UNIVERSITY OF NAIROBI

Document: **PROCEDURE FOR MANAGEMENT OF STUDENT SUPPORT SERVICES**	
College: **CORPORATE**	Doc. No: **UON/OP/57**
Date of Issue: **August 31, 2016**	Rev No: **07**
Issued By: **VICE-CHANCELLOR**	Authorized By: **UNIVERSITY MANAGEMENT BOARD**

Document: **PROCEDURE FOR MANAGEMENT OF STUDENTS' SUPPORTS SERVICES**	
College: **CORPORATE**	Doc No: **UON/OP/57**
Rev No: **07**	

0.1 DOCUMENT CHANGES

DATE	CLAUSE	AUTHORIZED BY
May 15, 2008		VC
July 29, 2009		VC
October 14, 2009	0.1 – Document changes	VC

March 21, 2011	0.2 Date format changed
	
	0.3 University charter removed, Quality manual added
	
	0.4 Inserted "DVC (SA) and Director SWA"4. Deleted
	
	    • VC – Vice Chancellor
	    • DVC (A & F) – Deputy vice chancellor in charge of Administration and Finance
	    • DVC (AA) – Deputy Vice chancellor in charge of Academic Affairs.
	    • UoN – University of Nairobi
	    • MR – Management Representative
	
	6.1 Added "Of Students"
	
	6.2.2 Inserted "requests from students for placement in organisations"
	6.9.5 Insert "inform the students"
		VC

June 30, 2013	0.1 Document changes	V C
March 31, 2015	8 Added " Records relevant to the procedures shall be maintained	V C
August 31, 2016	Header- Changed Issuing authority from MR to Vice Chancellor and Approval from VC to UMB 0.1 – Document changes, new row created and UMB added in the last column of new row. Document distribution- entire section removed 4- references policy document added –safety plan 8- Title changed from Records to documented information 9 Numbering pattern changed from 8 (a) to 9 (i)	UMB

Document: **PROCEDURE FOR MANAGEMENT OF STUDENTS' SUPPORTS SERVICES**	
College: **CORPORATE**	Doc No: **UON/OP/57**
Rev No: **06**	

1. **PURPOSE**

   The purpose of this procedure is to provide information on the process of management of student services in the University.

2. **OBJECTIVES**

   To ensure student acquire relevant information on student welfare services

3. **SCOPE**

   The scope includes facilitation of students' activities, provision of counselling services, career and placement services, and assistance for needy students.

4. **REFERENCE**

   a) QMS Manual

   b) Students Information Hand Book – pg. 46 - 53

   c) Students Organisations – pg. 68 - 74

   d) University of Nairobi Quality Management System manual

   e) Safety Plan

5. **DEFINITION OF TERMS AND ACRONYMS**

TERMS	ACRONYMS	DEFINITION
	ADOS	Assistant Dean of Students
	DOS	Dean of students, Head of non-academic student's services.
Chaplain		One in charge of students spiritual matters
Counsellor		A professional who counsels students/staff.
	HELB	Higher Education Loans Board
Placement Officer		One in charge of students placement and career presentations coordination
	ODOS	Office of Dean of students
	UHS	University Health Services
Sponsor		Any organisation or individuals who give assistance to students e.g. Rattansi Trust
	SWA	Student Welfare Authority

6. RESPONSIBILITY

Dean of Students

The Dean of Students office coordinates non-academic student activities and ensures that students have conducive environment for their studies. The office of the Dean of Students in order to carry out these responsibilities is staffed with the following officers; the Assistant Dean of Students, Chaplains, Counsellors, and the Placement Officer.

7. METHOD

Student support services are varied and require different professionals to provide the services as follows;

7.1 Counselling

    7.1.1   Students shall request or shall be referred for counselling by DOS / ADOS/Counsellor/Chaplain.

    7.1.2   Counselling shall be done individually or in groups. This shall be done by Counsellors, Assistant Deans of Students and Chaplains.

    7.1.3   Students shall be referred to other services as required.

    7.1.4   Counsellors shall follow – up.

    7.1.5   Counsellors shall keep records of their cases.

7.2 Placements

    7.2.1   Placement Officer keeps a database for students C.V's.

    7.2.2   Placement Officer receives requests from students for placement in organisations

    7.2.3   Placement Officer arranges for Industries/Organizations to make presentations to students.

    7.2.4   Placement Officer forwards the names to organizations.

    7.2.5   Placement Officer identifies avenues for presentations, employers and students meet.

    7.2.6   Employer processes applications while Placement Officer gives references e.g. certifies/calls etc.

7.3 Student Activities

7.3.1   DOS/ADOS/Counsellors/Chaplains/Placement Officer/Principals shall receive letters/proposals from students or other interested parties.

