



National Open University of Nigeria

SOP Title	Directorate of Examination and Assessment (DEA)
SOP No:	NQSA/SOP/TEL/007
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Directorate of Examination and Assessment (DEA)
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 purpose of this SOP is to direct how activities in DEA are carried out on students' assessment towards achieving quality output of graduates in National Open University of Nigeria (NOUN).

Activities

1. Coordination of Test Item Development for Marked Assignments (TMAs) and Examination
2. Management and Deployment of Tutor Marked Assignments (TMAs)
3. Upload of authentic assessment Scores into DEA data base
4. Examination Management
5. Post Examination Activities
6. Management of DEA hardware
7. Examination Database Management
8. Programming of examination data
9. System Analysis
10. Directorate's General Administration and Logistics
11. 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	Coordination of Test Item Development for Tutor Marked Assignments (TMAs) and Examination	1. Collection of TMAs questions from Faculties: a. Send message via memo to faculties to call for TMAs questions within a given timeline.	15 days		1. A copy of the memo sent to faculties calling for TMAs questions showing the specific semester and academic year. 2. Memo of submission of the questions from the nine faculties.

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		<ul style="list-style-type: none"> b. DEA receives the questions electronically from faculties. c. The technical staff script the TMA questions into Moodle format. d. The ICT staff in DEA upload the TMAs into the TMA platform. 			<ul style="list-style-type: none"> 3. Memo from the ICT staff on the completion of the TMAs questions upload to the Director or his representative. 4. View to TMA questions Moodle format
		<p>2. Setting, Moderation, and Banking of Examination Questions:</p> <ul style="list-style-type: none"> a. DEA gets approval from university management to develop test items for examination. b. DEA holds a day meeting with all academic staff in the faculties to 	60 days		<ul style="list-style-type: none"> 1. Letter of approval from management to develop test items within a given period. 2. Pictures and list of attendance of staff in the one-day meeting with all academic staff in the faculties. Link to recorded session can also be provided. 3. List of test item developers showing the courses allocated to them, their

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		<p>discuss the modality for the test item development.</p> <p>c. Receive list of academic staff (internal and external) from the Heads of Departments (HODs) that would be participating in the test item development.</p> <p>d. Receive list of external examiners that would moderate the test items.</p> <p>e. DEA prepares and present budget for the test item development to the university management for approval.</p>			<p>names, institutional affiliation, designation, phone number, email address, qualifications, areas of specialty and staff status (internal or external).</p> <p>4. A document showing faculties by departments, number of courses in which test items were developed, and number of test items developed by courses and banked by DEA.</p>

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		<p>f. DEA receives budget approval from the university management and request the HODs to notify the approved internal and external academic staff that would be participating in the test item development.</p> <p>g. DEA organises one day workshop for item development.</p> <p>h. Allocate courses at the end of the workshop to the various test item developers. The items are to be completed within five (5) days from the day of the workshop.</p>			

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		<ul style="list-style-type: none"> i. The HODs receive the developed test items and marking guides from the test item developers. j. HODs writes to DEA to inform the directorate of the completion of the test item development. k. DEA organises a day workshop for the moderation of the test items. l. The test items are allocated to the external examiners/moderators in their areas of speciality to moderate the questions items within 7 days. m. The HODs receive the moderated 			

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		<p>questions from the external examiners ensuring quality and submit only the questions to DEA and retain the marking guide in the departments.</p> <p>n. The technical staff in DEA scripts and banks the test items received from the HODs.</p>			
2	Management and Deployment of Tutor Marked Assignments (TMAs)	<ol style="list-style-type: none"> 1. TMAs <ol style="list-style-type: none"> a. DEA request for the semester TMA questions from the HODs. b. DEA receive TMA questions from faculties. c. DEA technical staff script the TMA questions into Moodle format. 	5 days		<ol style="list-style-type: none"> 1. Memo from DEA requesting for TMA questions. 2. Memos from HODs on the submission of TMA questions.

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		d. The technical staff in DEA uploads the TMA test items into the TMA portal.			
3	Upload of authentic assessment Scores into DEA data base	<ol style="list-style-type: none"> 1. DEA send memo to HODs to call for the scores of all authentic assessments. 2. Upload of authentic assessment scores for seminar, projects, SIWES, practicum, teaching practice, internships, farm practical, laboratory practical etc: 	14 days		<ol style="list-style-type: none"> 1. Memo sent by DEA calling for the scores. 2. Memos from HODs on the submission of the scores. <p>Memo from the technical staff on the completion of the upload.</p>
4	Examination Management	<ol style="list-style-type: none"> 1. Examination Registration: <ol style="list-style-type: none"> a. Receive registrable courses from the Directorate of Academic Planning (DAP) as uploaded into the students' portal. 	70 days		<ol style="list-style-type: none"> 1. Memo from DAP submitting the registrable courses to DEA. 2. List of registered students by faculty, department, and programme.

