



National Open University of Nigeria

SOP Title	Directorate of Quality Assurance
SOP No:	NQSA/SOP/IGM/001
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	The Director, QA
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 QA Standard Operating Procedure (SOP) is developed to monitor and evaluate academic and operational activities in the universities for continuous improvement.

Activities

The following are the major activities in the directorate:

1. Compliance
2. Monitoring and Evaluation

3. QA Office Administration
4. QA Site Administration
5. Monitoring and Evaluation of the Directorate of Quality Assurance Internal Activities
6. The Director's Activities
7. 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 (output) of completed Activity (Task)
1	Compliance	1. Working with faculties, directorates, centres and units to develop or review the SOPs.	90 days		List of recommended SOPs for Senate approval.
		2. Ensuring the staff activities/tasks in the various faculties, directorates, study centres, and units are in line with the university and regulatory body policies.	14 days. It should be done in the last two weeks before a semester begins.		Compliance report explaining the level of compliance with NUC benchmark and the guiding policies from the university. Indicating the shortfalls, recommended actions, and the extend the faculties or directorates or study centres or units have taken to improve the shortfall working with the recommendations.
		3. Ensuring that all NOUN staff except DQA staff are doing	120 days		Evidence on the NOUN Quality Management System (NQMS), showing that each staff of the

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		<p>what they are assigned to do using the Senate approved SOPs.</p>			<p>university has been adequately assessed by the assigned compliance office showing the:</p> <ul style="list-style-type: none"> • Score • Identified gaps. • Actionable feedback (not vague feedback) by the compliance officer to the staff for improvement. Starting with positive comments before stating where improvement is needed. • Exact time taken to complete the assignment (using the logs to ascertain this)
		<p>4. Ensuring compliance through Desk Officers a) Communicate the University quality assurance policies, processes, and procedures to all staff in the faculty, directorate, study centres, and units.</p>	<p>90 days</p>		<p>a) Minutes of Meetings showing how the quality assurance policies, processes, and procedures were communicated to staff at the faculties, directorates, and units. b) Report/minutes on how they guided the development of SOPs. c) Report of activities done in monitoring compliance of the</p>

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		<ul style="list-style-type: none"> b) Work with the Deans/Heads of Departments/Heads of Units/Directors/ to develop and present the Standard Operating Procedures (SOP) to the Quality Assurance Directorate for consideration and approval for implementation. c) Monitor compliance of the use of the SOPs in the faculties, departments, directorates, study centres, and units. d) Attend QA meetings organised by the Directorate of 			<ul style="list-style-type: none"> SOPs. This should include the support provided. d) Minutes of Meetings

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		Quality Assurance.			
		5. Training university staff on compliance.	14 days for preparation and training		Report of the training to include: <ul style="list-style-type: none"> • Programme of event • List of participants • Pictures of key sessions in the training • Pre and post feedback of participants. • The role of the compliance officers must be clearly stated.
		6. Ensuring compliance of university events such as convocation matriculation, inaugural lectures, conferences, workshops, and the use of the conference centre etc with the university guiding policies.	5 days		<ol style="list-style-type: none"> 1. Links to university supporting documents guiding the processes for the events. 2. List of events by S/N, Date of event, Type of event, level of compliance with university procedure, gaps, recommendations.
		7. Ad Hoc University Events	In line with the stipulated days for the event		<ol style="list-style-type: none"> 1. Links to university supporting documents guiding the processes for the events if any. Where there is none,

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					look for a supporting document. 2. List of events by S/N, Date of event, Type of event, level of compliance with university procedure, gaps, recommendations.
		8. Coordination of all Compliance activities	120 days		<ul style="list-style-type: none"> • Weekly report of compliance activities submitted to the Director. • End of semester compliance report submitted to the Director.
2	Monitoring and Evaluation	1. Institutional Governance and Management. Monitor and evaluate: 1.1 the implementation of the university vision, mission, objectives, and core values 1.2 working and learning environments. 1.3 Appointment and utilisation of	120 days		1.1 report of academic activities showing the extent the activities met the vision, mission, objectives, and core values. 1.2 Report on available and required working and learning environment with focus on vision and mission of the university, and the impact on staff productivity. 1.3 Report on appointments and utilisation of middle level managers. With clear statements on mode of

