



National Open University of Nigeria

SOP Title	Academic Registry
SOP No:	NQSA/SOP/TEL/008
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 3 years from the date of approval (to be inserted after approval)

Purpose

The directorate of academic registry is one of the core directorates in the registry. The directorate keeps all academic records of both past and present students. It provides the academic functions of the registry to both staff and students, driven by accessibility and flexibility to meet the core values of the university. To meet the desired goal, the directorate is divided into five (5) units:

1. Students' Admissions Unit
2. Students' Affairs Unit
3. Database/Records Unit
4. Senate Unit
5. Verification Unit

This SOP would provide guide on how the activities in the various units of the directorate are accomplished.

Academic Registry Activities

1. Concessional Admissions
2. Coordinate matriculation
3. Credit Transfer from other Universities
4. Change of Programme
5. Change of Study Centres
6. Notification of Students' Results
7. Production of Certificates
8. Issuance of Certificates
9. Re-Issuance of lost/misplaced Certificates
10. Verification of documents such certificates, transcripts, admission letters, reference letters, etc.
11. Issuance of Transcripts
12. Issuance of Letters: Proficiency in English Language, reference letters, introductory letters, recommendation letters, NYSC cover letter,
13. Upload of NYSC exclusion letters
14. Upload of students' records into JAMB CAP portal
15. Correction of student bio-data
16. Conveyance of letters on examination malpractice to students
17. Senate Matters
18. Convocation Ceremony
19. Ad-Hoc Activities

Activities and Actions

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to Complete each Step	Action by (Name and ID Number)	Expected evidence of Completed Activity (Task)
1	Concessional Admissions	1. Receipt of request of candidate through the registrar or academic registry official email.	3 days		Documentation of the incoming request
		2. Forward the request to the concerned Head of Department through the Dean of the Faculty.	2 days		A copy of the memo used in sending the request to the faculty.
		3. Receive response from the Head of Department through the Dean of the Faculty.	7 days		A copy of the memo used by the faculty in sending the response to the request.
		4. Forward the response from faculty to DVC, Academic for approval.	2 days		A copy of the memo from academic registry used in sending the request to DVC, Acad.
		5. The Director, Academic Registry receives the DVC, Academic response of approval or disapproval.	1 day		Documentation of the incoming mail on the request from DVC, Acad.
		6. The Director minutes to the Head of Admission unit in academic registry for conveyance of the approval or disapproval of the concessional admission.	1 day		Photocopy where the minute is captured.
		7. The Director, Academic Registry conveys the approval	3 days		A copy of the letter conveying the information to the candidate.

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		or disapproval on behalf of the registrar to the candidate.			
		8. The Director, Academic Registry conveys only the approved candidates to the Director, MIS for implementation.	2 days		A copy of the memo informing the Director, MIS about the admission.
		9. The Director, Academic Registry sends the approved request to Senate Unit for listing for Senate ratification	2 days		Photocopy where the minute is captured.
2	Coordinate matriculation	1. Request of list of students that paid compulsory fee from DMIS	2 days		A copy of the memo requesting for list of students
		2. Send out notice for matriculation to study centre Directors, DMIS, DLCMS, DICT, JAMB, matriculating students and the various stakeholders.	2 days		A copy of the memo notifying the various stakeholders about the matriculation ceremony.
		3. Receive request from study centre Directors on the items needed for the matriculation	14 days		Copies of memos from study centres requesting for items.
		4. Prepare budget for the matriculation on behalf of the registrar and send to the Vice Chancellor for approval	7 days		A copy of the memo sending the budget to VC for approval
		5. Receives approval of the budget from the Vice Chancellor and send to the university bursar.	7 days		1. A copy of the approved budget. 2. A copy of the minutes to the bursar.

