



## National Open University of Nigeria

SOP Title	NOUN Information and Call Centre
SOP No:	NQSA/SOP/TEL/014
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	NOUN Information and Call Centre
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 Unit is carried out to ensure complaints and enquiries from Students, Prospective Students and the Public are attended to, in order to provide Quality Service Delivery that meets the Vision and Mission of NOUN.

### NOUN Information and Call Centre Activities

1. **E-Ticketing:** This is a platform that was created for National Open University Students to send in their complaints/enquiries through [support@nou.edu.ng](mailto:support@nou.edu.ng)

2. **Telephone Calls:** Enquiries from the Public are received through the following phone numbers: 08079917938,09082907092,09056463036 and 08038514090
3. **Email Enquiries:** the unit receives enquiries from the public through the [centralinfo@noun.edu.ng](mailto:centralinfo@noun.edu.ng)
4. **Face to Face Interaction:** This is done as individuals come physically for enquiries.
5. **Administrative and Secretarial:** Central administrative hub of the Unit, coordinating various functions.

### Activities and Actions

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to Complete each Step	Action by (Name and ID number)	Evidence of completed Activity (Task)
1.	E-Ticketing	<ol style="list-style-type: none"> <li>1. The student goes to the support platform: <a href="mailto:Support@nou.edu.ng">Support@nou.edu.ng</a> Creates a ticket (complaint) by clicking on the category where his/her complaint is domicile and picks a sub-category then state the nature of his/her complaint.</li> <li>2. The agents assigned to the category where complaints are sent, will login to his/her page and access the students' complaint on his/her dashboard then, attend to</li> </ol>	One Day		<ol style="list-style-type: none"> <li>1. List of complaints received within 24 hours from students by name, matric number, nature of complaint, date received, date the issued was resolved, feedback from the students.</li> <li>2. List of challenges encountered and suggested solutions.</li> </ol>

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		<p>the compliant within 24hours of the receipt of any complaint.</p> <p>3. Complaints that needed to be attended to by Academic staff, other directorates or units are printed out in hardcopy by concerned agents and forwarded to the concerned quarters for necessary action of which they are expected to revert to NICC within 24hrs.</p> <p>4. A student who is not satisfied with the response to his/her complaint can reopen a closed ticket to express his/her dissatisfaction or ask further questions.</p>			
2.	Telephone Calls	<p>The following phone numbers: 08079917938, 09082907092, 09056463036 and 08038514090 have been made available on the University website: <a href="http://www.nou.edu.ng">www.nou.edu.ng</a> for students.</p>	One Day		List of calls received by name of caller, Status of caller (student or prospective student or others), date and time of

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		<ol style="list-style-type: none"> <li>1. A call is placed by a student. A designated Agent picks up.</li> <li>2. Proper salutations precede the listening of the complaint.</li> <li>3. The Agent gives accurate responds to the complaint, or escalate the complaint if need be.</li> </ol>			call, enquiry or complaint, The agent feedback.
3	Responding to Enquiries	<p>The staff responsible for treating mails on <a href="mailto:centralinfo@noun.edu.ng">centralinfo@noun.edu.ng</a> , reads and attends to mail sent to central info from 8:00am to 4:00pm, Monday-Friday.</p> <ol style="list-style-type: none"> <li>1. Agent opens the official email address to respond to mail.</li> <li>2. Responds to mail and escalate issue in cases needing escalation.</li> </ol>	One Day		List of emails received and treated between 8:00 am to 4:00 pm by S/N. sender, subject of the email, date and time the email was sent, date and time the agent accessed the email, date and time the issue was resolved, feedback from the sender on level of satisfaction

<b>S/N</b>	<b>Activity (Assigned Task)</b>	<b>Steps (Task Description)</b>	<b>Maximum Days to Complete each Step</b>	<b>Action by (Name and ID number)</b>	<b>Evidence of completed Activity (Task)</b>
4	Face to Face Interaction	<p>This is completed when individuals come physically for inquiries. All Staff of the NICC Unit attends to anyone who comes physically to make enquiry from 8:00am to 4:00pm, Monday to Friday.</p> <ol style="list-style-type: none"> <li>1. The visitor is welcomed by an Agent</li> <li>2. The Agent listens to the complaints</li> <li>3. Accurate responds is given to the visitor, issue can also be escalated if need be.</li> </ol>	One Day		List of people attended to in-person from 8:00 am to 4:00 pm by name, status (student or prospective student or others), nature of enquiry or interaction, agent action, date and time.
5	Administrative and Secretarial	<p>Central administrative hub of the Unit, coordinating various functions.</p> <ol style="list-style-type: none"> <li>1. Manages the documentation of activities across all teams within the Unit.</li> <li>2. Develops and implements the operational strategy for the entire Unit.</li> </ol>	90 days		List of verifiable activities done with dates.

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		<ol style="list-style-type: none"> <li>3. Oversees the regular requirements of the Unit, such as consumables, and ensures timely requisitions.</li> <li>4. Ensures that complaints referred to other units are properly filed, and responses are documented accordingly.</li> <li>5. Responsible for drafting memos and handling correspondence.</li> <li>6. Compiles monthly reports and submits them to University Management within the first week of the following month.</li> <li>7. Acts as the liaison with other units, schools, and departments, representing the Unit in meetings and collaborations.</li> </ol>			

## **Team of Developers**

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