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		middle level managers e.g. Deans, Directors, Heads of Academic Units, and operational units.			appointment, adherence to tenures, impact on the success of academic and operational activities on the university.
		<p>2. Teaching and Learning. Monitor and evaluate:</p> <p>2.1 Programme design and development.</p> <p>2.2 Course design and development.</p> <p>2.3 Course review process.</p> <p>2.4 Course delivery process including learning methodology, learning activities, learning resources, and</p>	120 days		<p>Semester's report showing the level of achievement in:</p> <ol style="list-style-type: none"> 1. programme design and development, 2. course design and development, 3. course review process, 4. course delivery process – facilitation, 5. assessment of learning 6. learners' progression and success rates, 7. students' retention and attrition rates, 8. learning support, and their impact on student enrolment. 9. outcomes and impact of the learning.

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		<p>assessment techniques.</p> <p>2.5 Learners' progress, achievements, and learning support.</p>			
		<p>3 Media and Technology. Monitor and evaluate:</p> <p>3.1 the impact of media and technology on academic and operational tasks in the university.</p> <p>3.2 the availability, usage, and impact of infrastructure (digital and non-digital) that support learning and operational tasks. This should be aligned with the set standards.</p>	120 days		<p>Report on the performance on media and technology with clear statements on:</p> <ul style="list-style-type: none"> • publicity and its accuracy and correctness. • Relevance to the success of programme and image of the university. • Impact on student enrolment.

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		<p>4. Human Resources and Development. Monitor and evaluate:</p> <ul style="list-style-type: none"> a. staff requirements – academic, administrative, technologists, counsellors, media and publicity personnel, copy editors, security personnel, transport support staff, environmental staff, etc. b. Staff recruitment, retention, dismissal, welfare/motivation, development, and training as stated in the condition of service. c. Staff job descriptions, job 	120 days		<ul style="list-style-type: none"> a) Report on staff requirement with justifications. b) Report on Staff recruitment, retention, dismissal, welfare/motivation, development, and training. c) Report on Staff job descriptions, job enrichment, and job enhancements. d) Report on staff induction (New staff in the university and new staff by deployment in faculties, directorates, and units)

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		<p>enrichment, and job enhancements.</p> <p>d. Induction of new staff.</p>			
		<p>e. Monitoring and Evaluation of staff activities using performance metrics which would help to:</p> <ul style="list-style-type: none"> • Identify skill gaps • Motivate staff productivity • Drive career development • Build institutional culture 	120 days		<p>Report of tracking NOUN staff performance metrics on:</p> <ol style="list-style-type: none"> 1. Quality of task performed – <ul style="list-style-type: none"> • Task objectives • University objectives • Effectiveness (usefulness) of task 2. Quantity: <ul style="list-style-type: none"> • Workload 3. Efficiency – <ul style="list-style-type: none"> • Success rates of task completion • Cost of resources used in achieving quality and quantity. 4. Productivity: <ul style="list-style-type: none"> • Level of improvement on the targeted goal

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					<ul style="list-style-type: none"> • Level of improvement on the staff success rates • Impact on student academic performance • Creativity and innovation • Impact on student enrolment. <p>5. Staff job satisfaction.</p>
		<p>5. Collaboration and Partnerships. Monitor and evaluate:</p> <p>e. The procedure for going into collaboration including the relevance of the collaborating institutions and level of adherence to the MOUs.</p> <p>f. The impact of the collaboration and partnership on teaching and learning, research,</p>	120 days		<p>a) Report on the procedure for going into collaboration showing the relevance of the collaborating institutions and level of adherence to the MOUs.</p> <p>b) Report on the impact of finished and ongoing collaborations and partnerships on teaching and learning, research, and community development.</p>

