



NATIONAL OPEN UNIVERSITY OF NIGERIA

SOP Title	Registrar's Office SOP
SOP No:	NQSA/SOP/IGM/017
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Registrar
Date of Approval:	
Date of Next Review:	The date will be three (3) years from the date of approval (to be inserted after approval)

Purpose: The Registrar's office is responsible to the general Management and administration of the University. The functions of the Registrar's office include staff recruitment and placement, postings and transfers, staff and student matters, appraisal of staff amongst others. The following are the activities in the office of the Registrar:

1. Receiving Incoming Memo/Letter/Requests
2. Responding to Memo/Letter/Requests
3. Dispatching memo
4. Filing
5. Managing Conference Centre, Conference Rooms, Senate Chamber, and the Convocation Arena
6. Appointment of Academic and Non-teaching Staff
7. Allocation of office space(s)
8. Organizing Convocation

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to Complete each step	Action by (Name and ID Number)	Evidence of Completed Activity (Task)
1.	Receiving Incoming Memo/Letter/Request	1. Receipt of incoming memo/letter/requests from Faculties, Directorates, Departments, Units, Students, Study Centres and External bodies.	1 day		Record Book/Excel Sheet
		2. Minuting of the received memo/Letter/Requests to the concerned staff of Registry Units to treat.	2 days		Internal movement Record Book
		3. Feedback of the forwarded memo/letter and requests from the Registry Units (in 2)	2 days or more		File movement Book
		4. Reply/Response to the received memo/Letter/Requests	2 days		File copy

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2	Responding to Memo/letter/requests	1. Drafting reply (i.e memo/letter) to the received memo/letter/request.	3 days		File copy
		2. Vetting of the drafted reply (in 1 above) by senior officers in the office	1 day		

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		3. Correction (if any) of the vetted reply (memo/letter)	1 day		
		4. Countersignature on the reply to memo/letter/request	1 day		File Copy

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3.	Dispatching memo	1. When a memo is drafted and signed, clerical staff would dispatch the memo to the _____ copied individuals/Faculties/Departments/Direct orate/Unit on the memo.	1 day		File Copy
		2. When dispatching the memo, clerical staff hold an extra copy of the memo so that the one receiving would sign on it and put date as evidence that his/her office is in receipt of that memo, and there are situation where dispatch book would come to play, wherein a receiver writes his/her name, title of the memo he/she is receiving, signs and puts date.	1 days		Dispatch book & File Copy (acknowledge)
		3. After dispatching memo, clerical staff would enter information on the dispatched memo into the system serving as electronic backup and for easy access when need arises. <ul style="list-style-type: none"> i. The destination of the memo ii. Reference number of the memo iii. Title of the memo iv. Name of the person that receives the memo 	1 day		Excel sheet
S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to Complete each step	Action by (Name and ID Number)	Evidence of Completed Activity (Task)
4.	Filing	1. When memos are drafted, there is always a file copy (for the office)	1 day		

	2. File copies are then filed into appropriate files (based on the destination of memo) after giving it a number with a red pen. The number on the new document is +1 to the number on the document preceding it. Each file has a distinct file index number to differentiate them from each other and they are being updated with the change of volume of a file.	1 day		File Copy
	3. When a file is filled up (i.e, file containing 200 documents) a new volume for that file would be opened and the filled-up file would be marked " <i>closed</i> ".	1		Closed Old File
	4. Records of file's last volume are being recorded in Excel document on a computer and named as " <i>File Index</i> ".	1		File Index (excel sheet)

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to Complete each step	Action by (Name and ID Number)	Evidence of Completed Activity (Task)
5.	Managing Conference Rooms, Senate Chambers, Conference Centre and the Convocation Arena	<ol style="list-style-type: none"> 1. Faculties/Directorates/Units/Centres request for the University Conference Rooms by writing memo to Registrar specifying the following: <ol style="list-style-type: none"> i. The Venue ii. Purpose of the requests iii. Scheduled date and time of the event/training/programme, etcetera. 2. Office of Registrar would check the availability of the venue and convey either approval (if available) or disapproval (when not available). 	1day		A copy of memo/letter of request
			1 day		File copy (approval or disapproval)
6.	Appointment of Academic and Non-academic Staff	<p>Appointment of Academic and Non-Teaching Staff, Junior and Senior Staff is in accordance with the Rules and Regulations Governing the Condition of Service of the University.</p> <p>See Section Two: from 2.0-2.7.3 of the Rules and Regulations Governing the Condition of Service of Senior Staff and Section Two: from 2.0-2.6.2 of the Rules and Regulations Governing the Condition of Service of Junior Staff.</p> <p>Also see under Schedules, Schedule One, Criteria for Appointments of Non-teaching Staff. Pg. 49-52 of the Rules and Regulations Governing the Condition of Service of Senior Staff and also pg-35-37 of the Rules and Regulations Governing the Condition of Service of Senior Staff.</p>	365 days		File copies of Appointment Letters and Acceptance Letters

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to Complete each step	Action by (Name and ID Number)	Evidence of Completed Activity (Task)
7.	Allocation of Office Space(s)	1. Directorates/Faculties/Departments/Units/Centres request for office space by writing memo to Registrar	2 days		A copy of memo requesting for office space
		2. Registrar verifies the request by inspecting their offices to see whether there's need to allocate office space to them	2 days		
		3. If there's need to allocate them office space, space would then be allocated to them, if not, they would be informed to manage their currently occupied office space.	2 days		A copy of memo for conveying approval or disapproval
8.	Organizing Convocation	1. The Registrar having met with the University Management on convocation matter, gives directive for dissemination of notification for convocation ceremony	1 day		A copy of decision extract on convocation matter
		Registrar's office notifies staff, students and public on the fixed date of the convocation ceremony	1 day		A copy of memo used for communication

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to Complete each step	Action by (Name and ID Number)	Evidence of Completed Activity (Task)
		1. Deputy Registrar, Registrar's Office forwards convocation invites to all Federal, States and Privates Universities			A copy of letter used for communication
		2. The Registrar forwards invitation letters to the FCT Minister, Minister of Education (Federal & State) and other Institution-related offices	2 days		A copy of acknowledgement letter

TEAM OF DEVELOPERS

1. Mr. Muyiwa Harrison
2. Mr. Bukar Zakariya B. (QA Desk Officer)
3. Ms. Mary Essien Okina