





MASENO UNIVERSITY

DOCUMENT TITLE:	PROCEDURE FOR MANAGEMENT OF STUDENTS AFFAIRS		
DOC. NO.	MSU/ASA/SA/OP/01	ISSUE NO:	2
DATE OF ISSUE:	10 TH MARCH, 2023	REV. NO:	1
AUTHOR:	DIRECTOR, STUDENT AFFAIRS		
AUTHORIZED:	DVC, ASA	ISSUED BY:	MANAGEMENT REPRESENTATIVE
SIGNATURE:		SIGNATURE:	

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0.1 DOCUMENT CHANGES

#	Date	Details of Change		Authorization
	(dd-mm-yy)	Page	Clause/sub clause	Title
1.	06/03/2023	1	Change of signature of MR to reflect the current Officer in charge.	DVC ASA
2.	06/03/2023	3	3.9. "Incorporation of Control of Documented Information Procedure after document number.	DVC ASA
3.				
4.				
5.				

0.2 DOCUMENT DISTRIBUTION

Documents shall be available on the University website for authorized users.

1.0 PURPOSE:

This procedure ensures provision of professional welfare services to all students.

2.0 SCOPE:

This procedure involves provision of professional welfare services that enable comfortable and harmonious living of all students through accommodation/cafeteria services, games/health services and good conduct.

3.0 REFERENCES

3.1 ISO 9001:2015: Quality Management Requirements

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3.2. Maseno University Quality manual

3.3 Student Rules & Regulations of Maseno University

3.4 Maseno University Examination Rules & Regulations for Undergraduate and Postgraduate students

3.5 Hostels Rules and Regulations

3.6 The essentials of First Aid – by St John’s Ambulance

3.7 Counseling ethics

3.8 Counseling Manuals

3.9 MSU/VC/MR/OP/01-Control of Documented Information

4. TERMS AND DEFINITIONS/ABBREVIATIONS

4.1 **DVC, ASA** – Deputy Vice Chancellor, Academic and Students Affairs

4.2 **A.O** – Admissions Officer

4.3 **Registrar, ASA** – Registrar, Academic and Students Affairs

4.4 **SDC** – Student Disciplinary Committee

4.5 **IS** – Internal Security

4.6 **Suspension of a Student** - A time-limited removal from the University and coincidental removal of all rights and privileges associated with registration, imposed on student charged with breach of university rules and regulations.

4.7 **Disciplinary Expulsion (Student)** - Removal of a student from the University immediately, if found guilty of an offence.

4.8 **HO** - Hostels Officer.

4.9 **Janitor** - caretaker in the Halls of Residence.

4.10 **HO**- Housekeeper.

4.11 **Nominal Roll** - list of all bona-fide students.

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- 4.12 **Inventory form** - list of permanent items in the rooms.
- 4.13 **ACS** - Accommodation and Cafeteria Services.
- 4.14 **First Aid** - 1st treatment given to a patient before been taken to any medical facility.
- 4.15 **Ambulant** – a patient who walks to the clinic
- 4.16 **Shuttle** – means of transport between two campuses.
- 4.17 **Medical facility** – where treatment is done.
- 4.18 **OB** –book where incidents are recorded.
- 4.19 **Internal Security** – Person(s) In- Charge of Safety within the campuses.
- 4.20 **Check list** –list of work to be done
- 4.21 **Checkout – (discharge Menu)** - List of food and drinks that are available.
- 4.22 **Cafeteria Service** –Subsidized student services where students pay for their food at the counter before being served.
- 4.23 **Special/Tent Service** – Where food services are offered to customers /visitors/ meetings at the prevailing market price.
- 4.24 **Recipe** –List of ingredients and a set of instructions on how to prepare and cook.
- 4.25 **PRN** – Purchase Requisition Note.
- 4.26 **SRN** –Stores Requisition Note.
- 4.27 **Ingredients** – Different foods used when cooking a particular dish.
- 4.28 **CO** -Catering officer.
- 4.29 **H/Cook** - Head cook.
- 4.30 **Mise en place** – Organize the job beforehand.
- 4.31 **Captain order** - A Clients written order.
- 4.32 **Food voucher** – Receipt given in exchange for meals by a client.
- 4.33 **Checker** – A person who inspects the meal-serving process.
- 4.34 **HELB** - Higher Education Loans Board.
- 4.35 **Loan - Money** loaned to students for their education and upkeep.

