National Open University of Nigeria

SOP Title	Directorate of Learning Content Management System (DLCMS)
SOP No:	NQSA/SOP/TEL/006
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Directorate of Learning Content Management System (DLCMS)
Date of Approval:	
Date of Next Review:	The date will be 3 years from the date of approval (to be inserted after approval)

Purpose

To show the process in which each activity of the Directorate is carried out to ensure quality service delivery that meets the Vision and mission of National Open University of Nigeria.

Activities

1. Online Facilitation
2. Instructional Videos
3. Project Administration and Supervision (PAS)
4. Event Live Streaming/Zoom

5. Registry Affairs
6. Ah-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.	Online Facilitation	1. System preparation or positioning: The system is prepared by creating a new category for the new semester.	14 days		Pictorial evidence of the categories created
		1. Course template is developed.	14 days		Pictorial evidence of course template that is developed.
		2. Registerable courses are uploaded.	3 days		Link to uploaded registrable courses.
		3. Students' details are uploaded.	3 days		Link to uploaded students' details
		5. Request sent to HOD for course allocation.	1 day		Memo sent to HOD for course allocation.
		5. Facilitator account created, uploaded and assigned to courses.	14 days		Link to the uploaded list of facilitators by the assigned courses, qualification, department, and faculty
		6. Facilitators' training: Preparation and training	14 days		1. The training manual or slides 2. Link to recorded training session(s)

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		7. Semester monitoring of students and facilitators activities in the LMS	90 days		1. Link to or extracts of students' and facilitators' activities. 2. Report on facilitation activities.
2.	Instructional Videos	1. Training of all academic staff on how to develop a script for Instructional Video Production.	15 days		1. Training manual 2. link to recorded training sessions
		2. Develop a general and unified template and sent to all academic staff.	7 days		A copy of the unified template for video recording.
		3. Received developed scripts from faculty members	30 days		List of scripts submission by name, course, department, faculty, and date of submission.
		4. Review of script by Instructional Technologist.	5 days		List of scripts reviewed showing name of creator, course, gap observed, and recommendation made
		5. Content Expert perfect scripts and personal rehearsal is done.	5 days		List of approved scripts by creator's name, course, department, faculty, and date of submission.

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		6. Book studio and notify Content Expert(s) of the scheduled date for recording.	2 days		1. Memo requesting for use of studio. 2. A copy of the memo sent to Content Expert(s)
		7. Content Expert and Instructional Technologist meets in studio to record.	90 days		1. Pictorial evidence of content expert and instructional technologist recording. 2. List of courses recorded by course code and title, name of Content Expert, name of instructional technologist, number of days for recording the course, and date of completion.
		8. Editing of the recorded videos by the Instructional Technology.	90 days		List of courses recorded by course code and title, name of Content Expert, name of instructional technologist that recorded the video, name of the video editor, number of days for editing the

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					course, and date of completion.
		8. Quality assurance of the edited videos checked by the Chief Editor.	90 days		Report of the chief editor on the quality of videos.
		9. Final production of effected corrections.	90 days		List of recorded videos ready for upload by course code and title, name of content expert, department, faculty, name of instructional technologist that recorded the video, name of video editor, name of chief editor, observations, correction effected, date certified ready.
		9. Upload the video to the video repository.	90 days		Link to uploaded videos
3.	Project Administration and Supervision (PAS)	1. Receive directives from DVC (Academic) and Dean, SPGS for the opening and closing of PAS for submissions and moderation of post graduate projects.	2 days		1. Acknowledgement copies of memos received from DVC, Academic for submissions and project moderations.

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					2. Acknowledgement copies of memos received from Dean, SPGS on opening and closing of PAS for moderation of PG projects.
		2. Opening and Closing of PAS: Opening and closing of PAS for submission of project, seminar, teaching practice and practicum for undergraduate.	120 days		List showing the opening and closing dates, Activity (project, seminar etc), name of student, Student matric number, activity uploaded and date uploaded.
		2. Receives students record of registration and authentic assessments from DMIS, format and make ready for upload into PAS.	90 days		Students' list ready for upload into PAS by name, matric number, level, course code and title, department, faculty, and study centre.
		3. Upload of students record to PAS	7 days		Students' list of uploaded into PAS by name, matric number, level, course code and title, department, faculty, and study centre.
		4. Creation of any needed addition of items to PAS on the directive of the department, study centre, SPGS, and DVC (Academic).	90 days		1. Memos requesting addition of items into PAS.

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					2. List of items added in PAS, the purpose and date of upload.
		5. Create PAS account for internal staff that are assigned by the department for project moderation.	120 days		List of staff account created by name, Staff ID number, faculty/directorate/centre, designation, purpose, and date.
		6. Provide support for PAS usage such as reset of password during activity uploads, adding external examiner, searching for students on PAS, resolving technical issues during project moderation etc.	120 days		1. List of support provided to show the support requested, the support provided, and dates. 2. Links to short training or manual organised for users.
4.	Event live streaming/Zoom	Creating zoom meeting link for hosting meetings for the University.	120 days		Links to successful meetings hosted.
5.	Office Administration	1. Taking of minutes	120 days		1. Notice of meetings and agendas 2. Extracts of meetings held.
		2. Recording of incoming and outgoing mails, and despatch of mails.	120 days		List of incoming and outgoing mails with dates.
		3. Filing of documents	120 days		List of filed documents with dates.

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		4. Despatching of mails.	120 days		List of despatched mails with dates
6.	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

1. Dr. Bello Lukuman
2. List others that work on it. Etc.
3. Mr. Okolo Ozoemene. C. (This will be last)