7.3.2   DOS Approves/Disapproves the request.

7.3.3   Upon approval the DOS/ADOS/Counsellors/Chaplains facilitates or forwards to DVC for approval.

7.3.4   When approved Dean of Students / ADOS/ Counsellors/Placement Officer/Chaplains helps students facilitate activity (e.g. finances, venues, materials etc).

7.3.5   Students/Dean of Students accounts for the activity through financial/narrative report.

7.4 Assistance to Needy Students/Disabilities

7.4.1   Students shall request or shall be referred for assistance.

7.4.2   ADOS shall facilitate necessary action (e.g. calls, letters or refers) and liaise with relevant authorities e.g. Transport, Special Student Advisor, SWA, and UHS etc.

7.4.3   The Dean of Students/ADOS/Counsellor/Chaplain/Placement Officer informs the students the outcome of the request.

7.5 Liaison Activity

7.5.1   ADOS /Chaplains/Counsellors/Placement Officer shall receive a request from student or from any other interested parties such as Lecturer, Medical Staff etc.

7.5.2   ADOS communicates with concerned parties via phone calls, letter or request for a meeting to address the concern.

7.5.3   ODOS represent students in the meetings.

7.5.4   ODOS facilitates its implementation of decisions.

7.6 ODOS takes action e.g. Home visits, call in parents for discussions/counselling. **Students Rights Advocacy** DOS /ADOS/Chaplains/Counsellors shall receive complains/concerns/interests from students or from other concerned parties Schedule/Attend meetings to discuss the concerns and arrive at a decision **Dissemination of Information**

Take appropriate action to implement the decision arrived at e.g. Home visits; call in parents for discussions/counselling

7.6.1   DOS/ADOS/Placement Officer/Counsellors/Chaplains shall identify the need for information

7.6.2   Collect or identify information/resources.

7.6.3   Identify the means for distribution of the information

7.6.4   Acquire the necessary resources for the information dissemination

7.6.5   Disseminate/Distribute documents to campuses.

7.7 Chaplaincy

7.7.1   Chaplain/Student shall initiate religious activities

7.7.2   Shall arrange for meetings

7.7.3   Shall develop coordinate, facilitate events/programmes e.g. burial, weddings, baptism, counselling, talks, workshops

7.8 Registration of Student Organisations

7.8.1   DOS shall receive student's requests for registration of an organisation through a proposal and letter and a constitution.

6.9.1.   Dean examines the document and forwards to Chief Legal Officer to peruse the document.

7.8.2   DOS forward to DVC (SA)and Legal Officer for approval

7.8.3   DVC (SA) / DOS receive approved documents for registration.

7.8.4   DOS shall register the organisation and inform the students

7.9 Administration

7.9.1   DOS/ADO/Counsellor/Chaplains/Placement Officer shall carry out duties related to all the above.

7.9.2   Generate documents e.g. letters, forms, reports (narrative and financial)

7.9.3   Certify students' documents e.g. HELB, CDF, sponsors, and employers.

7.9.4   Attend internal and external meetings e.g. students' banking, professional meetings.

8.   DOCUMENTED INFORMATION

Documented information shall be maintained

9.   APPENDICES – PROCEDURE FLOWCHARTS

9.1   Placement and Career

9.2   Management of Student Support Services

9.3   Facilitate Assistance to Needy

9.4   Liaison Activity (meetings referrals)

9.5   Advocacy

9.6   Facilitation of students' activities

9.7   Dissemination of information of students

9.8   Chaplaincy

9.9   Registration of students' organization

Document: **PROCEDURE FOR MANAGEMENT OF STUDENTS' SUPPORTS SERVICES**	
College: **CORPORATE**	Doc No: **UON/OP/57**
Rev No: **06**	