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- 4.36 **Bursaries** - Grants given by HELB for needy student's fee.
- 4.37 **KUCCPS** –Kenya Universities & Colleges Central Placement Services
- 4.38 **KUCCPS Students** - Students admitted by KUCCPS.
- 4.39 **Work study** - Engaging students in session in work.
- 4.40 **Needy students** - Students with difficulty meeting financial obligations.
- 4.41 **Returning Officer** - An official responsible for preparing an election & announcing the result.
- 4.42 **Presiding Officer** - In-charge of the elections.
- 4.43 **FO** - Finance Officer
- 4.44 **SA** - Students Affairs
- 4.45 **SOMU** - Students Organization of Maseno University

5.0 RESPONSIBILITIES

Director Student Affairs shall be responsible for the effective implementation of this procedure.

6.0 METHOD

6.1 Hostel/Room Allocation

- 6.1.1 The HO shall ensure all accommodation facilities are in good condition before allocation to students
- 6.1.2 The Janitor at the registration desk shall allocate hostels to students accordingly after ensuring that full fees have been paid.
- 6.1.3 The janitor shall sign and stamp the students' movement form and the accommodation receipt.
- 6.1.4 At the hostel, the HO shall allocate rooms to the students by signing and stamping the accommodation receipt

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6.1.5 The student shall be issued with items in the inventory by the H/keeper.

6.1.6 The student shall sign for inventory and checking in.

6.1.7 The HO shall sign on the inventory form for the items issued.

6.1.8 The HO shall issue returns to the Director, SA on a daily basis.

6.2 Students Health Matters

6.2.1 The HO shall receive reports of sick students and record the case in the OB.

6.2.2 The H/keeper, Janitor, or Hostel Attendant shall give first Aid where necessary.

6.2.3 The Housekeeper or Janitor shall organize for transport to take the student to the medical facility or walk him / her to the facility.

6.2.4 The student shall be handed over to the medical personnel

6.2.5 The Housekeeper shall check the student's progress on a daily basis.

6.3 Safety and Security of Students in the Hostels.

6.3.1 The HO, upon receipt of any report of insecurity shall record the matter in the OB and report to the Hostels officer or Internal Security Personnel depending on the weight of the matter.

6.3.2 The HO shall then report the security matter to the Director, SA.

6.3.3 In case of fire accident, an alarm shall be raised.

6.3.4 The HO shall then organize to evacuate students from their rooms and give first Aid where necessary.

6.3.5 The HO or Janitor shall reassure the students.

6.3.6 Efforts to put off the fire shall be put in place by the HO where possible.

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6.3.7 In case of major emergency responders shall be immediately called by the HO or any person on the scene.

6.3.8 In case of an accident, first Aid shall be applied either by the Janitor or H/keeper.

6.3.9 The HO shall reassure the accident victim.

6.3.10 The victim shall be referred to the medical facility.

6.3.11 The HO or Janitor shall record the incident in the OB.

6.4 Maintenance and Repairs of Hostels.

6.4.1 The Student or Hostels Attendant shall report any maintenance / repair Works to the HO.

6.4.2 The HO shall check on the reported works, fill in and sign a worksheet.

6.4.3 A copy of the worksheet shall be given to the HO and the Director, SA.

6.4.4 The original copy shall be taken to the Maintenance Officer.

6.4.5 The Maintenance Officer shall carry out the repairs.

6.4.6 The HO shall inspect the repairs after completion and certify on the worksheet.

6.4.7 If the HO is not satisfied the work shall be redone.

6.5 The procedure for cleaning of students facilities

6.5.1 The HO and Asst. HO shall draw up a checklist for the works to be done.

6.5.2 The HO shall give instructions on methods of cleaning the different surfaces

6.5.3 The Attendants shall do the cleaning as per the instructions.

6.5.4 The HO shall check the work done as per the checklist.

6.5.5 The HO shall certify work done properly.

6.5.6 The Hostel Attendant shall repeat work not done properly.

6.6 Student's check out.

6.6.1 The Student shall report to the HO at the end of every semester

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6.6.2 The HO shall retrieve the inventory form.

6.6.3 The HO shall check the items against the inventory form.

6.6.4 The Hostel Attendant or HO shall check the status of room.

6.6.5 The HO shall surcharge students for any losses or damages in the hostels and forward the student to finance department to make payment.

6.6.6 The Student shall be allowed to check out upon production of surcharge payment receipt.

6.6.7 If the HO is satisfied with the condition and status of the room, the student shall check out by signing on the inventory form.

