



National Open University of Nigeria

SOP Title	Africa Centre of Excellence on Technology Enhanced Learning (ACETEL)
SOP No:	NQSA/SOP/TEL/009
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	ACETEL
Date of Approval:	
Date of Next Review:	The date will be 3 years from the date of approval (to be inserted after approval)

Purpose

The Standard Operating Procedure (SOP) is a guide on the activities of the development of human capacity and research in digital solutions that will lead to the utilisation of technology for education.

Activities

1. Postgraduate Programme
2. Postgraduate scholarship
3. Online Facilitation

4. Development of cyber security tools
5. Research on digital policies and its mainstreaming in the public sector
6. Building capacity with a focus on the development of 21st-century skills to produce digital experts
7. Development of digital tools and solutions, skills in software development and mobile-based applications
8. ACETEL Office Administration

Activities and Actions

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	Postgraduate Programme	Postgraduate Admissions 1. After approval from the ACETEL Board. a. Advert is placed for student to apply. b. Open portal for student application. c. Applicant sent to programme coordinators, after evaluation is sent to ACETEL Board. d. It is forwarded to DVC Academics. e. Liaise with the School of Postgraduate Studies with applications for admission to the Faculties and to process applications, ensuring accurate	90 Days		1. Link to ACETEL website 2. Link to list of applicants by name, country or region, gender, programme and year of admission.

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		recordkeeping. f. Process applications received from the Postgraduate g. Prepare documents for Postgraduate facilitators. Admission Officer. h. Communicate with applicants and disseminate information.	5 Days		
		2. Postgraduate Matriculation Responsible for the administrative preparation for online matriculation and matriculation events. a. Generate Matriculation Number. b. Notify admitted student, with date of matric. c. Generate Matriculation Number. d. Pre matric programme is organised.	90 Days		1. Link to list of admitted students by name, matric number, country or region, gender, programme and year of admission. 2. Link to orientation exercise and guidance
		3 Exams.	5 Days		1. Examination timetable 2. Student's results by semester.

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		<ul style="list-style-type: none"> a. Harvest the list of registrable course for each student. b. Assist with examination entries for all Postgraduate Studies and Facilitators to ensure questions are submitted on time. c. Maintaining a current policy of the University examinations regulations. 	5 Days		3. Report exam activities including the challenges and possible solutions.
		<p>4. Graduation</p> <ul style="list-style-type: none"> a. Administering and taking responsibility for all arrangements of the Postgraduate graduation convocation. b. The students passed all the required courses. c. Students submit reports and research work. d. Undertake plagiarism test on research report. e. Fix students for project defence. f. Collates project results and project scores. g. Check that the students 	90 days		<ul style="list-style-type: none"> 1. List of graduating students by name, matric no, gender, country, programme, CGPA, and class of degree 2. Students' progress report.

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		<p>CPGA have met the requirement for graduation.</p> <p>h. Summit students results to PG School.</p> <p>i. PG Academic Board sit on the results with a view to recommend to Senate for approval.</p> <p>j. The Senate approved students results for graduation.</p> <p>k. Approved students list send to Academic Registry.</p>			
		<p>5. Students Records:</p> <p>a. Maintain and update NOUNACETEL and other relevant spreadsheets and databases of all Postgraduate students' details.</p> <p>b. Maintain students' files securely, ensuring compliance with data protection regulations.</p> <p>c. Liaise with the Academic Registry and external bodies as appropriate on non-financial students</p>	90 Days		<p>a. Link to view students' records.</p> <p>b. Policies guiding students' records.</p> <p>c. Access levels to students' records</p>

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		matters.			
2	Postgraduate scholarship	<p>1. Managing NOUN ACETEL annual cycle of scholarships and grants, both pre-and post-award administration, including advertisements, application management, awards, ongoing scholarship support, and reconciliations.</p> <p>a. Develop a scholarship policy</p> <p>b. Advertise for student to apply.</p> <p>c. Harvest list of applicants</p> <p>d. ACETEL scholarship committee scrutinize the list of applicant for consideration.</p> <p>e. Select and collate applicant that meets scholarship criteria.</p> <p>f. ACETEL academic board will ratify the scholarship list.</p> <p>g. Write letter to them, informing them of</p>	90 days		<p>a. Scholarship policy.</p> <p>b. Link to the advertisement(s).</p> <p>c. List of Applicants by year, name, matric number, country, programme, Status (selected or not selected).</p>