RESPONSIBILITY	PROCEDURE FLOW FOR PLACEMENT AND CAREER

RESPONSIBILITY

PROCESS FLOW

INDUSTRY /DOS

STUDENTS

DOS

INDUSTRY/EMPLOYER

INDUSTRY/STUDENTS

Start

Dean of students Receives employment offers/or arranges for career talks

Dean of students notifies students of employment offers / careers functions

Students register for the function and / or provide their CV's

DOS sends cvs' / names to employer

Dean of students arranges the venue for career/professional talks

Employer industry processes applications

Employers/ students meet for talks

Students take up employment/attachment

End

End

August 31, 2016

PROCEDURE FLOW FOR MANAGEMENT OF STUDENT SUPPORT SERVICES
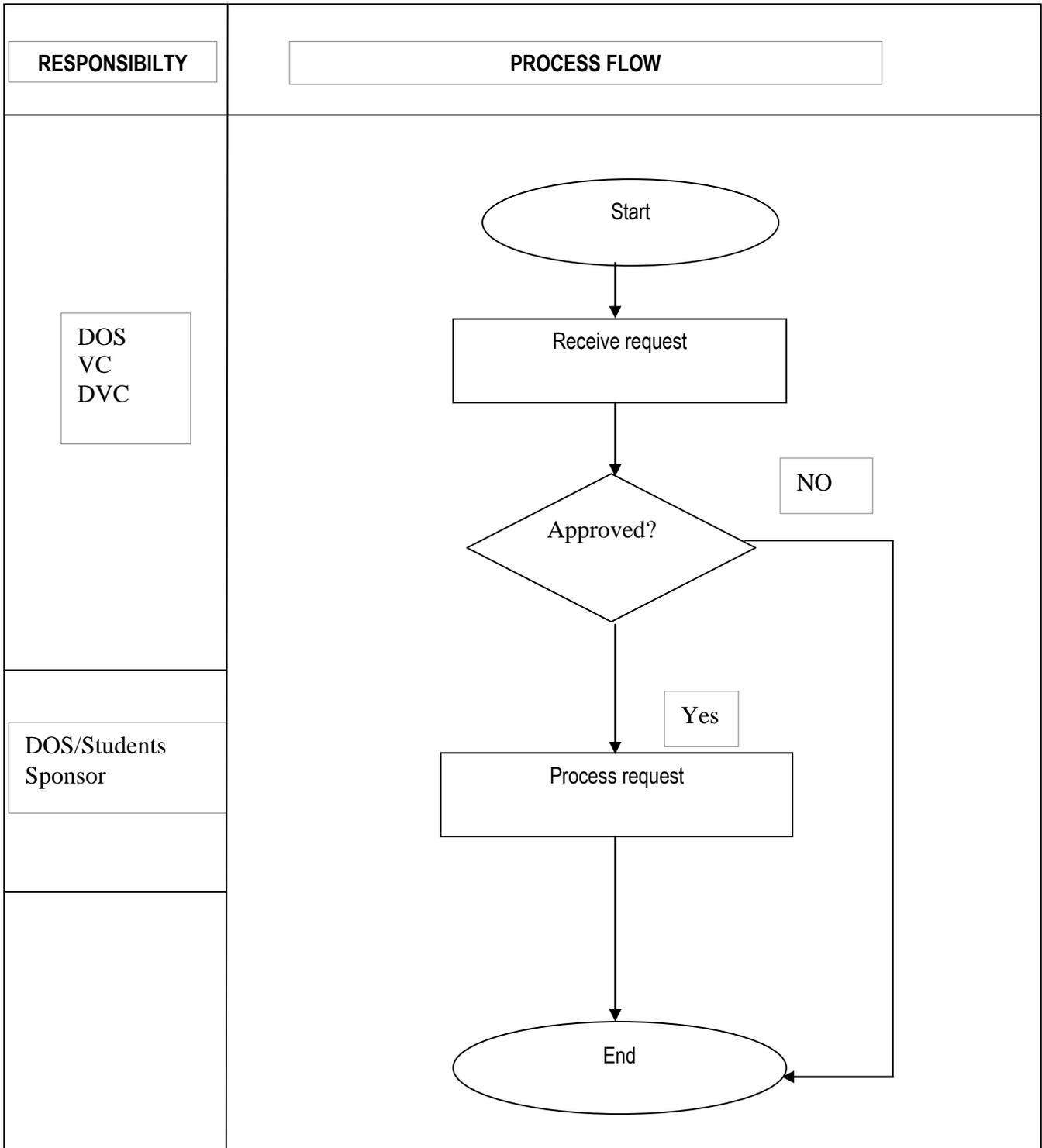
RESPONSIBILTY	PROCESS FLOW
DOS VC DVC	
DOS/Students Sponsor	

Start

Receive request

Approved?

