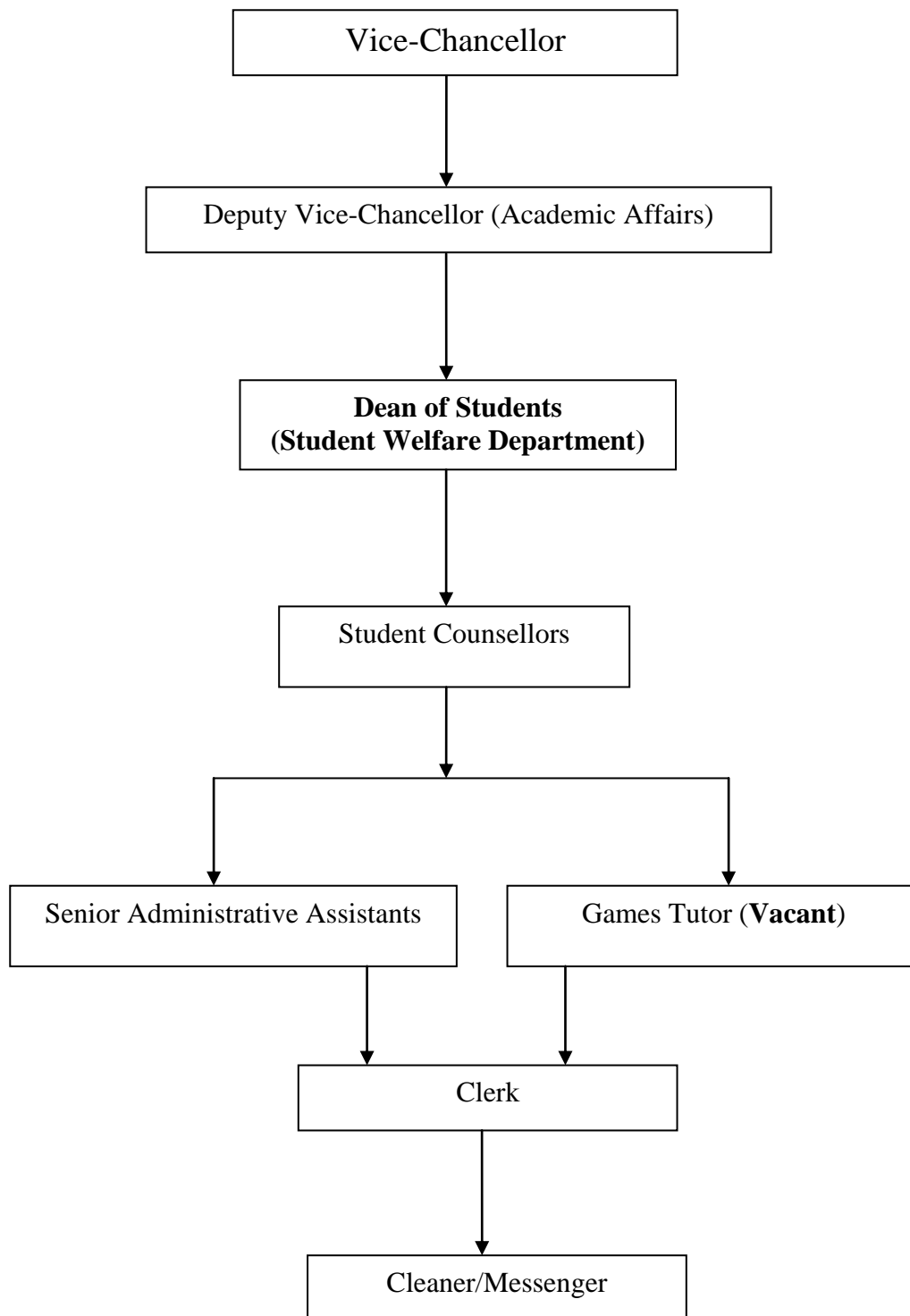
### 2.6 Responsibility


The Dean of Students has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose and for providing information from which the documentation for the processes can be compiled and for initiating action to keep them up to date. All departmental staffs are responsible for implementing and ensuring that these procedures are followed.

## 3.0 ADMINISTRATIVE STRUCTURE

Academic Affairs Division is one of the Divisions within the University. The current administrative structure for the Division is as follows:

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## **4.0 PROCESSES**

### **4.1. Overview**

Student Welfare Department is responsible for the well being of students while in the University.

The core activities of the department include:

- (i) Coordination of games and sporting events
- (ii) Organisation of Recreational events
- (iii) Provision of Counselling services
- (iv) Administration of Work Study Programme
- (v) Conducting of CUSA elections
- (vi) Orientation of First-year Students
- (vii) Handling Student Welfare Matters

### **4.2 Process for Games and Sports**


- (i) The GT prepares the games plan for the semester together with the budget at the beginning of the semester.
- (ii) The GT presents the games plan to the Dean of Students for approval.
- (iii) Two weeks to the actual date for the action, the DOS makes a request for financial facilitation from the Vice-Chancellor through the DVC (AA).
- (iv) After the approval by the Vice-Chancellor, the DOS fills an imprest to request for funds from the Finance Officer.
- (v) The plan for the day/week is implemented.
- (vi) A report is written by the GT within one week after the action to the DOS.