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		scholarship status.			
		2. Supporting the bidding process for new awards by providing expert advice and guidance to NOUN ACETEL staff and supporting reviews of financial aspects and terms and conditions of scholarships at the funding and award stage, including participation in contract negotiations and development alongside the Head of Legal Services.	90 Days		a. Expert advice document on bidding process b. Supported reviewed documents on: <ul style="list-style-type: none"> ● financial aspect ● terms and conditions ● contract negotiations and development
		3. Providing expert advice for budgeting pre-grant applications and undertaking financial checks to ensure that scholarships are costed and priced appropriately.	90 Days		a. Expert advice document on pre-grant application. b. Checked and approved financial budget for the ACETEL scholarship.
		4. Ensuring scholarship expenditure is tracked against agreed budgets to ensure that these costs stay within agreed	90 Days		Link to or document used in tracking scholarship expenditure.

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		allocations and meet donors' requirements, including ultimate responsibility for all expenditures incurred for all scholarships.	90 days		
		5. Keeping abreast of changes to sponsors' and research funders' contractual terms and conditions and policies in order to lead on development of internal policies and procedures to ensure compliance with funders' requirements, including providing advice and training as appropriate.	90 days		List of sponsors and research funders Contract terms and condition and policies Training advice document
		6. Ensuring scholarship and grant information for potential and current students and advice and guidance to staff, sponsors and other stakeholders on relevant School policies and procedures are	90 days		Link to scholarship and grant information Advice document to staff, sponsors and stakeholders

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		maintained on the School's website.			https://acetel.nou.edu.ng
		7. Monitoring the progress of students and their continuing eligibility for scholarships, ensuring that any issues are dealt with appropriately and efficiently, including leading on complaint management and resolution.	90 days		Monitoring document on student progress and eligibility for scholarship. Complaint management document.
		8. Managing claims and invoicing, including collation and submission of claim evidence where required, to ensure scholarship expenditure is appropriate and accurate cost recovery is achieved.	90 days		Documents of claims and invoice collation and submission.
		9. Managing scholarship funding close-down and providing support for post-close-down processes, including account audit, to ensure that scholarship accounts are closed in accordance with the	90 days		List of scholarship funders close-down.

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		School's financial regulations and contractual requirements.			
3	Online Facilitation	1. Harvest details of student registration and send to DLCMS for upload on the e-learning portal.	90 days		Link to view students captured on e-learning portal
		2. Course template is developed i.e Curriculum development, course design stage and course development.	90 days		<ul style="list-style-type: none"> • Link to programme OPP & DPP • Link to table of specification for the courses. • Link to course structure in the LMS
		3. Registrable courses are uploaded.	14 days		Link to where the students can access the registrable courses
		4. Students' details are uploaded. After registration, student details are harvested and sent to DLCM for upload on the e-learning portal	14 days		Link to where the students' details were harvested and the harvested list.
		5. Request sent to HOD for course allocation.	14 days		Link to view facilitation timetable and list of

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		<p>Coordinators send list of facilitators, the list is collated and sent to DLCM for upload.</p> <p>6. Facilitation time-table is sent to the new students and facilitators.</p> <p>7. Facilitators account created, uploaded and assigned to courses.</p>			facilitators and their activities on the LMS
4.	Development of Cyber Security Tools	Chief Information Officer: Provides guidance and leadership to specialists and managers within the department by creating regulations for security procedures.	90 days		Link to view the cyber security tools
5.	Research on digital policies and its main streaming in the public sector	1. Organize events and workshops related to digital policy.	90 days		<p>1. Links or photos or video evidence to organised workshops on digital policies.</p> <p>2. List of participants in the workshops.</p>
6.	Building capacity with a	1. Develop a search engine optimization a. Knowing how to interpret	90 days		<p>1. Link to developed search engine</p> <p>2. Link to organised</p>