NO

Yes

Process request

End

PROCEDURE FLOW FOR ASSISTANCE TO NEEDY
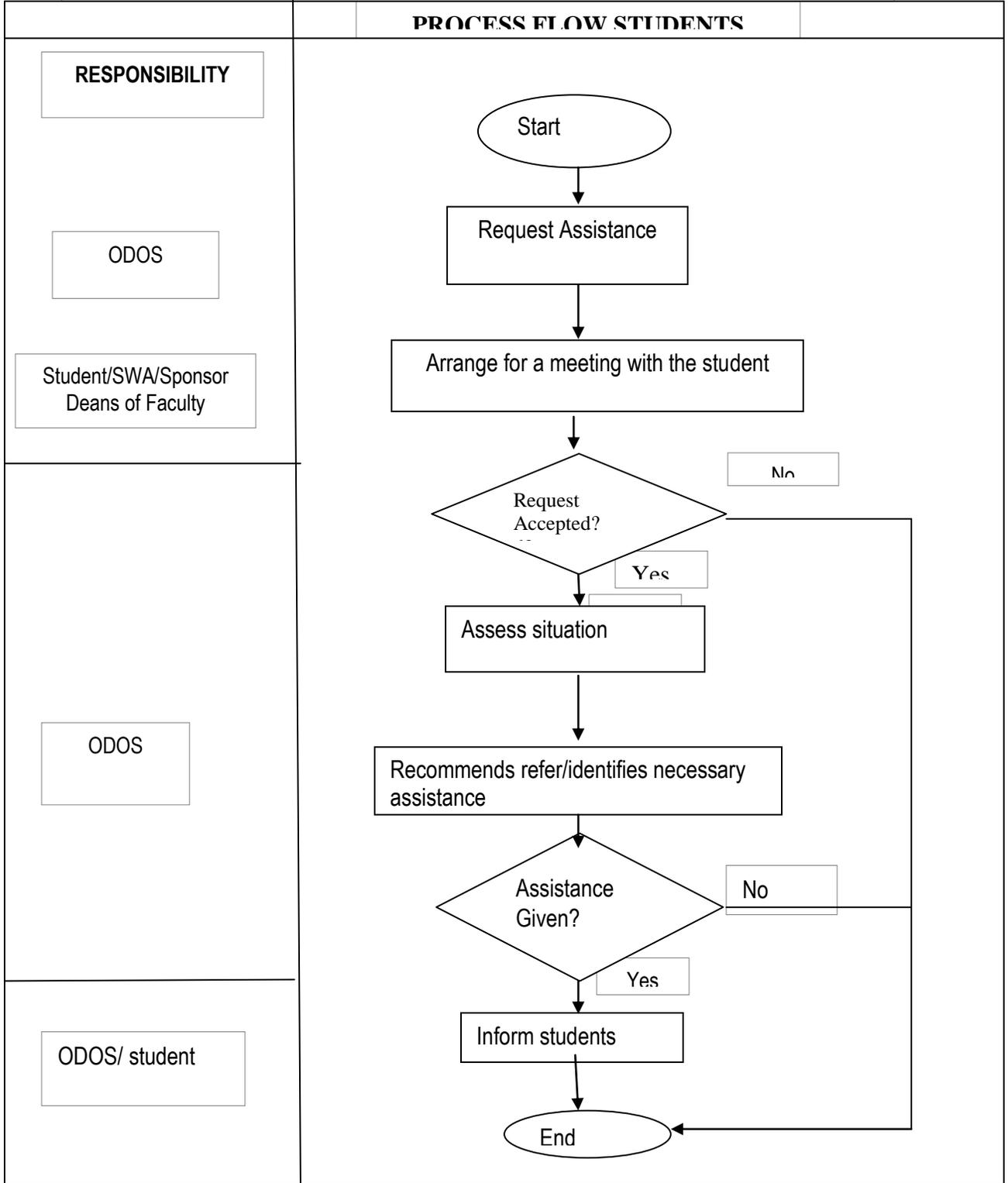
PROCESS FLOW STUDENTS

RESPONSIBILITY	
	Start
ODOS	Request Assistance
Student/SWA/Sponsor Deans of Faculty	Arrange for a meeting with the student
	Request Accepted? — No / Yes
	Assess situation
ODOS	Recommends refer/identifies necessary assistance
	Assistance Given? — No / Yes
ODOS/ student	Inform students
	End

