Socioeconomic Institute for Advanced Studies (SIAS)

Pioneering Socioeconomic Solutions & Development by Multidisciplinary Holistic Academic Programs

Students Support Services Manual

April 2023

LIST OF ACRONYMS

DAHR   Director of Administration and Human Resources
DF   Director of Finance
DQA   Director Quality Assurance
DVCA & R   Deputy Vice Chancellor Academic Affairs & Research
SIAS   Socioeconomic Institute of Advanced Studies
VC   Vice Chancellor
SIAS SU   Socioeconomic Institute for Advanced Studies Students Union

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SIAS Student Support Services

Support services will be provided to students through two channels: support from partner institutions and support from SIAS Faculty. Partner institutions will provide support through education platforms throughout the duration of learning. Feedback will regularly be delivered to students as well as in-person assessments based on performance in group and individual activities. This document takes into consideration the law No 010/2021 of 16/02/2021 determining the organization of education on matters regarding the types of Higher Learning Institutions.

SIAS support will be available to students throughout the duration of the learning program. SIAS Faculty will deliver face-to-face interactions with students each semester and regularly assess progress and areas for improvement, as well as other non-academic indicators of personal development for this course. SIAS's team will train students in a 'peer coaching model' that will allow them to support each other through the program.

Periodic online 'check-ins' with students will be organized with the postgraduate advisor board, through which SIAS Faculty will gauge student progress, morale and wellness.

The SIAS team will also work closely with students during their project since socioeconomic-driven programs are solution delivery based. SIAS faculty and its visiting professors will provide students with mentoring, project supervision, guidance and advice at all stages in the module or the project. Moreover, SIAS faculty will work with all partner institutions to compile feedback from both learning platforms and in-person activities to deliver comprehensive feedback that guides student development throughout their time in the program.

PROCEDURE FOR STUDENT SUPPORT SERVICES

1.0 **Process objectives:**
   a) To foster a sense of identity, self-awareness and self–worth in the students
   b) To develop an all-rounded individual with skills, attitudes, sensibilities and personal initiatives that will allow them to grow into mature, confident adults who are morally, intellectually, aesthetically, spiritually and physically robust.

2.0 **Process:**
   c) Number of collaborations with external stakeholders
   d) Reduction in the number of negative reported cases among students
   e) Less dropouts resulting from stress-related issues.

3.0 **Scope:**
   Student support to all SIAS students

4.0 **Process owner, including responsibilities & authorities**:

Process Owner	Responsibilities & Authorities
Dean of Students Affairs	✓ To offer safe, confidential counselling services to students in crisis (emergence, drop in and referrals) when necessary. ✓ To provide promptly relevant information and references so that they make informed decisions, aware of possible consequences and implications. ✓ To train peer counsellors and representatives for each new intake. ✓ To hold meetings with SIAS- Student Union representatives twice per semester. ✓ To distribute evaluation forms to students at the end of each academic year.

5.0 **Knowledge Requirements**:
   Professional knowledge on counseling psychology as well social work skills

6.0 **Interfaces:**
   All departments

7.0 **Inputs (including resources) with criteria of acceptance, as applicable**:
   a. Counseling sessions,
   b. Schedule on peer counselling sessions,
   c. students evaluation forms
   d. Financial Commitment
   e. Laptop and Accessibility for Internet for outside SIAS Campus correspondence is a must for all postgraduate students at SIAS.

8.0 Outputs (including records) with criteria of acceptance, as applicable:
   a) Reports of guidance and counselling sessions
   b) Students' evaluation Records
   c) Student Certification for the different stages and
   d) Certificate of Satisfactory Completion

9.0 Process Steps:

Step	Control Criteria	Responsibility	Reference, If Any
9.1 Guidance and counselling a) receive clients for counselling, whether referred or voluntary b) Assess the issue immediately to ascertain whether it requires counseling and if so determine the type of intervention required c) After carrying out the necessary intervention , DoS will terminate the counseling services or make necessary referrals d) Record the Counseling session outcome	Against set guidelines	DoS	Previous records on counselling
9.2 Student Discipline and Complaints a) Receiving a report on indiscipline case(s) b) Investigate the case and determine if the case warrants disciplinary action c) In case there is a case, DoS will write a report to the disciplinary, who shall then set a disciplinary date in consultation with the AR d) In case of Appeal, the student shall be required to file a formal appeal within fourteen (14) days of the date of the verdict of the Disciplinary Committee. e) The appeals shall be heard within fourteen (14) days and there after Senate will communicate the verdict to the student and/or guardian	Set Guidelines as Students hand book	DoS HODs	SIAS's student handbook.
9.3 Training sports and games ✓ Compile the list of sports and games for the semester	-University programs	Assistant to DoS	University Calendar

