	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

CHUKA UNIVERSITY

Standard Operating Procedure


For

Student Welfare Promotion Management (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.

Action	Name & Signature	Position	Date
Revised by	Dr. J. B. Nandelenga	AG. DEAN OF STUDENTS	20.8.2019
Reviewed by	Prof. D. K. Isutsa	DEPUTY VICE-CHANCELLOR (ARSA)/MR	20.8.2019
Approved by	Prof. E. N. Njoka	VICE-CHANCELLOR	20.8.2019

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

CONTENTS

COVER PAGE.....	1
DOCUMENT REVIEW SHEET.....	1
CONTENTS.....	2
1.0 AMENDMENT RECORD	3
2.0 GENERAL.....	4
2.1 Purpose.....	4
2.2 Scope.....	4
2.3 References.....	4
2.4 Abbreviations.....	4
2.5 Definitions.....	4
2.6 Responsibility.....	4
3.0 ADMINISTRATIVE STRUCTURE.....	5
4.0 PROCESSES.....	5
4.1 Overview.....	5
4.2 Process for Coordination of Games and Sporting Events.....	6
4.3 Process for Organisation of Recreation Events.....	6
4.4 Process for Provision of Counselling Services.....	7
4.5 Process for Administration of Work Study Programme.....	8
4.6 Process for Conducting of CUSA Elections.....	9
4.7 Process for Orientation of First-year Students.....	10
4.8 Process for Handling Student Welfare Matters.....	11
5.0 RECORDS/RETAINED DOCUMENTED INFORMATION.....	12
6.0 KEY PERFORMANCE INDICATORS/QUALITY OBJECTIVES.....	12
6.1. Key Performance Indicators.....	12
6.2. Quality Objectives.....	12
RISK REGISTER.....	15
OPPORTUNITIES REGISTER.....	15
APPENDIX I: PROCESS MAPS.....	16


	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

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.

Amendment Record Sheet

Amendment Date	Issue No.	Revision No.	Page No.	Subject of Review /Modification	Revised By	Reviewed & Approved By
20/8/2019	05	00	6 to 11	Added “resources” in all processes by revising inputs heading to read “inputs/resources” and expanding the section as necessary	HOD	ISO M.R./VC
20/8/2019	05	00	12	Revised KPIs in quality objectives to be “measurable”	HOD	VC
20/8/2019	05	00	13	Revised quality objectives to distinguish from routine duties and responsibility, & infused actions that will ensure customer satisfaction	HOD	VC
20/8/2019	05	00	15	Revised risks to capture factually binding and persistent ones	HOD	VC
20/8/2019	05	00	16	Generated stand-alone Opportunities for the Department and de-linked them from Risks	HOD	VC

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

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 the 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

- Kenya Constitution, 2010
- Universities Act No. 42 of 2012; Amendment Act of 2016
- CU Charter, 2013
- CU Statutes, 2014
- CU Strategic Plan, 2017-2022
- CU Students' Information Handbook (Current)
- CUSA Constitution (Current)
- ISO 9001:2015 Standard, Clauses 4 to 10
- CU ISO Quality Management System Manual (Current)

2.4 Abbreviations

CUSA	= Chuka University Students Association
DOS	= Dean of Students
DVC (ARSA)	= Deputy Vice-Chancellor (Academic, Research & Student Affairs)
DVC (AFPD)	= Deputy Vice-Chancellor (Administration, Finance, Planning & Development)
GT	= Games Tutor
STWD	= Students' Welfare Department
SSP	= Self-Sponsored Programmes

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.

Potent Risk: Refers to potential raw risk that is anticipated.