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		<ul style="list-style-type: none"> b. Students register for examination along with the course registration. c. DEA administer examination only to those who registered for examination. d. DEA releases examination guidelines to all stakeholders. 			
		<p>2. Pre-Examination Activities:</p> <ul style="list-style-type: none"> a. DEA prepares draft timetable and disseminate to all students. Study centres, and faculties for identification of gaps. b. DEA receives identified gaps from the 	30 days		<ul style="list-style-type: none"> 1. Draft and final examination timetable 2. The semester examination budget. 3. List of staff that participated in the examination administration by name, rank, duty performed etc. 4.

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		<p>stakeholder on the draft timetable.</p> <p>c. DEA makes necessary corrections and adjustments.</p> <p>d. DEA releases the final timetable to students, study centres, and faculties.</p> <p>e. DEA writes to the study centre directors to submit their budget for the semester examinations.</p> <p>f. DEA receives study centre budgets for the semester examination.</p> <p>g. DEA writes the departments to submit names of academics that will</p>			

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		<p>serve as monitoring officials and subject officers.</p> <p>h. DEA select ICT staff from the university that will provide technical support during the examinations.</p> <p>i. DEA prepares examination budget and submit the university management for approval.</p> <p>j. DEA receives approval of its budget from the university management.</p> <p>k. DEA submits original copy of the approved budget to the university</p>			

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		<p>bursar for fund disbursement.</p> <ul style="list-style-type: none"> i. DEA prepare letters of engagement for all approved staff indicating their roles and responsibilities during the examinations. m. DEA ensures the readiness of examination venues at the centres. n. DEA distribute examination materials and equipment. o. DEA relates with bursary for the implementation of examination budgets. 			

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		3. Examination Period Activities: <ul style="list-style-type: none"> a. Test items are selected from the question bank b. DEA releases question paper codes to study centre directors few minutes before the commencement of the paper to enable the centre directors print the question papers for the examination. c. DEA monitors the progress of examinations and ensures compliance with the examination guidelines. d. DEA promptly attend to 	21 days		1. Access to view the report of monitoring officers 2. List of identified gaps and suggested solutions or remedies.

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		<p>issues/challenges arising during the conduct of the examinations.</p> <p>e. DEA instruct study centres on how the used answer booklets should be moved within a given timeline.</p>			
5	Post Examination Activities	<p>1. Marking of POP Questions:</p> <p>a. DEA identifies and seeks approval from management on the marking centres.</p> <p>b. DEA holds meetings with the coordinators, subject officers, technical officers and the administrative officers that will</p>	30 days		<p>1. Access to view all question papers by faculty and department used in the examination for both POP and e-exam.</p> <p>2. View report of subject officers and coordinators of marking centres.</p>

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		<p>be participating the marking exercise.</p> <p>c. The coordinators, subject officers, technical staff, and administrative staff received guidelines on their roles during the marking exercise.</p> <p>d. Marking begins at the designated marking centres and last for 14 days.</p> <p>e. At the marking centres, the markers upload the students scores after moderation by the subject officers.</p>			

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		<ul style="list-style-type: none"> f. The checkers ensures correctness of the summation of scores and hand over the answer booklets to the designated officer from DEA. g. The booklets are moved from all marking centres to the Headquarter office. <p>2. E-Examinations:</p> <ul style="list-style-type: none"> a. Monitors the e-examination. 			
		<p>3. Storage and retrieval of used answer booklets:</p> <ul style="list-style-type: none"> a. The used answer booklets are kept in the warehouse and disposed after five years. 	90 days		<p>1. Physical assessment of the warehouse where the answer booklets are stored.</p>

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		b. Release answer booklet for remarking when need be.			
6	Management of DEA hardware	1. Maintain the IT infrastructures in the directorate.	90 days		Record of maintenance stating the infrastructure, the fault and type of maintenance carried out.
		2. Provide support for IT maintenance at the study centres for examination IT infrastructure.	90 days		Record of maintenance stating the infrastructure, the fault and type of maintenance carried out.
		3. Prepares and package the e-examination servers.	7 days		1. Study centre schedule for dispatch. 2. Dispatch notes.
		4. Provide in-person and virtual technical support during e-examination	21 days		Record of the challenge, type of support provides, and means of the support (virtual or in-person)
		5. Receive the servers after e-examinations, screen, and back-up (keep in custody)	2 days		Clearance note.
7		1. Receive POP student scores through the	5 days		Access to the Director QA to view the SSS.

