



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

DOCUMENT: PROCEDURE FOR STUDENT WELFARE SERVICES

DOC. NO. : JOOUST/ AA/DOS/OP 15

**AUTHORIZED BY : DEPUTY VICE-CHANCELLOR SIGNATURE: [Signature]
ACADEMIC STUDENTS AFFAIRS AND RESEARCH (DVC ASAR)**

ISSUED BY : DEAN OF STUDENTS SIGNATURE: [Signature]

0.1 DOCUMENT DISTRIBUTION

| S. NO | TYPE | OFFICE |
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| (i) | Original | QMR |
| (ii) | Copy | DVC (ASAR) |
| (iii) | Copy | R (ASA) |
| (iii) | Copy | DOS |
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0.2 DOCUMENT CHANGES

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1.0 Purpose To ensure provision and supportive welfare services to the Students.

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

3.0 References:

- i. ISO 9001:2015 Standard
- ii. JOOUST Quality Manual
- iii. JOOUST Statutes
- iv. JOOUST Service Charter
- v. JOOUST Student Rules & Regulations
- vi. JOOUST Examination Rules & Regulation for Undergraduate and Postgraduate students
- vii. JOOUST Work-Study Policy
- viii. SAJOOUST Constitution

4.0 Terms and Definitions

- i. AO: Admissions Office
- ii. DOS: Dean of Students
- iii. DVC (ASAR): Deputy Vice-Chancellor (Academic, Student Affairs and Research)
- iv. HELB: Higher Education Loans Board.
- v. HOD: Head of Department
- vi. JOOUST: Jaramogi Oginga Odinga University of Science and Technology
- vii. Nominal Roll: List of all bona-fide students
- viii. QMR: Quality Management Representative
- ix. R (ASA): Registrar, Academic and Student Affairs
- x. RC: Records Clerk
- xi. RO: Returning Officer
- xii. SAJOOUST: Students Association of Jaramogi Oginga Odinga University of Science and Technology
- xiii. SC: Students Counselor

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- xiv. SDC: Student Disciplinary Committee
- xv. UMB: University Management Board
- xvi. VC Vice Chancellor
- xvii. WSC: Work Study Committee
- xviii. CSO Career Services Office

5.0 Responsibility

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

6.0 Methods

6.1.0 Work Study Programme

- 6.1.1 DOS shall seek for authority to advertise for work study from the VC through DVC (ASAR) one week before commencement of every semester.
- 6.1.2 The Dean of Students shall advertise participation in the work study programme on the notice boards to all students at the start of every academic year.
- 6.1.3 The DOS shall avail the official application forms to interested students on request.
- 6.1.4 The RC shall receive applications, folio, and stamp and file them accordingly.
- 6.1.5 The RC shall summarize the applications and submit to the DOS within one week.
- 6.1.6 The DOS shall constitute a WSC to consider applications and recommend deserving students.
- 6.1.7 The WSC shall compile a report on the interview results and present the same to the DOS within one week.
- 6.1.8 DOS shall brief HODs and participating students on deployment status.
- 6.1.9 The DOS shall post the names of the successful students on the notice board and issue notification letters to selected students.
- 6.1.10 The students shall report to the departmental heads for deployment.
- 6.1.11 The HOD shall sign the work study time logs on a weekly basis indicating the hours worked.

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- 6.1.12 The students shall then return the fully signed forms to the DOS' office on a monthly basis.
- 6.1.13 The RC shall compute the amount to be paid and seek approval from DOS.
- 6.1.14 The DOS shall forward the forms to The Chief Finance Officer for payment processing on a monthly basis.

6.2.0 Student Disciplinary Administration

- 6.2.1 The DOS shall receive and record all disciplinary cases.
- 6.2.2 The Dean of Students shall explore the nature of the misconduct to establish whether it warrants action from the office or referral to The Chief Security Officer.
- 6.2.3 The DOS shall forward all established criminal cases to The Chief Security Officer for further action.
- 6.2.4 The DOS shall handle the Non- criminal cases and determine the verdict.
- 6.2.5 The DOS shall prepare a report to the DVC ASAR at the end of every semester on disciplinary cases handled.