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		6. Preparation of the matriculation programme	14 days		A copy of the final programme
		7. Distribution of gowns to requesting study centres.	14 days		Waybill
		8. Send soft copies of the programme and matriculation oats to the study centre Directors.	1 day		Documentary evidence of receipts
		9. Liaising with DLCMS for the hosting of the virtual matriculation ceremony.	5 days		Memos used for communication
3	Credit Transfer from other Universities	1. Receives applicant(s) request for credit transfer through the registrar's office.	2 days		Memo from the registrar's office presenting student(s) request for credit transfer.
		2. Download applicant request for academic record form and send to the applicant current institution for verification.	3 days		Letter/memo to the applicant current institution.
		3. Receives feedback on the applicant request from the current institution	2 days		Letter or memo on the feedback from the applicant current institution.
		4. Forward the request to the concerned Head of Department through the Dean of the Faculty.	2 days		A copy of the memo used in sending the request to the Head of Department.
		5. Receive response from the Head of Department through the Dean of the Faculty.	2 days		A copy of the memo used in giving feedback from the Dean of the faculty

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		6. Forward the response from faculty to DVC, Academic for approval.	2 days		A copy of the memo used in sending the response to DVC Academic
		7. The Director, Academic Registry receives the DVC, Academic response of approval or disapproval.	2 days		A copy of the memo the DVC Academic used in sending the response
		8. The Director minutes to the Head of Admissions unit in Academic Registry for conveyance of the approval or disapproval of the credit transfer request to the applicant.	2 days		1. Draft memo by the Admin officer sent to the Director, Academic registry for signature. 2. A copy of the memo signed by the director, academic registry on behalf of the registrar responding to the applicant's request.
		9. The Head of Administration unit directs an admin staff to draft a memo for the signature of the director, academic registry to convey only the approved candidates to the Director, MIS for implementation.	2 days		1. A copy of the signed memo by the director, academic registry to the Director, MIS.
		10. The Director, Academic Registry sends the approved request to Senate Unit in the directorate for listing for Senate ratification	2 days		Minute copy of the approval to the Head of Senate unit in the directorate.
4	Change of Programme	1. Provide guide to students for change of programme.	90 days (the guide is		Link to change of programme guide

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			available through out the semester)		
		2. Receives change of programme request form through the registrar's office or Academic Registry official email with the attached documents from Centre Directors.	2 days		Document of request from study centre minute by the Registrar to Academic Registry.
		3. Forward the request to the concerned Head of Department through the Dean of the Faculty.	2 days		A copy of the memo used in forwarding the request to the Head of Department.
		4. Receive response from the Head of Department through the Dean of the Faculty.	2 days		A copy of change of programme form with the accompanying memo.
		5. The Director minutes to the Head of Admissions unit in Academic Registry for conveyance of the approval or disapproval of the change of programme request.	2 days		1. The copy of change of programme form showing the directive given by the Director. 2. Draft letter for approval or disapproval to the student. 3. Signed copy of the approval or disapproval letter by the Director, Academic Registry on behalf of the registrar.
		6. The Director, Academic Registry conveys only the approved candidates to the	2 days		1. A copy of the memo to the director, 2. A copy of the approval letter or The Director, academic registry

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		Director, MIS for implementation.			minutes on the approved letter to the Director, MIS
5	Change of Study Centres	1. Receives students list requesting for change of study centre from DLSS through the Academic Registry email in excel format.	2 days		List of students requesting for change of study centre.
		2. The Head of Admissions Unit download the details of the students' requests from the email of Academic Registry for implementation on the www.nouonline.nou.edu.ng .	3 days from the day of download.		List of students requesting for change of study centre and remarks on the action taken with date.
6	Notification of Students' Results	1. The directorate receives request from students for notification of result through the registrar either physically or Academic registry email.	2 days		List of students requesting for notification of result. You may provide a link to the list.
		2. The request is forwarded to the Student Affairs Unit to the Schedule Officer who prepares the letter.	3 days		<ol style="list-style-type: none"> 1. Minutes on the received request directing the Schedule Officer to prepare the letter 2. The signed notification of result ready for despatch. 3. A copy of the notification of result acknowledged by the student.