PROCEDURE FLOW FOR LIAISON ACTIVITY
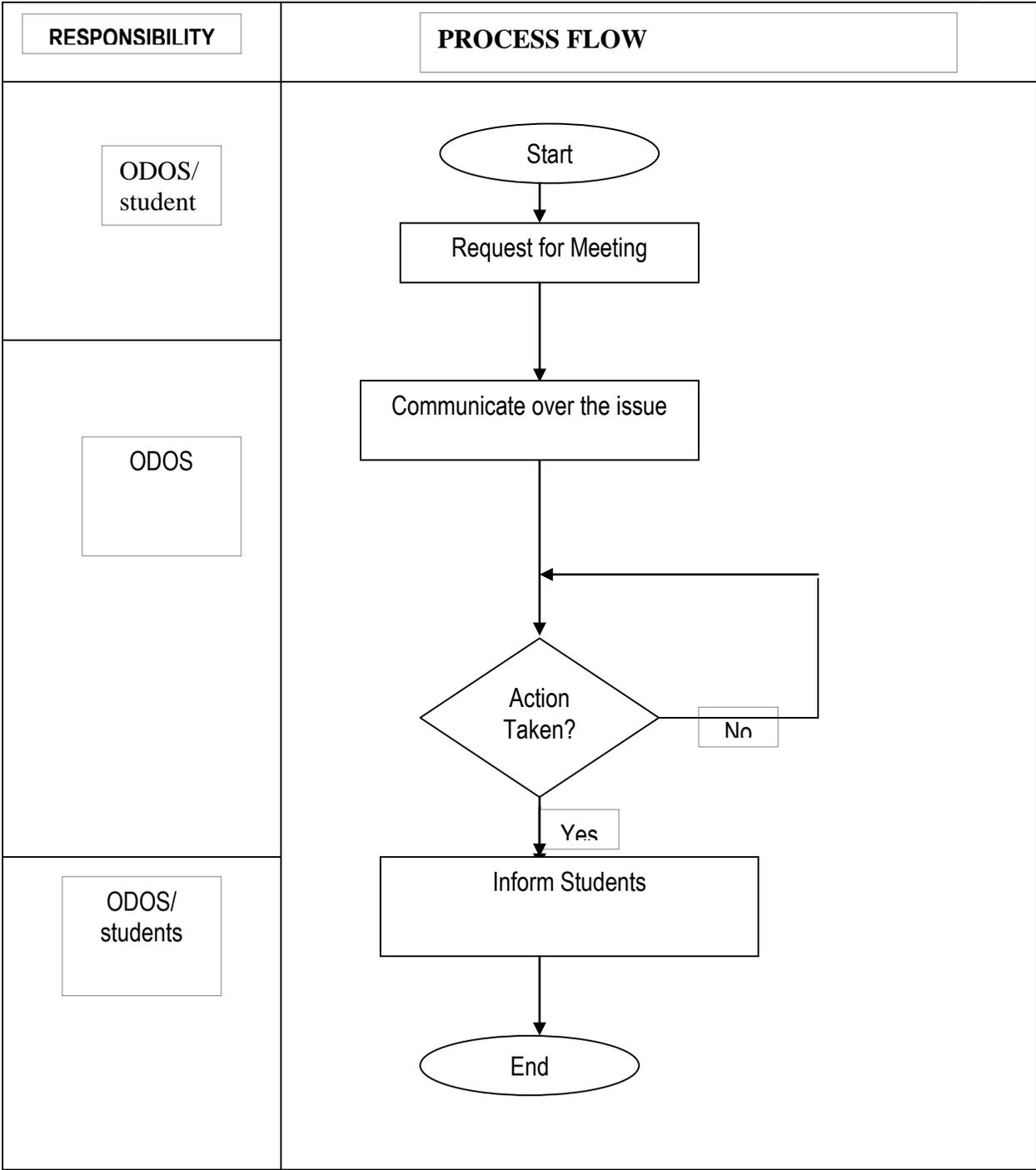
RESPONSIBILITY	PROCESS FLOW
ODOS/ student	Start → Request for Meeting
ODOS	Communicate over the issue → Action Taken? (No loops back / Yes)
ODOS/ students	Inform Students → End

Document: **PROCEDURE FOR MANAGEMENT OF STUDENT SUPPORT SERVICES**	
College: **CORPORATE**	Doc No: **UON/OP/57**
Issue No: 01	Rev No: **04**

PROCEDURE FLOW FOR STUDENTS ADVOCACY

RESPONSIBILITY	**PROCESS FLOW**
ODOS/student	Start → Receive concern → Attend meeting with parties concerned
ODOS	Concern Addressed? — No
Concerned Persons	Yes → Meeting Held
ODOS	Take Action → End

Document: **PROCEDURE FOR MANAGEMENT OF STUDENT SUPPORT SERVICES**	
College: **CORPORATE**	Doc No: **UON/OP/57**
Issue No: 01	Rev No: **04**