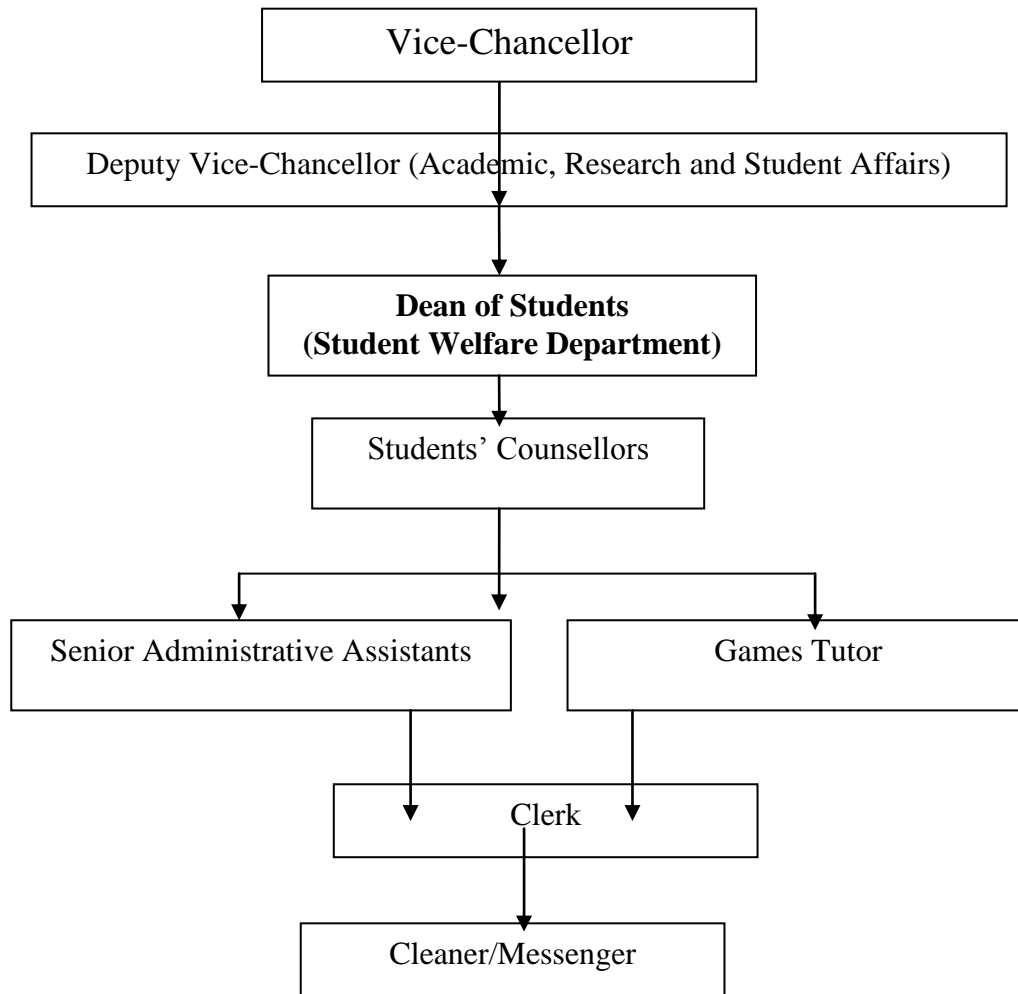
2.6 Responsibility

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 staff are responsible for implementing and ensuring that these procedures are followed.

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

3.0 ADMINISTRATIVE STRUCTURE

The current administrative structure for the Student Welfare Department is as shown below:




4.0 PROCESSES

4.1. Overview

Student Welfare Department is responsible for coordinating the social and co-curricular well-being of students while in the University. The core activities of the department include:

- (i) Coordination of games and sporting events
- (ii) Coordination 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

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

4.2 Process for Games and Sports

4.2.1 Source

Students

4.2.2 Required inputs / Resources

- Calendar of events
- Invitation letter
- Players and Facilitators (Transport Officer, Games Officer, Driver)
- Vehicle(s)
- Sports field/equipment
- Budgetary allocations (Finances)

4.2.3 Expected outputs

- Reports
- Trophies
- Certificates

4.2.4 Receiver(s)

Top Management; Students; CU/SOP/FIND/24


4.2.5 Procedure details

No.	Description	Output	Responsibility
1.	Prepare the games schedule for internal inter-Faculty games, Central Kenya Universities (CEKUSA) and Kenya Universities Sports Associations (KUSA) events	Sports and Games calendar of events	Sports Officer
2.	Present the games plan and calendar of events for vetting and approval	Games schedule	DVC (ARSA)
3.	Requisition approval for financial facilitation	Letter showing expenditure items	Vice-Chancellor
4.	After the approval, fill an imprest for the funds to be processed	Raised imprest	Finance Officer
5.	Requisition for transport vehicle well in advance of the sports day	Assigned vehicle	Transport Officer
6.	Take students for games and sports	Events participation	Sports Officer Driver(s)
7.	Present the games report to the Dean of Students	Performance Report	Sports Officer