6.7 Menu Planning for Cafeteria Services

6.7.1 The CO shall receive the order from Director, SA before reporting of students.

6.7.2 The CO shall call a meeting to discuss the functions.

6.7.3 The CO shall take stock of ingredients in the store and prepare the menu.

6.7.4 The Catering Group shall consider and prepare a balanced menu.

6.7.5 Depending on the kitchen capability, the meals shall be prepared and served accordingly.

6.8 Food preparation and production.

6.8.1 The cook/Kitchen Attendant shall clean the work surfaces before use on a daily basis.

6.8.2 The cook shall consult the Cateress for the Menu.

6.8.3 The cook shall order for ingredients from the store.

6.8.4 The cook shall do the mise en place (pre – prep).

6.8.5 The cook shall do the cooking.

6.8.6 The Kitchen Attendant shall clean the dirty surfaces, utensils and the kitchen floor.

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6.9 Food Service,

6.9.1 Special Services

- 6.9.1.1 The head waiter shall consult the cateress about the menu.
- 6.9.1.2 The waiters shall set the tables.
- 6.9.1.3 The waiters shall take orders and present a copy of the captain order to the kitchen for food.
- 6.9.1.4 The waiters shall serve the food as requested.
- 6.9.1.5 The waiter shall also take a copy of the captain order to the cashier for billing or liase with the cateress for invoice writing.
- 6.9.1.6 The head waiter shall reconcile the captain orders or food vouchers with the bills paid.

6.9.2 Cafeteria Services

- 6.9.2.1 The Dining Hall shall be cleaned and tidied by the Dining Hall Attendants.
- 6.9.2.2 The food shall be put in the Bain Maries by the Kitchen Staff.
- 6.9.2.3 The client shall pay for the food to the Cashier and get a food voucher.
- 6.9.2.4 The food shall be served by the kitchen staff on production of the food voucher.
- 6.9.2.5 The checker shall confirm the served food against voucher.
- 6.9.2.6 The checker shall retain the voucher for reconciliation.

6.10 HELB Loans & Bursaries

- 6.10.1 The KUCCPS students shall download the HELB loan form from the internet or pick from Directorate of Student affairs office and fill in accordingly.
- 6.10.3 The Clerks at the DSA office shall receive completed forms from the students and have them duly signed by the Director Student Affairs.
- 6.10.4 The clerk shall stamp, record and give back the form to the student for posting.

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6.11. Method for Educational Trust Funds and Bursaries.

6.11.1 The Dean of Students shall put notices on funds and bursaries on notice boards for students.

6.11.2 The Clerks shall then receive applications from students, stamp and file them.

6.11.3 The Clerks shall then do the analysis of the applications

6.11.4 Selection shall be done in the office of Director Students Affairs through a committee and those who have met the requirement shall have their names forwarded to the Trust Fund office.

6.12 Work Study Programme

6.12.1 The DSA shall advertise participation in the work study programme on the notice boards to all students at the start of every semester.

6.12.2 The clerks shall receive applications, folio, stamp and file them.

6.12.3 The DSA shall summarize the applications received in a tabulated document and forward to Registrar, ASA

6.12.4 The Registrar, ASA shall cross check information against application letters before presenting to the Dean of students.

6.12.5 The office of DSA shall convene a selection committee to select the eligible students.

6.12.6 The DSA shall post the names of the selected students on the notice board and issue letters of appointment to individual students deploying them.

6.12.7 The Head of Department shall sign the forms on a weekly basis indicating the hours worked.

6.12.8 The students shall then return the fully signed forms to the Dean of Students' office on a weekly basis.

6.12.9 The clerks in the Dean of Students' office shall compute the amount to be paid and take to the Dean of Students for approval.

6.12.10 The DSA shall sign work study forms to facilitate payment after completion of work.

6.12.11 The DSA shall forward the same to finance for payments.

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6.13 Elections of Student leaders

- 6.13.1 The Returning officer shall set the date for the elections and put a notice of those willing to vie to pick nomination form from the Director Students Affairs Office.
- 6.13.2 The Returning Officer, the Security Officer and the Dean of Students shall assist in Vetting/clearing of the candidates who have returned the nomination forms.
- 6.13.3 The ballot material preparation and voter registration shall be done by the staff in the Dean of Student's office.
- 6.13.4 Counting shall be done on the election Day in the halls or selected polling stations by the Counting Clerks.
- 6.13.5 The Returning Officer shall announce and swear in the new officials as per the programme.
- 6.13.6 The old SOMU office shall hand over to the new SOMU office.

6.14 Formation of Clubs and Associations

- 6.14.1 The DSA office shall receive the applications from students who intend to register their club/association.
- 6.14.2 The DSA shall forward the request for Senate approval after Deans Committee recommendation.
- 6.14.3 The Senate shall consider the request and the DSA shall and notify the concerned students of Senate resolution
- 6.14.3 The DSA shall open a file for the association on the same day if the request is accepted.