Step	Control Criteria	Responsibility	Reference, If Any
✓ review the list of sports and games and forward to DoS ✓ prepare a training schedule for the various sports and games during the first month of every semester in liaison with Captains and coaches ✓ Communicate the schedule to students and copy to DoS, Finance, and DVC AR ✓ In the event of any new developments, the training schedule will be revised and communicated to students and copy to DoS, Finance, and DVC AR	calendar of events -Availability of training and leisure facilities		
9.4 Students Career and mentorship a) identify the trainers for mentors in consultation with DVCAR, AR and VC b) assign classes to different mentors after training c) Ensure mentors meet assigned classes within the semester d) Ensure mentors submit mentorship schedules and reports e) Analyze the reports submitted for action ✓ invite organizations for job fair ✓ Coordinate recruitment sessions during which students and employers meet for interviews or informational sessions.	As per policy	DoS Mentors	
9.5 Students Governance a) advise SIAS executive on dates for the elections b) put a notice for interested students to register as candidates c) vetting and clearing the candidates appropriately according to SIAS constitution d) release a campaign timetable immediately after vetting and clearance of candidates	Guild constitution	DoS	SIAS institution statutes document

Step	Control Criteria	Responsibility	Reference, If Any
e) Set up an Arbitration committee and who shall develop ballot papers f) Briefing election monitors on the terms and conditions of election g) Overseeing the election process h) Announcing the results and communicating to the winning candidates the date for their swearing-in.			
9.6 Students Scholarships a) Communicate offers for scholarship opportunities b) Receive applications for sponsorship from students c) Assess the applications in consultation with HODs d) Make recommendations to university management	Loan scheme policy document	DoS HODs	Institution statutes

10.0 Risks And Their Mitigation:

Risk	Likelihood	Severity	Risk Level	Mitigation
Partial disclosure of personal issues	2	3	6	Explain the advantages and disadvantages of disclosing issues
Mentorship program not honored	2	3	6	Proper selection of mentors and training
Delay of election dates	1	2	2	Proper schedule of students' election dates
Low rate of usage of guidance material	2	2	4	- Ensure confidentiality - Raise awareness through representatives

11.0 Data Analysis:

Data Source	Analysis Method	Frequency	Responsibility
Counseling reports	Against set Criteria	Monthly	DoS
Student Activity Reports	Against planned activities	Quarterly	DoS/Sports coordinator
Students Mentorship reports	Against planned mentorship program	Quarterly	DoS/Lecturer In charge
Student discipline reports	Against set criteria	Quarterly	DoS

12.0   Responsibility for correction and corrective action:
Dean of Students / Career Advisor

13.0   Records Generated
- ✓ Records guidance and counseling
- ✓ Mentorship records/Register
- ✓ Records of sports activities done
- ✓ Discipline Register

VERSION CONTROL

Version Number	1
Prepared by	Dr. Mohamed Buhijji
Version Reference number	SP/17/2022
Description	SIAS Students Support Services Procedure
Policy owner	Socioeconomic Institute for Advanced Studies (SIAS)
Responsible division	Quality Assurance Coordinator & SIAS Council
Internally validated	Yes
Date of Internal Validation	1/11/2022
Approved by	SIAS Governance Board
Date of approval	18/12/2022
Amendments	0
Proposed Review date	2024
Web address of this policy	http://www.sias.rw/

APPROVAL FORM

Checked by:
Signature:

DR. Donya Ahmed
Vice Chancellor
Socioeconomic Institute for Advanced Studies

Approved by:
Signature:

DR. Mohamed Buhijji
Founder & Chairman of the Board of Trustees
Socioeconomic Institute for Advanced Studies