4.3 Process for Recreation

4.3.1 Source

Students

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

4.3.2 Required inputs /Resources

- Calendar of events
- Staff
- Training at the sports grounds
- Participants
- Budgetary allocations (Finances)
- Student leaders

4.3.3 Expected outputs


- Event happening
- Report
- Trophies
- Certificates

4.3.4 Receiver(s)

Top Management; Students; CU/SOP/FIND/24

4.3.5 Procedure details

No.	Description	Output	Responsibility
1.	The calendar of events for a year is prepared at the beginning of the academic year.	Calendar of events	Dean of Students
2.	The calendar of events is presented for vetting and approval		DVC (ARSA) VC
3.	Requisition for approval for financial facilitation is raised	Requisition letter and budget	DVC (ARSA) VC
4.	The required items are sourced following procurement procedures	Items required to be procured	Procurement Officer
5.	An imprest is filled to request for funding of outsourced services		Finance Officer/ Dean of Students
6.	Programme of event is prepared	Programme	Dean of Students
7.	Notices, invitations and the programme are sent to students and other participants		Dean of Students
8.	The venue for the event is arranged and set up to accommodate participants	A set up venue	Dean of Student Estate Manager
9.	On the day of the function, the programme is implemented		Dean of Students
10.	Winners/Participants are issued with certificates	List of awardees	Dean of Students
11.	A report of the event's proceedings is written and submitted to the Management	Report	Dean of Students

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

4.4 Process for Counselling Students

4.4.1 Source

ISO Departments

4.4.2 Required inputs / Resources

- Staff
- Students
- Resource persons
- Student Counsellors
- Intake forms
- Counselling rooms
- Refreshments

4.4.3 Expected outputs

- Progress reports

4.4.4 Receiver(s)

Students, Top Management

4.4.5 Procedure details

No.	Description	Output	Responsibility
1.	An individual or group seek / are referred / are identified for counselling services	Intake Form	Student Counsellor
2.	Schedule a counselling session with clients	Counselling Schedule	Student Counsellor
3.	Counselling process is initiated	Notes	Students Counsellor
4.	Referral is made if necessary	Referral letter	Student Counsellor/ Dean of Students
5.	Confidential case report is maintained with special codes	Coded Report	Student Counsellor

4.5. Process for Administration of Work Study Programme

4.5.1. Source


CU/SOP/VCIM/01; Students

4.5.2. Required inputs / Resources

- Stations for attachment
- Needy student applicants
- Budgetary allocation (Finances)

4.5.3. Expected outputs

- Work study payments
- Report

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

4.5.4. Receiver(s)

Students; CU/SOP/VCIM/01; CU/SOP/FIND/24

4.5.5. Procedure details

No.	Description	Output	Responsibility
1	A request is written for permission to engage students in work-study programme	Request letter	Dean of Students
2	The request is approved	Approval letter	DVC (ARSA)/VC
3	A notice is written to the students to apply once permission has been granted	Students' notice	Dean of Students
4	The needy students are vetted as per the information given when applying and also clarification from available records	Vetted needy students	Dean of Students
5	Successful candidates are notified through a notice and advised as to when the programme will commence	List of successful applicants	Dean of Students
6	The students are deployed to work in the respective Departments and are supervised by the HODs.	Work Study forms	Dean of Students/HoDs
7	After the program is done, a list is compiled showing the number of hours worked by each student	List of work study participants	SAA
8	Request is made for approval for payments for the hours the students work	Payment request	Dean of Students/ DVC (ARSA)/ VC/ FO
9	The payment form is submitted to finance for payments.	Signed payment schedule	Dean of Students/ Finance Officer