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6.15 Organizing SOMU Events (Budget for Semester)

- 6.15.1 Directors of various departments shall identify their respective events
- 6.15.2 The Directors shall table the events/activities at the start of each semester to the SGC for approval.
- 6.15.3 The SGC shall prepare a budget with the available funds.
- 6.15.4 The SGC shall table their budget to the DSA for consideration.
- 6.15.5 The proposed budget shall be presented by the SGC to the DSA and then to the Deputy Vice-Chancellor, Academic Affairs for scrutiny and final approval.
- 6.15.6 The Directors assisted by SOMU officials shall formulate work plan for each event or activity as per the approved budget.

6.16 Organizing Student Funeral

- 6.16.1 In case of death of a student, DSA shall confirm the death and inform the university authorities.
- 6.16.2 The DSA shall then confirm whether the student is in session and coordinate with the family members on the burial arrangements.
- 6.16.3 The Clerks in the Dean of Students office shall then raise imprests to cater for the authorized funeral costs.
- 6.16.4 The Vice Chairman – SOMU shall take charge and responsibility of welfare of students attending the funeral.
- 6.16.5 The DSA shall present the Vice Chancellors’ Condolence message during the burial.
- 6.16.6 The file of the deceased shall be closed by the DSA.

6.17 Guidance & Counseling

- 6.17.1 Student counselor shall book appointments with students and schedule counseling sessions.

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6.17.2 Student counselor shall conduct counseling in a conducive environment and refer clients for further help where necessary.

6.18 Method For Internal Games Competition

(Innings)

6.18.1 The respective captains shall assist in the selection of the teams/individuals.

6.18.2 The Games tutor shall put a notice of the approved semester games activities.

6.18.3 The Director Sports shall liaise with the Games Tutor to collect the approval budget for each activity.

6.18.4 The Director Sports and the Games Tutor shall do the identification of the active Teams / individuals / officials.

6.18.5 A list of First Aiders shall also be given to the Games Tutor by the team captains. 6.18.6 The teams shall

6.18.7 At the end of the competition, the uniforms shall be collected by the Director, Games and Sports and the Games Tutor who shall then write a report to the DSA

(Outings)

6.18.8 The Games Tutor shall do the selections and prepare traveling teams list with the Director Sports and the Captains and display the names on the notice boards.

6.18.9 The Games Tutor shall indicate the departure time and the passenger pick up points.

6.18.10 The Games Tutor shall brief the teams on arrival about the programme.

6.18.11 After the competition the teams shall be paid their allowances accordingly by the games tutor.

6.18.12 The Games Tutor and director Sports shall then write a report to the DAS copied to the DVC, ASA.

6.19. Games Training & Practices.

6.19.1 The Games Tutor shall issue a notice reminding teams to start training/practices.

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6.19.2 The Games Tutor and Director Sports shall assist in the formation of teams through team registrations and training registers.

6.19.3 The Games tutor shall then put notice for the election of Team Captains which is to be conducted on the 1st week of the start of the evening sessions.

6.19.4 The elected person shall then assist in collection of sports equipment from the Games Stores.

6.20 Borrowing of Sports Kit

6.20.1 The Games Tutor shall read to the students the rules and regulations that govern borrowing before they are issued with any item.

6.20.2 The students shall produce his/her identification card and his name is checked in the nominal register

6.20.3 The Storekeeper shall enter student's details in the Games Store borrowing and Return Register.

6.20.4 The student shall sign for the items after specifying the duration of borrowing.

6.20.4 The borrower shall take responsibility for the condition and safety of the borrowed sportswear.

6.21 Returning Borrowed Sportswear.

6.21.1 The Games Tutor shall ensure that the goods are returned in good and clean condition.

6.21.2 In case of misuse the Games Tutor shall immediately claim back the item.

6.21.3 For any loss of the borrowed sportswear the concerned borrower shall be surcharged accordingly.

6.22 Student Disciplinary Administration

6.22.1 All cases of student misconduct shall be forwarded to the Internal Security Officer for investigation and preparation of inquiry file.

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6.22.2 At the conclusion of investigation the Internal security Officer shall forward the documents to the DVC, ASA through the Registrar, ASA.

6.22.3 In consultation with the DVC, ASA, the Registrar, ASA shall set a date for the Students Disciplinary Committee meeting.

6.22.4 The A.O shall prepare documents and send notices to the accused, Witnesses and committee members.

6.22.5 The disciplinary process shall be conducted in accordance with the Students rules and regulations of the University.

6.22.6 The accused shall appear before the disciplinary committee to defend himself/herself.

6.22.7 The Registrar shall communicate to the student the sanctions imposed in writing and ask the student to sign that he/she has received the letter.

6.22.8 The appeal process shall be available to any student who has been suspended/ expelled but feels the decision of the committee was not fair to him/her.

6.22.9 The appeal shall be made by the student in writing to the Vice Chancellor within fourteen (14) days of receipt of the disciplinary letter