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		and community development.			
		<p>6. Research, Innovation, and Community Service. Monitor and evaluate:</p> <p>g. The process on how staff and students conduct research.</p> <p>h. The levels of multidisciplinary research.</p> <p>i. The efficiency of university financial support on research.</p> <p>j. The relevance of thematic areas of research to the University and the nation.</p> <p>k. The quality and impact of research.</p> <p>l. The levels of research collaboration</p>	120 days		<p>a) the process on how staff and students conduct research.</p> <p>b) Levels of multidisciplinary research.</p> <p>c) Justifying the efficiency of university financial support on research.</p> <p>d) Relevance of thematic areas of research to the university and the nation.</p> <p>e) Quality and impact of research.</p> <p>f) Levels of research collaboration among staff withing and outside the country</p> <p>g) The impact of NOUN incubation centres on students and the community.</p> <p>h) The impact of Developmental Studies on NOUN students and community.</p> <p>i) Impact of NOUN study centres on the community.</p>

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		<p>among staff within and outside the country.</p> <p>m. NOUN Incubation Centres.</p> <p>n. Developmental Studies.</p> <p>o. The impact of the study centres in the community.</p>			
		7. Monitoring and evaluation of the availability and use of facility, equipment, and infrastructure	120 days		List of available facilities, equipment, and infrastructure in the university by categories, faculty/department, number received, number available, number faulty and disposed, number faulty and repaired for reused, indicate cost for each category, remarks.
		8. Train university staff on quality assurance mechanisms.	14 days (includes preparation and training)		<p>Report of the training to include:</p> <ul style="list-style-type: none"> • Programme of event • List of participants • Pictures of key sessions in the training • Pre and post feedback of participants.

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					<ul style="list-style-type: none"> • The role of each M&E officer
		9. Verifications of data and information through research/surveys.	60 days		Report showing: <ul style="list-style-type: none"> • Executive summary • Background • Methodology • Findings • Analysis and Discussion • Conclusion and Recommendations
		10. Monitoring and evaluating university events such as convocation matriculation, inaugural lectures, conferences, workshops, and the use of the conference centre etc.	120 days		Semester report on the events showing: <ul style="list-style-type: none"> • Executive summary • Introduction • Purpose • Methodology • Findings • Analysis and Discussion • Conclusion and Recommendations • Appendices (if any)
		11. Monitoring of NQMS Pilot Study	35 days		Weekly report of activities showing: <ul style="list-style-type: none"> • System performance • Upload of SOPs • Assignment of duties • Resolving staff challenges

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		12. Monitoring of NQMS	120 days		Weekly report of activities showing: <ul style="list-style-type: none"> • System performance • Upload of SOPs • Assignment of duties • Resolving staff challenges
		13. Coordination of all M&E activities	120 days		<ul style="list-style-type: none"> • Weekly report of M&E achievements submitted to the Director, QA. • End of semester report
3	QA Office Administration	1. Secretarial functions including: <ul style="list-style-type: none"> 1.1 Managing the directorate and NQMS emails. 1.2 the management of office stationeries 1.3 Draft letters and memos for Director signature. 1.4 the management of office expenses and retirements of all spendings. 	90 days		<ol style="list-style-type: none"> 1. list of emails received, and actions taken. 2. Records of all expenses in both hard and e-copies. 3. Evidence of retirement of all expenses to the bursary. 4. Record of stationeries received and utilised. 5. Record of visitors to the Directorate. 6. List of memos and letters drafted on the directive of the director.

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		1.5 Other duties assigned by the Director.			7. Provide the following updates for the Director: <ul style="list-style-type: none"> • List of requests received and attended to with dates. • List of meetings attended outside DQA with dates. • List of meetings held with DQA staff with dates.
		2. Despatch of outgoing and receiving of incoming mails.	90 days		1. List of Incoming and Outgoing mails with dates. 2. List of documents filed and state the method of filing - hard copy and electronic
		3. Records, QA office facilities and equipment management	90 days		1. List of incoming and outgoing documents indicating the method of filing – physical or electronic 2. List of office facilities and equipment at the beginning of the semester and at the end of the semester indicating difference, reason for the difference, remarks on maintenance, and disposal of faulty equipment or furniture.