4.6. Process for Conducting CUSA Elections

4.6.1. Source


CU/SOP/VCIM/01; Students

4.6.2. Required inputs / Resources

- Faculty staff
- Student contestants/CUSA Constitution (current)
- Electoral Commission/Universities Act, 2016
- Budgetary allocation (Finances)
- Ballot papers

4.6.3. Expected outputs

- Announcement of results
- Elected Officials
- Report of voting exercise


	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

4.6.4. Receiver(s)

CU/SOP/VCIM/01; Students

4.6.5. Procedure details

SN	Description	Output	Responsibility
1.	Selection and recommendation for appointment of the CUSA Electoral Commission (EC) is done following the stipulations in the current CUSA Constitution	List of commissioners	DOS & Outgoing Governing Council
2.	Forwarding of recommended commissioners and appeals committee for official appointment	Draft appoint letters	DVC (ARSA) VC
3.	Elections are held at the beginning of every calendar year following the Universities Act, 2016, procedures and on a date determined and set by the University Management.	Voting date	Dean of Students/ Management
4.	Vacant seats are announced by the EC Chair who issues a notice to students	Voting notice	Electoral Commission
5.	Contestants collect application forms once they meet minimum requirements stipulated in the CUSA Constitution. Forms are filled, signed and returned to the EC Secretariat	Filled forms	Electoral Commission/ Dean of Students
6.	Contestants are vetted and results are announced by the EC Chair	List of contestants	Dean of Students/ Electoral Commission
7.	A meeting with successful contestants is held to set rules, regulations and timetable for conducting campaigns	Voting rules	Electoral Commission
8.	Open campaigns are for a week and one week for public debate and preparations		Dean of Students/ Electoral Commission
9.	Voting materials are procured and secured until the voting day by Electoral College winners (Faculty Representatives, 3 per Faculty)	Voting materials	Dean of Students
10.	Voting is done from 6.00 am to 12.00 noon by Faculty Representatives. Votes are counted immediately voting ends and results are signed by the candidates, their agents and the EC	Voting papers	Electoral Commission
11.	The winners are announced by Electoral Commission Chairperson	Elected officials	Electoral Commission
12.	If any appeal arises, it is resolved following the procedure in the CUSA Constitution	Appeals period	Appeals Committee
13.	The names of the elected student leaders are forwarded to the Vice-Chancellor for inauguration and leadership training	Cleared winners	Electoral Commission

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

4.7. Process for Orientation of First Year Students

4.7.1 Source

CU/SOP/RACA/05; CU/SOP/FACU/6-10

4.7.2 Required inputs / Resources

- Orientation Staff and Students
- First-Year Students
- Guest Speakers
- Budgetary allocation (Finances)

4.7.2 Expected outputs

- Reports
- Oriented First-Year Students

4.7.3 Receivers

CU/SOP/ACAD/16-21, 34-37, 42-44; CU/SOP/FACU/6-10; CU/SOP/VCIM/01

4.7.5. Procedure details

No.	Description	Output	Responsibility
1.	orientation programme is prepared and forwarded for approval	Orientation programme	DOS
2.	Programme and invitation letters are distributed to all departments and sent to invited guest speakers	Invitation Letters	Dean of Students
3.	The students are issued with the orientation program as they register in their respective faculties.	Number of registered students in faculties	Deans of Faculties
4.	The students are addressed by internal and external speakers at designated venue	Lists of attendance	Dean of Students
5.	The students are addressed by the University Management on the last day	Lists of attendance	Dean of Students
6.	The students proceed for orientation in the Library and Teaching Departments	Library and Depts orientation lists	Librarian/ CODs