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	<p>focus on the development of 21st-century skills to produce digital experts</p>	<p>user insights.</p> <p>b. Understanding paid advertisements and searches.</p> <p>c. Performing A/B testing to improve traffic generation.</p> <p>2. Research and data analysis:</p> <p>a. Creating user surveys for feedback.</p> <p>b. Understanding databases.</p> <p>c. Identifying the preferences or needs of a target audience.</p>			<p>training programmes on capacity building for the 21st century skills. Also provide photos or 2 mins video clip evidence.</p> <p>3. List of trained participants.</p>
7.	Development of digital tools and solutions, skills in software development and mobile-based applications	<p>Meeting with senior employees of an employer or with representatives of a client, to discuss the application and their desired features, schedule and budget.</p> <p>1. Taking part in brainstorming sessions to discuss potential ideas to include in an application's design.</p> <p>2. Creating a project plan for the coding, testing and release of</p>	90 days		<p>1. List of developed digital tools.</p> <p>2. Pilot reports of the developed tools.</p> <p>3. Report on the tools deployment for usage.</p>

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		<p>the application.</p> <p>3. Writing code for an application.</p> <p>4. Debugging code to identify the cause of errors when executing a program and fixing them.</p> <p>5. Developing and releasing patches to an application to correct errors.</p> <p>6. Updating applications with new features and modes to provide enhanced value to users.</p>			
8.	ACETEL Office Administration	1. Assisting the ACETEL Centre Director, Management team and various units captured in ACETEL Organogram to achieve the mission, vision and objectives of the Centre.	90 days		Report showing the major roles played and the impact on the success of administration in ACETEL with reference to ACETEL programmes and events.
		2. Secretariat for ACETEL Team Meeting.	90 days		Number of meetings covered with the specific roles played with dates.
		3. Disseminating call for ACETEL Admission.	90 days		Number of admission calls disseminated with dates
		4. Dissemination of ACETEL Admission requirements /Student recruitment.	5 Days		Link to view dissemination of ACETEL Admission requirements.

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		5. Collaborating with the ACETEL ICT Unit to harvest the admission lists and present same to Programme Coordinators and the Center's Admission Committee for selection of suitably qualified candidates for approval by the ACETEL Board.	10 Days		List of harvested applicants sent to programme coordinators and coordinators approval or disapproval with dates.
		6. Dispatch of admission letters from the SPGS to newly admitted ACETEL students.	90 Days		List of students and Email logs of students' acknowledgement of admission letters.
		7. Coordinating ACETEL Postgraduate Orientations and Matriculation programmes.	90 ays		1. List of students that received orientation with dates
		8. Initiating verification processes for all presented Certificates.	90 Days		Number of certificates verified by academic year, name, matric number, programme, and date of verification.
		9. Management of Life Cycle of the admitted students.	90 Days		Progress report on each student by S/N. name, matric number, programme, start date, maximum end date, CGPA, progression remarks, identified gaps, required actions and who and how the

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					action would be taken, means of feedback to students,
		10. Dissemination of Academic calendar.	90 Days		Link to
		11. Registration/file manage, record keeping and archiving of new students and the old/maintaining digitalized records of important documents submitted by students upon admission:	90 Days		<ol style="list-style-type: none"> 1. Number of documents received and sent out. 2. Link to achieved with reasons. 3. List of documents documented by S/N, title, date received, mode of documentation.
		12. Managing call for semester examinations.	90 days		<ol style="list-style-type: none"> 1. Examination timetable 2. Link to release of examination timetable to stakeholders. 3. Students' examination attendance sheets. 4. Invigilation roster 5. Invigilators' report 6. Report on marked scripts.
		13. Scheduling examination invigilation.			
		14. Participation in examination invigilation schedule (proctored examination).			
		15. Invitation of script markers/assessors.			
		16. Liaise with various Directorates for Convocation/Graduation.	14 days		Approved convocation programme or agenda
		17. Compilation of institutional	14 days		Approved academic calendar