### **4.3 Process for Recreation**

- (i) The DOS prepares a calendar of events for a year at the beginning of the academic year.
- (ii) The DOS makes a request for authority to incur expenditure from the Vice-Chancellor through the DVC (AA).
- (iii) Where necessary, procurement procedures are followed (CU/SOP/PROD/25).
- (iv) The programme for the week is prepared by the DOS.
- (v) Notices, invitations and the programme are sent for students and participants by the DOS.
- (vi) After confirmations, adjustments are made and effected by the AA, STWD.
- (vii) The Staff in the STWD prepare the venue for the activity.
- (viii) The recreation programme is implemented.
- (ix) The winners are issued with certificates at the closing ceremony.
- (x) The DOS writes a report about the function to Management.

### **4.4 Process for Counselling**

- (i) The Student Counsellor (SC) receives a request from individuals or groups.
- (ii) The SC schedules to meet with them.
- (iii) Appropriate action is determined by the SC.
- (iv) The SC briefs the DOS.

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- (v) Counselling and record for follow up is maintained by the SC.
- (vi) Referral is made if necessary.
- (vii) A confidential report is made by the SC.

#### **4.5 Process for Administration of Work Study Programme**


- (i) The Dean of Students shall request for funds from the Vice-Chancellor through the DVC (AA) Academic Division.
- (ii) Once approved, a notice shall be written to the students to apply to the DOS.
- (iii) The needy students shall be considered as per the information given when applying and also clarification from records by the Dean of Students' Office.
- (iv) Successful candidates shall be notified through a notice and are advised as to when the programme will commence.
- (v) The names shall be given to the A.A In-Charge of Estates Department for the action.
- (vi) The students shall be paid per hour by the Dean of Students' Office.
- (vii) Rates shall be reviewed from time to time by the University Management
- (viii) The payment form shall be signed by the students before surrender to the Finance Office.

#### **4.6 Process for Conducting CUSA Elections**

- (i) Elections are held during the second semester of each academic year or on a date determined by the Management.
- (ii) Vacant seats are announced by the Electoral Commissioner who issues a notice to all students on campus.
  - (a) To be eligible to stand for election, a student must have an aggregate score of 64% in academic work.
- (iii) Students who wish to vie collect application forms from the DOS office.
- (iv) Application forms are signed and returned to the Electoral Commission.
- (v) Successful candidates are announced by the Electoral Commission.
- (vi) Campaigns are conducted for one week.
- (vii) Voting is from 6.00 pm to 12.00 pm.
- (viii) Votes are counted immediately the voting is closed.
- (ix) The winners are then announced by the EC.
- (x) The names of the new student leaders are forwarded to the Vice-Chancellor.

#### **4.7. Process for Orientation of First Year Students**

- (i) The Dean of Students draws a programme for orientation of students in consultation with the Deputy Vice-Chancellor (AA), one week prior to arrival of students on campus.
- (ii) The DOS circulates the programme to University officials during the last week to opening date.
- (iii) The students arrive on campus and are registered during the first two days.
- (iv) The students are addressed in turns by Registrars, Deans of Faculties, Directors of Boards, and Chairpersons of Departments during the next four days.
- (v) During the seventh day, the students are addressed by the University Management in a plenary session.

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- (vi) Talented students are prepared to entertain their peers and colleagues on this seventh day.
- (vii) Library orientation takes place separately in the library sections from the second week after reporting on campus and is coordinated by the University Librarian.

#### **4.8. Process for Handling Student Welfare Matters**

The issues covered include negotiating governing council allowances, annual budget preparation, planning of co-curricular activities such as thanksgiving mete, club and societies needs, cultural week and talent shows.

- (i) The DVC (AA) receives a report concerning student welfare from the DOS.
- (ii) The DVC (AA) sets the agenda and a suitable date for a meeting.
- (iii) The DVC (AA) submits the agenda and date to the R (AA) (Secretary) to invite the Students' Welfare Committee members in writing.
- (iv) The meeting is held under the chair of the DVC (AA).
- (v) Minutes are taken and recorded.
- (vi) The recommendations are communicated by the DVC (AA) to the Management Board to review and approve for implementation.
- (vii) The R (AA) communicates the decision of Management Board to the students within two weeks from the date of approval by the Management Board through the DOS.

*(Refer to Current CUSA Constitution; Current Students' Handbook)*


#### **5.0 RECORDS**

- (i) Games & Sports reports
- (ii) Work study programme reports
- (iii) Approvals for events
- (iv) Chuka University Students' Association Minutes
- (v) Counselling reports

#### **6.0 KEY PERFORMANCE INDICATORS/OBJECTIVES**


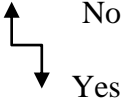
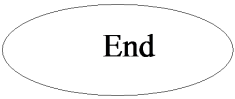
- (i) Annual CUSA elections
- (ii) Number of games participated in by the students
- (iii) Number of students counselled and reformed as per the records
- (iv) Number of students on work study programme who were able to complete the semester.