4.8. Process for Handling Student Welfare Matters

4.8.1. Source

CU/SOP/VCIM/01; CU/SOP/SESD/30

4.8.2. Required inputs / Resources

- Student Welfare Committee
- Agenda items
- Minutes of previous meetings

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

- Budgetary allocation

4.8.3. Expected outputs

- Report of proceedings
- Minutes

4.8.4. Receiver(s)

CU/SOP/VCIM/01; CU/SOP/DVCA/03; CU/SOP/RACA/05

4.8.5. Procedure details

No.	Description	Output	Responsibility
1.	Preparation and submission of request of the students' welfare matters for inclusion in the agenda	Agenda items	Dean of Students
2.	Setting of the agenda and date for the meeting	Meeting date	Registrar (AA) DVC (ARSA)
3.	Drafting of the agenda and date for the meeting to invite members to the meeting	Meeting notice	Registrar (AA)
4.	Convene the meeting and take minutes	Minutes	DVC (ARSA) Registrar (AA)
5.	The recommendations are communicated to the Management Board for review and approval for implementation.	Forwarded recommendations	DVC (ARSA)
6.	The decision of Management Board is communicated to the students through the DOS within two weeks from the date of approval by the Management. <i>(Refer to Current CUSA Constitution; Current Students' Handbook)</i>	Decision	Registrar (AA)


5.0 RECORDS/RETAINED DOCUMENTED INFORMATION

- Games & Sports reports
- Work study programme reports
- Approvals for events
- Chuka University Students' Association Minutes
- Counselling reports
- Departmental meeting minutes

6.0 KEY PERFORMANCE INDICATORS/OBJECTIVES

6.1. Indicators


- Number of elected student leaders during CUSA elections
- Number of games participated in by the students annually
- Percentage of students counselled and reformed as per the records

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

- (iv) Percentage of students who completed the work study programme
- (v) Number of trainings and seminars organised and held
- (vi) Percentage of first year students oriented

6.2. QUALITY OBJECTIVES

Linked Strategic Objective: SO 32: Development of Student Support Programmes SO 34: Production of Holistic Graduates			
Quality Objective 1. To increase needy students identified to get financial assistance through work study program from 100 to 150 per year			
Strategy (Actions/Activities required to achieve the objective) <ul style="list-style-type: none"> • Submit needy students applications to funding agencies • Develop an endowment fund • Engage students in work study programme • Develop a students' recognition/reward policy 			
Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
Dean of Students HODs	Finances Administrators	Once per year	% increase in students engaged in work study and able to study Percentage of students who complete study programmes
Review dates:	Annually		
Linked Strategic Objective: SO 32: Development of Student Support Programmes SO 33: Strengthening of Student Governance Mechanisms SO 34: Production of Holistic Graduates			
Quality Objective 2. To reduce complaints in preparation of orientation, CUSA elections, guidance and counselling and talent activities for students from 4 to nil			
Strategy (Actions/Activities required to achieve the objective) <ul style="list-style-type: none"> • Sensitize students on effective and democratic elections and leadership • Organise democratic CUSA elections • Train student leaders on peaceful conflict resolution strategies • Train students in effective communication with authorities • Organise events to showcase talent • Organise first year students orientation • Organise sports, games and recreation activities • Recruiting and training peer counsellors • Sensitize students on counselling services 			
Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
Dean of Students Deans of Faculties	Finances Trainers	- Annually - Twice	% complaints registered

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION MANAGEMENT		

Student Counsellors Games officer CUSA Leaders	Guest Speakers Vehicles/PAS Games equipment	- Continuousl y	
Review dates:	Quarterly		

Linked Strategic Objective:

SO 33: Strengthening of Student Governance Mechanisms

SO 34: Production of Holistic Graduates

Quality Objective

3. To plan and implement programmes and activities that assist 60% students to develop physical, psychological, social, spiritual and leadership capabilities through formation of clubs, societies, joint services, and training

Strategy (Actions/Activities required to achieve the objective)

- Conduct an inter-denominational service every semester
- Register student associations, clubs and societies
- Encourage students to join professional associations, clubs and societies
- Link up with professional bodies for mentorship and training of students

Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
Dean of Students Patrons	Finance Guest speakers	Per semester	% students in capacitated Number of active registered clubs
Review dates:	Annually		

Linked Strategic Objective:

SO 33: Strengthening of Student Governance Mechanisms

SO 34: Production of Holistic Graduates


Quality Objective

4. To support and encourage 100% students to engage in corporate social responsibility activities through clubs, societies, peer counsellors and CUSA leaders.

