|  |  |
| --- | --- |
| **Process** | Students Welfare Services |
| **Purpose** | Ensure efficient and supportive welfare services to theStudents of JOOUST. |
| **Output** | Motivated student population |
| **S/No** | **Activities** | **Inputs** | **Risks** | **Risk Level** | **Risk Impact** | **Mitigation** | **Opportunity** | **Action** |
| 1 | Work study programme | Personnel | Unqualified staff | Low | High | Employing qualified | Have records | Automation |
|   |   | Time | Lack of finance |   |   | staff | computerised | Training |
|   |   | Finances | Undeserving students |   |   | Training existing staff | Train staff |   |
|   |   | Stationery |   |   |   | Carrying out students |   |   |
|   |   |   |   |   |   | needs assessment |   |   |
|   |   |   |   |   |   | Budget provision |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 2 | Student Disciplinary Administration | Personnel | Lack of enough staff | Medium | High | Train existing staff | Training | Training |
|   |   | Time | Unqualified staff |   |   | Employ additional and  |   |   |
|   |   | Stationery | Students unrest |   |   | qualified staff |   |   |
|   |   |   | Poor investigations |   |   | Inform members in time |   |   |
|   |   |   | Lack of quorum |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 3 | Election of student leaders | Personnel | Unqualified satff | Medium | High | Train existing staff | Training | Training |
|   |   | Stationery | Lack of stock/finances |   |   | Timely reoders | Recruitment |   |
|   |   | Time | Disapproval |   |   | Employ qualified staff | Adoption of best |   |
|   |   | Finances | Students unrest |   |   | Budgetary allocation | practices |   |
|   |   | Approval |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 4 | Handling of students complaints | Personnel | Unqualified staff | Medium | Low | Train existing staff | Training | Training |
|   |   | Time | Lack of stock |   |   | Employ qualified staff | Adoption of best |   |
|   |   | Stationery | Uncooperative students |   |   |   | practices |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 5 | HELB Loans & Bursaries | Personnel | Unqualified staff | Medium | High | Train existing staff | Training staff | Training |
|   |   | Time |   |   |   | Employ qualified staff |   |   |
|   |   | Stationery |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 6 | Educational Trust Funds & Bursaries | Personnel | Unqualified staff | Medium | Low | Timely stock | Training | Training |
|   |   | Stationery |   |  |  | Train existing staff |   |   |
|   |   | Time |   |   |   | Employ qualified staff |   |   |
|   |   |   |   |   |   |   |   |   |
| 7 | Formation of Clubs & Associations | Personnel | Unqualified staff | Low | Low | Timely stock | Training | Training |
|   |   | Stationery | Lack of stock |   |   | Train existing staff |   |   |
|   |   | Approval |   |   |   | Employ qualified staff |   |   |
|   |   | Time |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 8 | Organising SAJOOUST Events | Personnel | Unqualified staff | Low | High | Timely stock | Training | Training |
|   |   | Time | Lack of stock/finances |   |   | Train existing staff | Best practices |   |
|   |   | Finances | Disapproval |   |   | Budgetary allocation |   |   |
|   |   | Approval |   |   |   |   |   |   |
|   |   | Stationery |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 9 | Organising student funeral | Personnel | Unqualified staff | Low | High | Timely stock | Training | Training |
|   |   | Staionery | Lack of stock/finaces |   |   | Train existing staff | Best practices |   |
|   |   | Approval | Students unrest |   |   |   |   |   |
|   |   | Time |   |   |   |   |   |   |
|   |   | Finances |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 10 | Student counselling | Personnel | Unqualified staff | Low | Medium | Timely stock | Training | Training |
|   |   | Time | Lack of stock |   |   | Train existing staff | Best practices |   |
|   |   | Stationery |   |   |   |   |   |   |