6.3 Elections of Student Leaders

- 6.3.1 The VC shall appoint the RO and Other Electoral Board.
- 6.3.2 The Electoral Board shall set the dates for the elections and put a notice for interested students to obtain nomination forms from the DOS Office.
- 6.3.3 The Electoral Board shall declare all the SAJOOUST seats vacant.
- 6.3.4 The candidate shall seek clearance from the Registrar ASA, DOS, CFO, and the RO, who shall approve clearance based on the first three clearances.
- 6.3.5 The Electoral Board shall publish the names of successful candidates declare the beginning of campaign and the cooling time.
- 6.3.6 The Director ICT in collaboration with the Registrar ASA shall prepare the online voting register per Constituency
- 6.3.7 The Electoral Board and the Director ICT shall oversee the online voting and vote tallying on the Election Day at the tallying center
- 6.3.8 The RO shall publish the election results online and declare the winners

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- 6.3.9 The RO, DOS and PO shall forward the election results to the VC through DVC ASAR
- 6.3.10 The DOS shall arrange a date for the swearing in of the new officials of SAJOOUST, one week after the election date to allow Appeals.
- 6.3.11 The outgoing SAJOOUST officials shall hand over to the new SAJOOUST officials immediately after the swearing in ceremony.
- 6.3.12 The DOS shall make arrangement for training of the new elected SAJOOUST Officials

6.4.0 Handling Students Complaints

- 6.4.1 The Complaints Officer shall receive and record all student complaints in the student complaints register.
- 6.4.2 The Complainant shall be issued with the complaint form to fill and submit to complaint officer for further action.
- 6.4.3 The Complaints Officer shall consultatively bring the complaint to the attention of the DOS within a day.
- 6.4.4 The Complaints Officer shall conduct thorough investigations, record and report the findings to the DOS.
- 6.4.5 The Complaints Officer shall, in consultation with the DOS, recommend action taken as appropriate following the findings of the investigation.
- 6.4.6 The Complaints Officer shall photocopy all complaint documents and forward the copy to the relevant department.
- 6.4.7 The Complaints Officer shall carry out semester statistical analysis of complaints recorded in the department to assess the gravity of students' problems for corrective action planning and submit a report to the DOS.

6.5.0 HELB Loans & Bursaries

- 6.5.1 The DOS shall notify the students on the need to apply and inform when HELB portal is active.
- 6.5.2 The students shall download the loan/bursary form from the HELB website and fill in accordingly.

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- 6.5.3 The DOS shall receive completed forms that require signature and have them duly signed.
- 6.5.4 The DOS shall advise the students on the appropriate mode of submission of the form to HELB office.

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 at the start of every semester.
- 6.6.2 The RC shall then receive applications from students, stamp and file them.
- 6.6.3 The SCs shall convene to consider the applications.
- 6.6.4 The DOS shall forward the names of the qualified candidates to the Trust Fund office.
- 6.6.5 The successful candidates shall be awarded based on the availability of funds
- 6.6.6 The SAA shall inform the successful applicants through sms and written communications

6.7.0 Formation of Clubs and Associations

- 6.7.1 The Clubs and Association Officer shall receive the applications from students who intend to register their clubs/associations.
- 6.7.2 The Clubs and Association Officer 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.
- 6.7.3 The Clubs and Association Officer shall give feedback to the DOS on the decision arrived at and issue certificate of registration to successful clubs/associations.
- 6.7.4 The RC shall file all relevant documents.

6.8.0 Organizing SAJOOUST events

- 6.8.1 SAJOOUST leaders shall prepare an event/ activity schedule for every academic calendar.
- 6.8.2 SAJOOUST leaders shall submit the events/activities at the start of the academic year to the DVC ASAR through DOS for approval.

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- 6.8.3 SAJOOUST leaders shall prepare a budget with the available funds and present to the DOS for onward submission to the DVC (ASAR).
- 6.8.4 DVC,ASAR shall forward the budget at the University Management Board for scrutiny and final approval.
- 6.8.5 The DOS shall assist the SAJOOUST officials to formulate a work plan for each event/activity thereafter.
- 6.8.6 The SAJOOUST chair shall prepare a report to the DOS after every event.

6.9.0 Organizing Student Funeral

- 6.9.1 DOS shall confirm the death of a student and inform the DVC ASAR.
- 6.9.2 The DOS shall then confirm whether the student is in session and coordinate with the family members on the burial arrangements.
- 6.9.3 The DOS shall communicate the information and discuss the expected costs with the DVC ASAR
- 6.9.4 The DOS shall then request for financial support from the DVC ASAR 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 during the burial.
- 6.9.7 The DOS shall prepare a report on the deceased and forwarded to the DVC (ASAR) through the RASA.

6.10.0 Student Guidance and 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.

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- 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.

6.11.0 Career Services

- 6.11.1 CSO shall ensure all students are sensitized on competencies and skills every academic year
- 6.11.2 The CSO shall conduct career counseling for high school students from various counties annually between January and August
- 6.11.3 The CSO shall identify and build the capacity of students network groups and students leaders to increase awareness on careers through training in Academic year
- 6.11.4 The CSO shall conduct dialogue meetings on careers targeting school and department in Academic year
- 6.11.5 The CSO shall regularly update a social media platforms for sensitization on careers and peer advising on career issues
- 6.11.6 The CSO shall organize one career day targeting students from different schools every academic year
- 6.11.7 The CSO shall have a semester review meeting with career ambassadors on career issues
- 6.11.8 The CSO shall track the academic progress of students each academic year

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