Strategy (Actions/Activities required to achieve the objective)

- Build linkage with external institutions
- Organise and participate in outreach programmes
- Respond to invitations from stakeholders to participate in activities

Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
Dean of Students Club Patrons Student Counsellors	Finances Resource persons Club and society leaders CUSA leaders	Annually	No. of CSR achieved % of students in CSR
Review dates:	Bi-Annually		

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION		

Risk Register

Note under monitoring, the following provides responses: What = risk described. Why = prevent/correct consequence. How = mitigations/controls. Who = risk owner.


Department: CU/SOP/STWD/15- Students Welfare Promotion												
Procedure/Project/Process Name: Student Welfare Promotion Processes								Actual Risk as @ 20/8/2019				
Risk name/ description	Risk Consequence	Likelihood (L)	Consequence (C)	Potent Risk (LxC)	Mitigations/controls (Source of opportunities)	Risk Owner	Monitoring	LA	CA	RI= LA*CA	RR%= RI/PR	EC%
CUSA Election malpractices	Student strikes / riots Loss of property Bad reputation	1	3	3	Adhere to election rules as in CUSA constitution Train Electoral Commission	DOS Electoral Commission	Annually	1	0	0	0%	100%
Allocation of work study to non-deserving students	Wastage of resources Bad reputation	2	1	2	Prepare a record of needy students Scrutiny of applicants	Dean of Students	Annually	1	1	1	50%	50%
Students incitement	Student strike/riots Injuries/ loss of life Suspension/ dismissal/ discontinuation	2	3	6	Providing timely and accurate information Embracing dialogue	Dean of Students Top Management	Bi-Annually	2	1	2	33%	67%
Injury during games/sports	Loss of resources Loss of learning time Disability development	3	3	9	Effective training Use of proper games equipment	Games Sports officer DOS	Quarterly	2	2	4	44%	56%

Key: LA= Likelihood achieved. CA=Consequence achieved. RI=Risk incidences encountered. RR% = Residual Risk. EC%= Effectiveness of Control

Potent Risk (PR): Refers to potential raw risk that is anticipated. EC% = 100% - RR%

Opportunities Table

SN	Opportunities	Action Plan	Timeline	Effectiveness Status
1	Linkages with business partners and goodwill from industries	Sourcing for funding and resource persons in students activities	Twice per year	70%
2	Environment requiring conservation through community service	Encourage students to participate in voluntary community service activities	At least once per year	100%
3	Community goodwill and support	Organize training for community stakeholders to empower them to be mentors to our students	At least once per year	100%
4	Accessible and good transport and communication network	Invite resource persons to address students on topical issues; transport students safely to events	8 resource persons per year	80%

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION		


APPENDIX: PROCESS MAPS

i) Games and sports


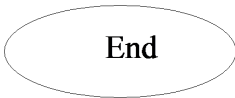
RESPONSIBILITY	ACTION
Sports Officer	<p style="text-align: center;">Start</p> <p>Preparation of the games plan for the semester for internal games, CEKUSA and KUSA calendar of events.</p>
Sports Officer	Present the games plan to the DVC (ARSA) for vetting and approval
Sports Officer Dean of Students	Request for financial facilitation to the Vice-Chancellor through the DVC (ARSA).
Sports Officer Dean of Students	Fill an imprest to request for funds from the Finance Department
Sports Officer	Request for transport from the Transport Department
Sports Officer	Take students for games and sports
Sports Officer	Write a report to the Dean of Students/Management
	End

ii) Recreation


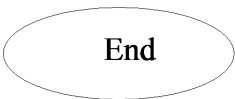
REPONSIBILITY	ACTION
Dean of Students	<p style="text-align: center;">Start</p> <p>Prepare a calendar of events for a year at the beginning of the academic year</p>
Dean of Students	Present the calendar of events for vetting and approval by DVC (ARSA) and VC.
Dean of Students	Request for authority to incur expenditure from the Vice-Chancellor through the DVC (ARSA)
Procurement Officer	Procurement procedures are followed
Dean of Students	Fill an imprest to request for funding
Dean of Students	Prepare programme for the event
Dean of Students	Send notices, invitations and programme to participants
Student Welfare Department	Make adjustments to the programme after confirmations
Estates Manager	Prepare the venue for the event
Dean of Students	Implement the recreation programme
Dean of Students	Issue trophies and certificates to the winners
Dean of Students	Write a report about the function to management
	End

