



National Open University of Nigeria

SOP Title	Directorate of Learner Support Services (DLSS)
SOP No:	NQSA/SOP/TEL/005
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Directorate of Learner Support Services (DLSS)
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 Learner Support Services is a major arm of the National Open University of Nigeria since its inception in 2003. Its main focus is to help learners maximize their gains, and the purpose of their studentship in all ramifications. It also helps students to go through their education with minimal difficulties by ensuring that students develop a sense of belonging to the University, the pride of being a University student and cultivate a sense of direction through admission to graduation.

Directorate of Learner Support Services (DLSS) Activities

1. Coordination of Study Centres activities
2. Student Counselling

3. Support to Learners with Special Needs
4. NOUN Information Call Centre (NICC)
5. Office Administration
6. Ad-Hoc Activities

Activities and Actions

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days Complete each Step	to Action by (Name and ID number)	Expected Evidence of completed Activity (Task)
1	Coordination of Study Centres activities	1. Monitors the activities at the study centres.	90 days		<ol style="list-style-type: none"> 1. List of guidance given to Study Centre Directors. 2. Links or picture evidence of meetings with centre directors and counsellors with dates. 3. Report of periodic visits to study centres. 4. Summary of quarterly reports from study centre Directors. 5. Reports of inspections to proposed study centres. 6. Monthly reports of activities at the directorate.
		2. Routine Answering of applicant' and students' enquiries, and channeling their challenges to the relevant Faculties, Directorates and Units.	90 days		<ol style="list-style-type: none"> 1. List of requests received from applicants and students indicating the type of request, forward to, and feedback to the applicant or student after resolving the issue.
		3. Monitoring the activities at Special Study Centres	90 days		<ol style="list-style-type: none"> 1. Summary of weekly reports on the activities at the special study centres.

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					<p>2. Report including inks to, or pictures of orientations given to students and applicants at special study centres on admission process, Fee payment modes, course delivery mode, Tutor Marked Assignments, facilitation, examination, authentic assessments, graduation, and how to seek and receive academic, social, psychological, and technical supports.</p> <p>3. Reports on the conduct of examinations at the special study centres.</p> <p>4. Report on funding of the students' wallets.</p> <p>5. Summary report on visits to special study centres.</p>
2.	Student Counselling	1. Providing academic, personal-social, and psychological counselling to students, applicants, and public who come to headquarters on NOUN academic operations.	90 days		<p>1. List of students, applicants, and public that received counselling showing their request, counselling given, and dates.</p> <p>2. Call logs</p> <p>3. pictorial evidence of in-person counselling.</p>

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					4. pictorial evidence of virtual real time counselling.
		2. Dissemination of relevant information to student counsellors at the study centres.	90 days		List of information disseminated to student counsellors at the study centres indicating the relevance of the information and their impact on students' learning.
3.	Support to Learners with Special Needs	1. Support learners with special needs during orientations.	15 days		1. List of categories of learners with special needs with link to video clips to show the different support they received during orientations.
		2. Provide Learning support	90 days		1. List of categories of learners with special needs with the type of learning support provided for each category. Support your claim with video clips and pictures. Provide the students' contact details.
		3. Monitors the learning progression of learners with special needs.	90 days		1. Academic progression rates of the students. 2. Print out of call logs relating to the academic monitoring of the learners. 3. Print outs of text messages or mails relating to the academic monitoring of the learners.
		4. Providing opportunity to the students in FCT to use the laptops and internet in the unit for TMAs.	90 days		1. Picture evidence of the use of the laptops. 2. List of students, stating the

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					category of learning need, that visited the unit to use the laptops.
		5. Assigning staff to read and write for the visually impaired students during examination.	90 days		1. Link to clips of recorded sessions where a visually impaired students are taking examination. 2. Link to video clips on where the students speak on their experience studying in NOUN.
4.	NOUN Information Call Centre (NICC)	1. Receiving enquiries and complains from students and the public.	90 days		1. Record of enquires and complains received. 2. Call logs of enquiries and complains. 3. Summary of email messages on enquires and complains.
		2. Responding to public enquires and resolving students complains using face-to-face and digital techniques.	90 days		1. List of enquires and the responses given. 2. List of complains showing how it was resolved, and student acknowledgement on the resolved issue.
5.	Office Administration	1. Collation of quarterly reports from study centres.	90 days		List of reports compiled from study centres.
		2. Writing/drafting of letters and memos during operational meeting of Senate.	90 days		1. List of letters and memos drafted during operational meeting of Senates. 2. Minutes of meeting extracts of the operational meetings.
		3. Managing the office environment and equipment.	90 days		1. List of equipment and furniture in the office showing the number at the start date of semester and

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days Complete each Step to	Action by (Name and ID number)	Expected Evidence of completed Activity (Task)
					the number at the end date of semester and give explanation for the difference.
		4. Coordinating the record keeping	90 days		Report on record keeping.
		5. Ensuring the fitness of the work environment	90 days		Report on action taking to ensure fitness of work environment.
		6. Typing and printing of all the Directorate documents	90 days		List of typed and printed documents.
		7. Receiving and sending electronic emails	90 days		1. List of mails received, and action taken. 2. List of emails sent and dates.
		8. Preparing the Director's requisition	90 days		List of requisitions prepared and the purposes.
		9. Managing incoming and outgoing mails.	90 days		List of incoming and outgoing mails within the period under review.
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

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