RESPONSIBILITY	**PROCEDURE FLOW FOR FACILITATING STUDENTS ACTIVITIES** PROCESS FLOW
Students	Start
ODOS/VC/DVC	Request activity Meet Student Approve/refer? Yes
VC/DVC	For Approval Forward to VC / DVC Approved? No YES
ODOS/Students	Facilitate End
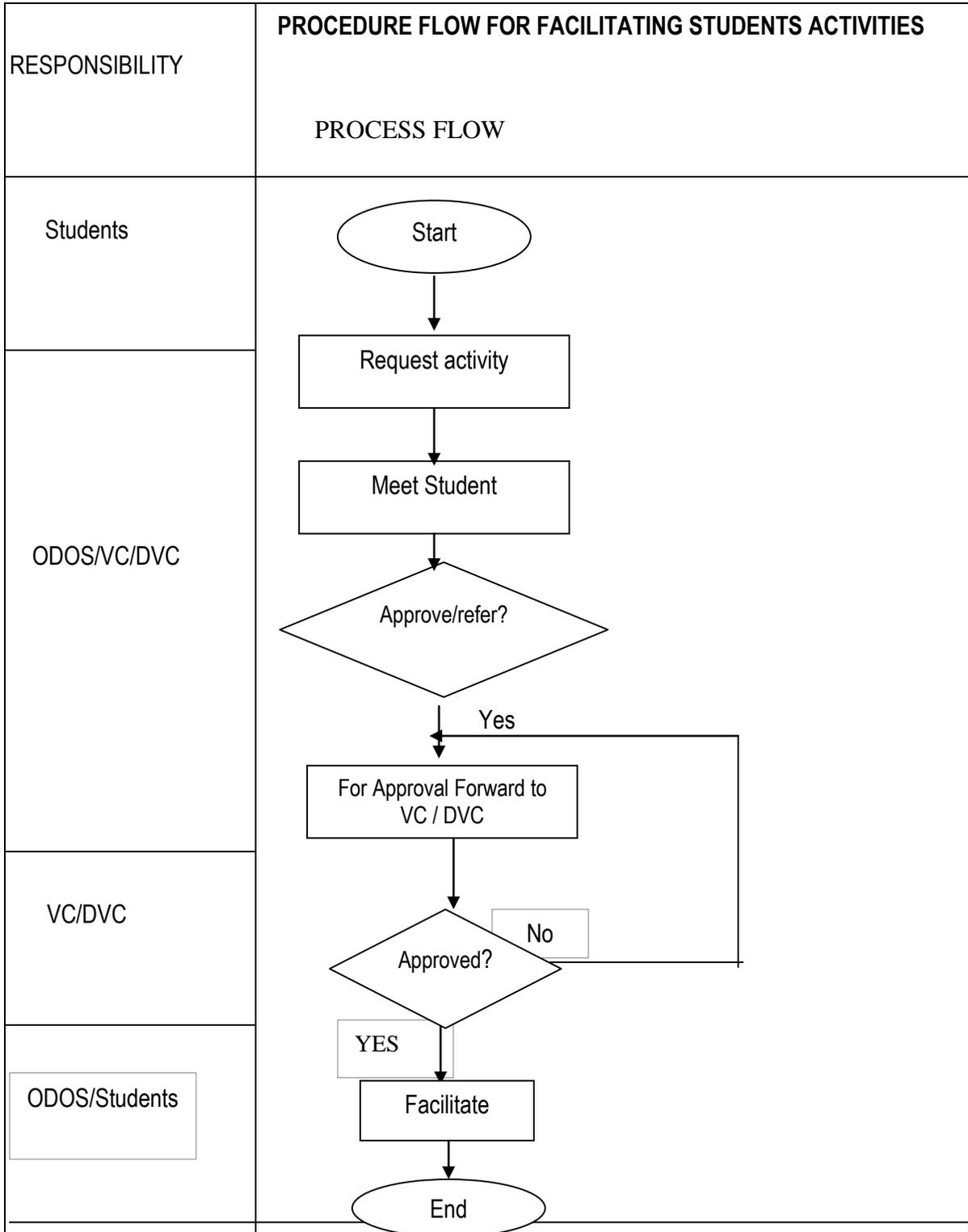
Document: **PROCEDURE FOR MANAGEMENT OF STUDENT SUPPORT SERVICES**	
College: **CORPORATE**	Doc No: **UON/OP/57**
Issue No: 01	Rev No: **04**