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		calendars, academic calendars and timetables for seminars, practicals and internships.			with date of approval
		18. Linkage for ACETEL International Students (from Ghana, Gambia, Uganda and those in Canada, Singapore).	90 days		Report of activities with dates.
		19. General Correspondence to Students, Facilitators and Supervisors regarding important regular academic meetings and scientific meetings.	90 days		Report of activities with dates.
		20. Implementation, dissemination and maintenance of university-wide policies, procedures and systems.	90 days		Report of activities showing the method of dissemination, implementation, achievements, challenges, and suggestions.
		21. Coordinating Academic activities, Science and technology expos, and Partnerships.	21 days		Report of activities, achievements, challenges and way forward.
		22. Maintaining up-to-date staff and faculty members.	90 Days		Link to staff record of activities including leaves and others.
		23. Link between Study Centre	90 Days		Report of activities and

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		desk Officers, Facilitators and the Centre.			achievements with dates.
		24. Announcing University Matriculation programme.	7 days		Link to view announcement.
		25. Receipt and response to Mails from students and Routing students request to relevant ACETEL staff.	90 days		List of mails received and attended to indicating time taken and feedback given.
		26 Receiving and treating Students Academic Complaints and Academic Appeals.			.
		27. Issuance of Students Internship support letter and assisting in internship posting letters.	14 days		List of students that received internship letters with dates.
		28. Informing students of commencement of Facilitation activities, appointments of Supervisors for students.	90 days		Link to announcement information to students and facilitators about facilitation.
		29. Announcing call for conference participation, Science and innovation Exposition, webinars and Seminars presentations.	90 days		Link to view call to conference Attendance sheet of participants in the conference(
		30. Management of ACETEL	4 Months		Report of activities,

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		WhatsApp Platforms for students/Centre /Facilitator's interactions.			achievement, challenges, and possible solutions provided.
		31. Communicating Students support letters.	90 days		Report of activities showing the information passed to students with dates, and feedbacks received from students.
		33. Student feedback administration.			
		34. Calls and invitation for short courses, training and conferences organized by the ACETEL.	90 Days		.Link to call for short courses and list of applicants with dates.
		35. Arrangement of accommodation for students on Study visits and sundry logistics.	30 days		Report of activities and record of achievements on students' study visit.
		36. Secretariat for Resource Verification.	90 Days		Report of secretariat activities on resource verification, and how the results were used in preparing for accreditation.
		37. Secretariat for National and International Academic Programme Accreditation.	90 Days		Report of secretariat activities on national and internal accreditation and the impact of the activities on the impact of the accreditations.
		37. Secretariat for the International Programme Accreditation.			

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		38. 1. Secretarial functions include: a. Managing the directorate emails. b. the management of office stationery. c. the management of office expenses and retirement of all spending.			
		2. Dispatch of outgoing and receiving incoming mail.	90 days		Record of incoming and outgoing mails.
		3. Records, ACETEL office facilities and equipment management.	90 days		1. List of facilities and equipment in ACETEL and their uses. 2. List of faulty equipment and actions taken.
		4. General Administration: a. Preparation and coordination of all meetings and workshops in the Directorate. b. Preparation of briefs agenda and other papers for all meetings. c. Preparation of Decision Extract and conveying of all decisions of all	90 days		1. List of meetings coordinated with dates and the impact of the meeting outcomes on the success of ACETEL. 2. List of workshops coordinated with dates and the impact of the workshop on ACETEL success. 3. List of major creative and innovative administrative

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		meetings for implementation. d. Drafting of letters, reports, and memos on the directive of the Director. e. Other Admin. matters			activities you have used to enhanced ACETEL performance.

Team of Developers

1. Prof. Grace E. Jokthan
2. Dr. Opatye Johnson
3. Udochukwu Chidi Nwankwo
4. Abubakar Bello
5. Okolo Ozoemene. C. (Quality Assurance Compliance Officer)
6. Blessing U. Ozukwe (Quality Assurance Coordinator Compliance)