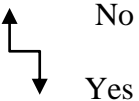

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## APPENDIX I: PROCESS MAPS

### i. Games and Sports


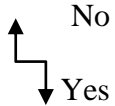
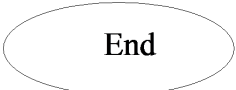
RESPONSIBILITY	ACTION
DEAN OF STUDENTS GAMES TUTOR	<div style="text-align: center;">  <p>Start</p> </div> Preparation of the games plan and budget
VICE-CHANCELLOR DVC (AA)	Approval of plan and budget <div style="float: right;">  </div>
FINANCE OFFICER	Filling of an imprest
DEAN OF STUDENTS/ GAMES TUTOR	Implementation of the plan
DEAN OF STUDENTS	Writing of a report <div style="text-align: center;">  <p>End</p> </div>

### ii. Recreation

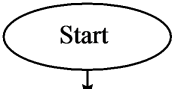
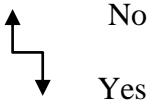
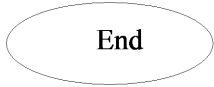
RESPONSIBILITY	ACTION
DEAN OF STUDENTS	<div style="text-align: center;">  <p>Start</p> </div> Preparation of calendar of events
VICE-CHANCELLOR DVC (AA)	Approval <div style="float: right;">  </div>
PROCUREMENT OFFICER	Procurement of items/services
DEAN OF STUDENTS	Notices, invitations and programmes are sent
SENIOR ADMINISTRATIVE ASSISTANT	Making and effecting of adjustments
STWD STAFF	Preparation of the venue
STWD STAFF	Implementation of the programme
STWD STAFF	Awarding and issuing of winners with certificates
MANAGEMENT	Writing of a report <div style="text-align: center;">  <p>End</p> </div>


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### iii. Counselling Process Map

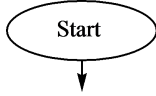
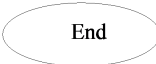
RESPONSIBILITY	ACTION
STUDENTS COUNSELLOR	 Receiving of requests from individuals and groups
STUDENTS' COUNSELLOR	Schedules for a meeting 
STUDENTS' COUNSELLOR	Action
DEAN OF STUDENTS	Briefing
STUDENTS COUNSELLOR	Counselling and record
STUDENTS COUNSELLOR	Referral if necessary
STUDENTS COUNSELLOR	Confidential report
	

### vi. Work Study Programme Process

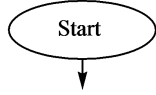
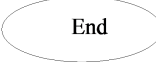
RESPONSIBILITY	ACTION
VICE-CHANCELLOR DVC (AA)	 Request for funds
VICE-CHANCELLOR/ DVC (AA)	Recommendation and Approval 
DEAN OF STUDENTS	Dispatching of a notice inviting applications
STWD	Consideration as per information given when applying and from records by STWD
DEAN OF STUDENTS	Notification of successful candidates through a notice
HODS	Supervision of students of work study
STWD	Processing of students' payment
FINANCE OFFICE	Payment
	

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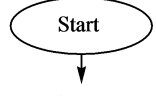
#### v. Conducting CUSA Elections

RESPONSIBILITY	ACTION
MANAGEMENT	 Approval of election date
ELECTORAL COMMISSIONER	Issuance of a notice to announce vacant seats
STWD	Collection and signing of application forms
ELECTORAL COMMISSION	Announcing of successful candidates
CANDIDATES	Campaigning for one week
ELECTORAL COMMISSION	Voting from 6.00 am to 12.00 pm. Counting of votes
ELECTORAL COMMISSIONER	Announcing winners
VICE-CHANCELLOR	Forwarding winners 

#### vi. Orientation of First Year Students

RESPONSIBILITY	ACTION
DVC (AA) DEAN OF STUDENTS	 Preparation of events a week prior to arrival of students
STWD	Circulation of the programme
REGISTRAR (ACADEMIC AFFAIRS)	Registration of students for two days in courses
REGISTRARS, DEANS, DIRECTORS OF BOARDS	Addressing of students for four days
MANAGEMENT/STWD	Addressing on the seventh day
LIBRARIAN	Final orientation 

#### vii. Handling Students Welfare Matters

RESPONSIBILITY	ACTION
DVC (AA)	 Receiving of a report and setting date and agenda
REGISTRAR (ACADEMIC AFFAIRS)	Invitation of Students' Welfare Committee
DEPUTY VICE-CHANCELLOR (AA)	Meeting is held
MANAGEMENT BOARD	Recommendations
REGISTRAR (ACADEMIC AFFAIRS) DEAN OF STUDENTS	Communication to students and implementation 