PROCEDURE FLOW FOR DISSEMINATION OF INFORMATION

RESPONSIBILITY	PROCESS FLOW
ODOS	Start → Identify the need for information → Source for Information Resource → Identify the means of distribution → Acquire the necessary Resources
Student Resource Persons Procurement ODOS	Disseminate the Information → End
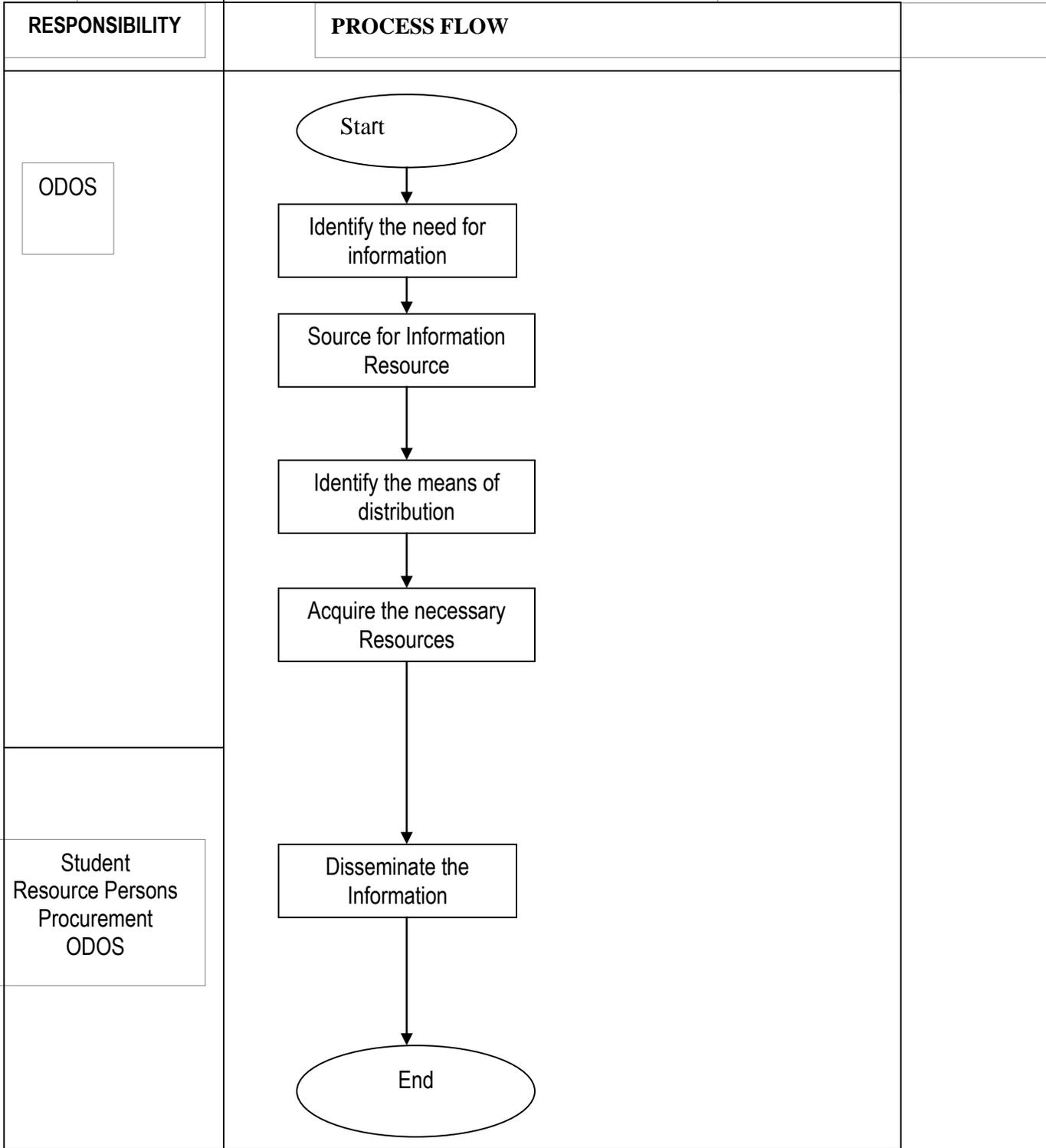
PROCEDURE FLOW FOR CHAPLAINCY

RESPONSIBILITY	PROCESS FLOW FOR CHAPLAINCY
Chaplain /Students	(Start) → [Initiate Activity]
Chaplain /Students	[Arrange Meetings]
Chaplain /Students	[Develop/Coordinate event/facilitate programme]
Chaplain /Students	(End)