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		<p>3. General Administration:</p> <p>3.1 Preparation and coordination of all meetings and workshops in the Directorate.</p> <p>3.2 Preparation of briefs and agenda and other papers for all meetings.</p> <p>3.3 Preparation of Decision Extract and conveying of all decisions of all meetings for implementation.</p> <p>3.4 Drafting of letters, reports, and memos on the directive of the Director.</p>	90 days		<ol style="list-style-type: none"> 1. List of notice of meetings including agenda and dates. 2. List of minutes of meetings with dates. 3. List of memos and letters drafted and signed on the directive of the director. 4. List of decision extracts of meetings with dates. 5. Reports on workshops and other events. 6. Report of follow-up on administrative matters with registry and other relevant faculties, directorates, centres, and units. 7. Report on staff orientation to include video links or picture evidence.

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		3.5 Organising orientation and induction for new staff in the directorate			
4	QA Site Administration	1. Coordinate the development, maintenance, quality of information, and monitor the inflow of users into QA website.	90 days		Weekly report submitted to the QA Director on the: <ul style="list-style-type: none"> • Robustness of the website • Performance of the website. • Information update on the website. • Evaluation of the website users
		2. Monitor updates of information in the university site – www.nou.edu.ng	90 days		Weekly report submitted to the QA Director on the: <ul style="list-style-type: none"> • Performance of the website • Update of information on the website by faculty, department, unit, and centre. • Correctness of the information on the website by faculty, department, unit, and centre • Quality of information on the website by faculty, department, unit, and centre

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5	Monitoring and Evaluation of the Directorate of Quality Assurance Internal Activities	Ensuring all DQA staff are doing what they are assigned to do using the Senate approved SOP.	120 days		<p>Evidence on the NOUN Quality Management System (NQMS), showing that each staff of QDA has been adequately assessed by the officer assigned showing the:</p> <ul style="list-style-type: none"> • Score • Identified gaps. • Actionable feedback (not vague feedback) by the compliance officer to the staff for improvement. Starting with positive comments before stating where improvement is needed. • Exact time taken to complete the assignment (using the logs to ascertain this)
6	The Director's Activities	1. Coordination of all activities in the Directorate	130 days		<ul style="list-style-type: none"> • Up-to-date activities on NOUN Quality Management System (NQMS). • Up-to-date data and information on DQA site • List of requests received and attended to with dates. • List of meetings attended outside DQA with dates.

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					<ul style="list-style-type: none"> • List of meetings held with DQA staff with dates. • Photo or video evidence of trainings provided for DQA staff within the Directorate. • Photo or video evidence of trainings provided for NOUN staff on Internal Quality Assurance in NOUN. Also include the training agenda/programme. • Staff electronic APER assessment
		2. Assessment of staff compliance with the approved SOPs.	130 days		Reports to VC with a covering memo on the assessment of staff compliance with the SOPs in NOUN.
		3. Monitoring and evaluation of academic and operational activities in NOUN	130 days		Reports to VC on monitoring and evaluation of academic and operational activities in NOUN.
7	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

1. Prof. Obhajajie Juliet Inegbedion
2. Mr. Kyom Sidi
3. Mrs. Blessing Ozukwe
4. Ms. Nora Onwumelu
5. Mrs. Hadiza Ibrahim
6. Mr. Ikechukwu Onyia
7. Mr. Ozoemene Okolo
8. Mr. Okoronkwo Eze
9. Mr. Attahiru Abdul
10. Mr. Igoru Okiemute
11. Mr. Abubakar Maigandi
12. Mr. Jahju Narbe Isa

Draft