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7	Production of Certificates	1. Certificate production team is set up for various task and stages of the production process.	1 day		Approved list of team with their assigned tasks signed by the Director, Academic Registry.
		2. Secretaries type and print names of graduands on certificates.	21 days		List of collated certificates ready for vetting.
		3. Printed certificates are vetted by the vetting team.	10 days		Link to view the graduation master lists with certificate numbers recorded against vetted names
		4. Transferred the vetted certificates to the Registrar and Vice Chancellor's offices for signing.	10 days		List of the signed certificates received in academic registry.
		5. Sorting of signed certificates according to programmes and study centres	14 days		List of sorted certificates according to programmes and study centres.
		6. Sealing of certificates with securogram	10 days		List of certificates according to programmes, study centres, and sealed
8	Issuance of Certificates	1. Prepares registers for entering the names of graduates during certification collection.	1 day		1. Photocopy of at least two pages from the register. 2. Number of registers worked on.
		2. Reviewing Officers guide and receive all required clearance including student ID from the graduates apply for their	1 day		List of graduates cleared for collection of certificates including the date cleared.

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		certificates either through in-person or online.			
		3. Issue certificates to the cleared graduates. Those that apply in-person receive theirs physically, while those that apply online receive their corticates through courier service.	5 days		List of graduates that collected their certificates by matric number, name, programme, study centre, mode of collection, date issued, and date the courier service delivered the certificated to the graduate..
9	Re-Issuance of lost/misplaced Certificates	1. Provide guidance to students on re-issuance of lost or misplaced certificates.	1 day		Link to the guidance given to students on re-issuance of certificates.
		2. Receives application letter from the graduate attaching a photocopy of the certificate (if available), court affidavit, police report, and remita receipt through the Registrar's office or through the Academic Registry email.	2 days		List of applicants requesting for re-issuance of certificates with dates.
		3. Scanned copy of the certificate and send to Registrar for signing and stamped with Certified True Copy.	2 days		List of certificates stamped with Certified True Copy received from the Registrar and date received.
		4. Issuance of Certified True Copy Certificates to applicants.	1 day		List of graduates by matric number, name, programme, date of first collection of certificates, date of re-issuance of certificate.

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10	Verification of documents such certificates, transcripts, admission letters, reference letters, etc.	1. The Directorate receives applications from the Registrar's office or through the Directorate's email.	1 day		List of requests received and dates.
		2. The Head, Verification Unit, receives the document to be verified with the necessary accomplishing documents from the Director, Academic Registry.	1 day		1. Page where the Director, Academic Registry minute the document to the Head, Verification unit. 2. List of candidates that sent in documents for verification.
		3. The Schedule Officer receives the documents and checks details of the application like matriculation number, name, approval date and other relevant information about the document being verified on the graduation list, registered student database, student portal etc to ascertain the authenticity of the document.	2 days		List of the candidates and the verification status.
		4. The Reviewing Officer checks for submitted online applications in the designated university platform and review to authenticate the information provided.	2 days		List of candidates that their documents were reviewed and date.

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		5. Sent soft copy of the verification report to the designated institution by mail	1 day		List of email sent by student names and matric number, name of recipient institution, date sent, and date acknowledge by the recipient institution.
		6. Courier the hard copy report to the respective institution.	10 days		List of couriered reports by name of student, date of departure, and the date acknowledged by the recipient institution.
11	Issuance of Transcripts	1. The Reviewing Officer goes to the Transcript platform to check for submitted applications and review student/graduate details and the address of the receiving institution/agency.	2 days		List of submitted applications.
		2. Generate student transcript from student data for approval to contain student/graduate details, address of the receiving institution, and academic records such as course codes, course titles, grades, etc.	1 day		List of students/graduates whose transcripts are generated, name of approval officers, name of receiving institution/agency
		3. Soft copy of the generated transcript is sent via email to the receiving institutions' official email.	1 day		List of students whose transcripts have been sent to show, the date of application, date sent to the receiving institution/agency, date acknowledge by receiving institution.