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	Examination Database Management	Student Script Submission (SSS) platform.			
		2. Receive TMA results through the TMA platform.	5 days		Access to the Director QA to view the generated scores by faculty, department, and programme.
		3. Receive authentic assessment scores from the designated portals.	5 days		Access to the Director QA to view the generated scores by faculty, department, and programme.
		4. Get e-examination students' scores from e-examination result downloader portal.	3 days		Access to the Director QA to view the generated scores by faculty, department, and programme.
		5. Process students final scores and send to departments for approval at the departmental academic board meeting and return the approved copy to DEA.	7 days		1. Memo from DEA to departments on this. 2. Memo from departments to DEA on departmental faculty board approval and required actions from DEA.
		6. Update the students' scores with the	7 days		Access to the Director, QA to view the scores.

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		approved copy from the departmental academic board.			
		7. Upload students' final scores on Examination Result Presentation (ERP) Portal	3 days		Access to the Director, QA to view the final scores.
8	Programming of examination data	1. Receive registrable courses from DAP and create them on the e-learn platform to enable students enrol in the courses for facilitation and TMAs.	7 days		Memo of work completion from the programming officer to the Director, DEA showing the date and work done.
		2. Receives daily students' registration records from DMIS.	70 days		Access to QA officers to view receipts of the daily registration from DMIS.
		3. Format the received registration records and upload into the e-learn platform.	70 days		Access to QA officers to view the daily receipts on the platform.
		4. Prepares the examination timetable based on students' registration statistics.	15 days		1. Link to draft e-exam and POP timetables. 2. Link to view the final e-exam and POP timetables.

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					3. List of challenges encountered in preparation and implementation.
		5. Prepares application for sending POP questions to the study centres. a. Upload registration statistics by study centre, faculty, programmes, courses, semester and day. b. Manage the send of POP questions application during the examinations.	5 days		Access to the QA Director to view.
		6. Prepares e-examination application on the main server.	15 days		Access to the QA Director to view.
		7. Prepares virtual application for both POP and e-examinations.	7 days		Access to the QA Director to view.

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		8. Prepares the result uploader platform for daily upload of e-exam grade book.	5 days		Access to the QA Director to view.
		9. Back-up of all e-examination servers.	15 days		Memo of completion from the Programming officer to the Director, DEA
		10. Download the comprehensive e-examination grade book, TMA grade boom, and virtual exam grade book and send to data base unit for result processing.	5 days		Memo of completion from the Programming officer to the Director, DEA
9	System Analysis	1. Sending of POP examination questions to study centre Directors' emails.	21 days		Access to the POP question papers sent
		2. Taking complains and observations on the examination questions from study centres for both e-exam and POP.	42 days		Documentation of complaints received and narration of how they were attended to or resolved.

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		3. Join the programming unit to prepare the examination timetable.	15 days		The draft and final timetables
		4. Manages the directorate's emails	90 days		Summary of daily mails downloaded, and action taken.
		5. Review the software used in DEA for troubleshooting, development, and improvement purposes.	90 days		Report stating the effectiveness, efficiency, gaps and suggestions on how to mitigate the gaps in the use of the various tools and software.
		6. Gather data, identify issues, interpret information and recommend to the programming team areas of system improvement.	45 days		Report of data gathered, interpreted and suggested system improvement to programming team.
		7. Take and resolve students complains as they come	90 days		Documentation of complaints received and narration of how they were attended to or resolved.
10	Directorate's General	1. Writes memos, minutes of meetings, letters and reports	2 days		1. Photocopy of the page(s) in the outgoing register

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	Administration and Logistics	for the directorates as directed by the Director.			where the memos were despatched. 2. Notice of meetings and list of attendees with dates.
		2. Oversee the physical facilities of the directorate.			Reports on the availability of equipment, usage and maintenance.
		3. Staff welfare: a. Manage staff leaves. b. Monitors their promotions c. Ensures staff discipline	90 days		1. Letters sent to the concerned staff. 2. Responses from the staff.
		4. Prepares the directorate's budgets	15 days		The Directorate's budget.
		5. The bursary staff in the directorate ensures implementation of the budgets	90 days		1. Evidence of disbursement (you may provide the pv numbers). 2. List of challenges during implementation of the budget.
		6. Dispatch e-examination servers to the study centres.			Dispatch note.

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11	Ad Hoc Activities	The nature of activity will determine the steps.	In line with the time frame for the activity		The outcome of the activity

Team of Developers

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