August 31, 2016
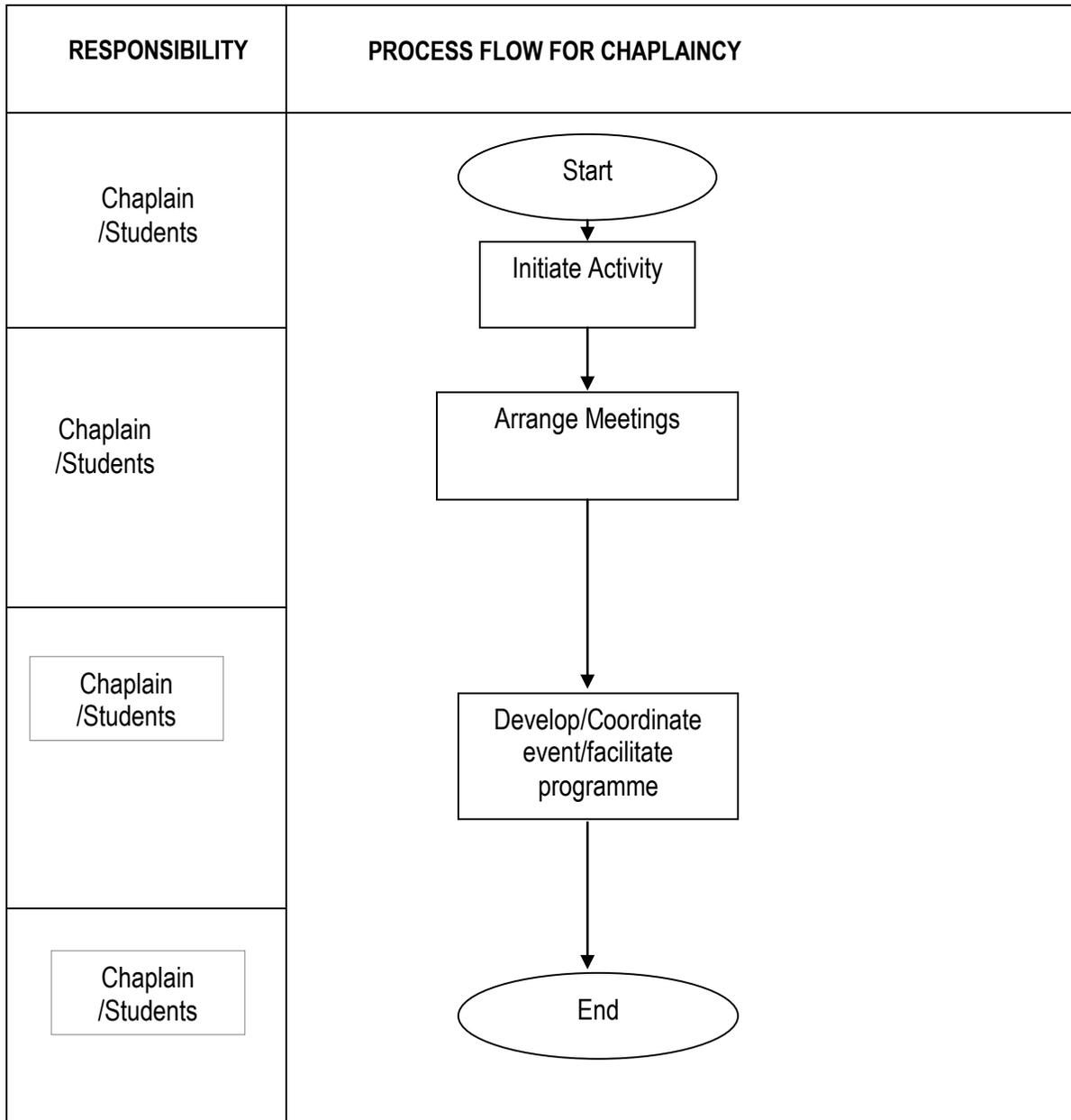
PROCEDURE FLOW FOR REGISTRATION OF STUDENT ORGANIZATIONS

RESPONSIBILITY	PROCESS FLOW
Students	
ODOS	
DOS	
DVC (AA) Legal Officer	
DOS	
Students	

```
                    ( Start )
                       |
                       v
              +--------------------+        +----------------------+
              | Request Registration|       | Revision and         |
              +--------------------+        | Correction           |
                       |<--------------------+                      |
                       v                     +----------------------+
              +----------------------------------+
              | Receive letter of request and    |
              | proposal                         |
              +----------------------------------+
                       |
                       v
                   < Accepted? > ------- No ------>
                       |
                      Yes
                       |
                       v
              +------------------+
              | Review           |
              +------------------+
                       |
                       v
                   < Approved? > ------- No ------>
                       |
                      Yes
                       |
                       v
              +------------------+
              | Registration     |
              +------------------+
                       |
                       v
              +------------------+
              | Inform Student   |
              +------------------+
                       |
                       v
                    ( End )
```