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		4. Hard copy is packaged for courier pick-up and delivery to the destination of the institution	10 days		Number of transcripts despatched through courier service, Name of the courier service, returned tracking number, service charge, name of receiving institution/agency, and when received.
12	Issuance of Letters: Proficiency in English Language, reference letters, introductory letters, recommendation letters, NYSC cover letter,	1. For Proficiency in English Language Letter, Reference Letter, Introductory Letter and Recommendation Letter and Progress Report, the Reviewing Officer checks for submitted letters of application from the designated platform and review.	1 day		List of applications received by category.
		2. Generate letter of application and send soft copy via email to the applicant's email.	1 day		List of application letters generated and their recipients with dates.
		3. For NYSC Cover Letter, the Director, Academic Registry receives request through the Registrar or through the Directorate's email.	2 days		List of candidates requesting for NYSC cover letters with their programme of study and year of graduation
		4. The Student Affairs Officer received the request through the Director, Academic Registry and prepares the letter for the Director's signature.	2 days		1. List of students' request received from the Director, Academic Planning showing date of request, and date received by the Student Affairs Officer.

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					2. List of NYSC cover letters prepared and sent to the Director for signature, and date sent.
		5. Issuance of the signed letters to the applicants.	1 day		List of distributed cover letters showing name of applicants, date of application, date distributed, student programme and year of graduation.
13	Upload of NYSC exclusion letter	1. Clean, format, and prepare records of graduates for upload into the NYSC designated platform.	2 days		List of students that their data were clean, formatted and made ready for upload by programme and year of graduation.
		2. Approved the uploaded list via NYSC mobilization site.	1 day		List of candidates approved.
		3. Send SMS containing a link that will redirect the guidelines for registration to concerned graduates to proceed to the nearest NYSC Accredited Cyber Café for registration.	1 day		1. List of graduates that applied, their programme, age, year of graduation, date SMS was sent, 2. Evidence of follow-up
14	Upload of students' records into JAMB CAP portal	1. Every semester, the Director Academic Registry would request on behalf of the Registrar the list of matriculated undergraduate students from DMIS.	1 day		Memo sent to DMIS by the Director, Academic Registry requesting for the list of matriculated undergraduate students.
		2. Receives the list of matriculated undergraduate students from DMIS in the official email of the	1 day		Printed covering memo from DMIS used is sending the list of

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		Directorate of Academic Registry.			matriculated students to Academic Registry.
		3. The Head of Admission Unit receives the list from the Director, Academic Registry and prepares a budget for the JAMB regularization payment fees.	2 days		<ol style="list-style-type: none"> 1. Copy of the document the Director, Academic Registry minutes on. 2. Copy of the budget.
		4. The Director Academic Registry receive the budget and forward to the Vice-Chancellor through the Registrar for approval and payment.	8 days		<ol style="list-style-type: none"> 1. Covering memo used in sending the budget to the Vice Chancellor through the Registrar. 2. Copy of the approved budget
		5. The Academic Registry receive evidence of payment from the Bursar and forwarded same along with the list of matriculated students to JAMB for upload on CAPS.	3 days		<ol style="list-style-type: none"> 1. List of matriculated students. 2. Copy of remita payment receipt and acknowledgement letter from JAMB.
		6. Academic Registry receives notification from JAMB through CAPS email on the successful upload of the details of the matriculated students.	7 days		<ol style="list-style-type: none"> 1. A copy of mail from CAPS on successful upload of matriculated students.
		7. The Director Academic Registry request the Head of Admissions Unit to prepare a memo to notify the matriculated students to	2 days		Copy of the draft memo for the Director's vetting and signature.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to Complete each Step	Action by (Name and ID Number)	Expected evidence of Completed Activity (Task)
		commence registration on JAMB CAPS			
		8. The Director Academic Registry will send the memo on behalf of the Registrar to the matriculated students to commence registration on JAMB CAPS.	2 days		A copy of the memo sent to students.
		9. The Head of Admissions Unit propose and approved registered student on CAPS before JAMB approval of admission letters on the CAPS.	90 days		List of JAMB approved registered students on CAPs by name, matric number, programme, department and faculty.
15	Correction of student biodata	1. Received request from students who have need for correction of biodata such abbreviated names, four names and spelling error through the Study Centre Director or Registrar or from the Academic Registry email.	90 days		List of students' request received and date.
		2. The Schedule Officer receives the document from the Director, Academic Registry with minutes for approval or disapproval	2 days		List of requests indicating approved or disapproved.
		3. The Schedule Officer treats the correction on the student portal as may be approved.	5 days		List of students whose biodata have been corrected showing, student's name, matric number, programme, level of study, Biodata error, Biodata corrected, and date corrected.

