



National Open University of Nigeria

SOP Title	Student Account Unit Bursary Department
SOP No:	NQSA/SOP/TEL/015
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Student Account Unit Bursary Department
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 Standard Operating Procedure (SOP) is developed to guide the University on activities of the students account unit of bursary department of the university.

Student Account Unit Bursary Department Activities

1. Liaising
2. Coordinating
3. Problem Solving

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	Liaising	<ol style="list-style-type: none"> 1. Liaising with the Office of the accountant general of Federation in creation of Service types and other approvals. 2. Liaising with the System Spec Ltd (Remita) to ensure the approved service types are made available on the University Portal. 3. Liaising with the DMIS in solving payment issues related to Students' Portal. 4. Working with the academic registry by confirming all payments made through requests for transcripts, Certificates and confirmation of result. 	90 Days		<ol style="list-style-type: none"> 1. List of approved service types from the accountant general of Federation with link to the university portal for confirmation. 2. List of payment issues relating to students' portals resolved with DMIS. 3. List of payments confirmed through academic registry by name, matric number, purpose, amount, date. 4. Method of students' clearance in the bursary.
2	Coordinating	<ol style="list-style-type: none"> 1. Coordinate accountants at the study centres in ensuring right things are done always. 2. Writing Memos and 	90 Days		<ol style="list-style-type: none"> 1. List of major activities carried out in the coordination of accountants at the study centres.

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)
		<p>correspondences to the study centres on latest development and what to do.</p> <p>3. Verification of payments for transcript and attending to students' complaints via email.</p> <p>4. Generating monthly reports from MIS portal.</p> <p>5. Debiting and crediting of students E-wallet that issues.</p>			<p>2. List of memos and letters written, state the purpose and dates.</p> <p>3. List of verified payments for transcript and students' complaints via email.</p>
3	Problem Solving	<p>1. Resolving student's portal problems and attending to students with complaints in the office.</p> <p>2. Preparation of credit schedule, refund schedule and portal refund schedule as the need may arise.</p>	<p>2 days</p> <p>2 days</p>		<p>1. List of student's portal problems and complaints resolved with dates.</p> <p>2. A copy of the credit schedule, refund schedule, or portal refund schedule</p>

Team of Developers

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