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION		


iii) Students' Counselling


RESPONSIBILITY	ACTION
SC	<div style="text-align: center;">  <p>↓</p> </div> Receive a request from individuals or groups
SC	Schedule for a meeting with them
SC	Counsel and record for follow up are maintained
SC	Refer if necessary and the DOS is briefed where necessary
SC	A confidential case report of the clients is maintained
	<div style="text-align: center;">  </div>

iv) Work Study Programme

RESPONSIBILITY	ACTION
Dean of Students	<div style="text-align: center;">  <p>↓</p> </div> Requesting for permission to engage students in work study programme
Dean of Students	After approval, a notice shall be written to the students to apply
Dean of Students	Priority is given to the needy students as per the vetted records and information given
Dean of Students	Successful students are notified through a notice and advised on the date the programme will commence
Dean of Students	Give names to the Heads of Departments for work assignment
Dean of Students	Request for approval for payments for the hours worked
Finance Department	Payment form is signed by the students before surrender
	<div style="text-align: center;">  </div>

v) Preparation for Conducting CUSA Elections


RESPONSIBILITY	ACTION
Dean of Students & CUSA Governing Council	<div style="text-align: center;">  <p>↓</p> </div> Select and recommend appointment of the CUSA Electoral Commission (EC) and appeals committee
Dean of Students	Forward recommended members for appointment
Vice-Chancellor DVC (ARSA)	Appoint the commissioners and committee for elections held at the beginning of every calendar year

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION		



Electoral Commission	Declare vacant positions by issuing a notice to students
Electoral Commission	Collect application forms by prospective contestants
Electoral Commission	Sign and return application forms by the prospective contestants
Electoral Commission	Vet prospective contestants and announcing the results
Electoral Commission	Meet contestants to set rules, regulations and timetable for conducting campaigns
Electoral Commission	Supervise two weeks of campaigns and prepare for voting by procuring materials and engaging observers
Electoral Commission	Voting takes place from 6.00 am to 12.00 pm at designated places as determined by the Electoral Commission
Electoral Commission	Count votes immediately the polling stations are closed and get results to be signed
Electoral Commission	Announce the results at the tallying centre
Electoral Commission	The names of the new student leaders are forwarded to the Management to prepare for inauguration <div style="text-align: center;">End</div>

vi) Orientation of First Year Students

RESPONSIBILITY	ACTION
Dean of Students	<div style="text-align: right;"><div style="border: 1px solid black; border-radius: 50%; padding: 5px; display: inline-block;">Start</div> ↓</div> Prepare orientation programme a week prior to arrival of students
Dean of Students	Distribute and send orientation programme and invitation letters to departments and invited guest speakers
Registrar (AA)	Students arrive and are registered and issued the orientation programme and Students' Information Handbook
Dean of Students	Address by various University officials and invited speakers
Management	Address by Top Management in a plenary session on the last day
CODs and Librarian	Teaching and library departments meet various groups at designated time and venue <div style="text-align: center;">End</div>

	Document Ref.: CU/SOP/STWD/15	Issue Date: 20th August, 2019
	Issue No.: 05	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR STUDENT WELFARE PROMOTION		

v) Handling Student Welfare Matters

RESPONSIBILITY	ACTION
DVC (ARSA)	<div style="text-align: center;">  ↓ Receive a report concerning student welfare </div>
DVC (ARSA)	Set the agenda and a suitable date for a meeting.
R (AA)	Invite the Students' Welfare Committee members in writing
DVC (ARSA)	Convene the meeting
Registrar (AA)	Take and record the minutes
DVC (ARSA)	Communicating the recommendations to the Management Board for review and approve for implementation
Registrar (AA)	Communicate the decision of Management Board to the students within two weeks from the date of approval by the Management Board through the DOS <div style="text-align: center;">  </div>