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16	Conveyance of letters on examination malpractice to students	1. The Director Academic Registry receive through the Registrar the report of the list of students involved in the examination malpractice approved by the VC on behalf of Senate.	1 day		Covering memo from the registrar on the list of students for exam malpractice.
		2. The Director Academic Registry forward the report to the Head of Admissions Unit for implementation and to Head of Senate Unit for listing for Senate ratification	2 days		Minute on the document by the Director, Academic Registry directing what should be done.
		3. The Head of Admissions Unit forwarded the list to the Director MIS to block the portals of the students approved for suspension	2 days		Copy of the mail sent.
		4. The Head of Admissions Unit forward the list of students concern to the various study centres through the official email of Academic Registry.	2 days		Copy of the mail sent.
		5. Study Centre Director display the list on the Centre Notice Board for the attention of the affected students	3 days		List of students displayed on the centre Notice Board
17	Senate Matters	1. Provide secretariat services to the University Senate and its Standing Committees	90 days		1. Notice of Senate meetings 2. Agendas of Senate meetings 3. Extracts of Senate deliberations.

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		2. Conveying university policy decisions to the university community as approved by Senate.	90 days		<ol style="list-style-type: none"> 1. List of approved policies by Senate. 2. Memo used in communicating the policy to the relevant offices.
		3. Preparation of meetings and minutes of Standing Committees of Senate.	90 days		<ol style="list-style-type: none"> 1. List of Committee members that were appointed within the period under consideration. 2. Notice of meetings held. 3. Decision extracts of meetings held. 4. Memo received or used in communicating with Senate or other members of the university community.
		4. Treating and replying to correspondences and memos from the Vice Chancellor, Registrar, DVC Academic, Faculties, Study Centres, Students, and other stakeholders.	90 days		<ol style="list-style-type: none"> 1. List of requests received showing type of request, From, Action taken, date received, date of action.
		5. Servicing Ad-Hoc Committees of Senate	90 days		<ol style="list-style-type: none"> 1. List of Ad-hoc committees and their terms of reference within the period under consideration. 2. The Committees reports. 3. Document of post committees actions on the report.

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		<p>6. Senate Consideration of Students' Result and Graduation List:</p> <ul style="list-style-type: none"> a. Receive students results from Deans and Heads of Departments and project during presentation by Deans at UEC and Senate. b. Forward the semester approved results to DMIS for release into the students' portal and to study centre Directors for notification and for dissemination of information to the students. c. Receive list of graduating students from faculties through UEC and list for Senate approval. 	90 days		<ul style="list-style-type: none"> 1. Extract decision at UEC meetings on the presentation of students' semester results. 2. Extract decision of Senate meetings on presentation of students' semester results. 3. List of graduating students approved by Senate. 4. A copy of the memo sent to DMIS and study centre Directors on the release of semesters' results and graduation lists.
		7. Receive the list of examination misconduct from Examination Misconduct Committee (EMC) through the Registrar,	90 days		Covering memo used in sending the document to the Director, Academic Registry.
		8. Senate Secretariat receives the committee's report through the	90 days		1. Committee's report with the memo directing the Secretariat on what to do.

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		Director, Academic Registry with a directive.			2. Evidence of compliance to the directive given.
18	Convocation Ceremony	1. Director, Academic Registry receives Vice Chancellor's approval of the Committee for Convocation ceremony through the Registrar.	2 days		Covering memo from Registrar on the constitution of the Convocation Ceremony Committee.
		2. The Director, Academic Registry communicate to Members of the Ceremonial Sub-Committees	5 days		Letter of appointment acknowledged by committee members.
		3. Distribution of convocation gowns to students and staff.	5 days		List of study centres and staff by designation that receive convocation gowns.
		4. On the day of convocation, staff in academic registry lead the academic and Vice Chancellor's procession.	1 day		Picture of procession or link to the academic and Vice Chancellor's procession with the maze.
19.	Ad-Hoc Activities	The nature of activity will determine the steps.	In line with the time frame for the activity		The outcome of activity

Team of Developers

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Draft