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 check the compliance of staff with SOPs, 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
3. Evaluation

4. Administrative Functions
5. Secretarial Functions
6. QA Site Management
7. Management of NQMS
8. 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. The Compliance Coordinator assign task to the QA Officers in NQMS in line with the DQA SOP	5 Days		Availability of assigned tasks in NQMS
		2. Compliance Coordinator request and receives the approved SOPs with Action By from Faculties, directorates, centres and units.	8 Days		1. A copy of the memo used in requesting for SOP with Action By from Deans, HOD, Directors, and Heads of Unit 2. List of received approved SOPs with Action By from the faculties, directorates, centres, and units.
		3. The Compliance Coordinator distribute the SOPs with Action By to the QA officers in accordance with the	3 Days		Link to list of assigned approved SOPs with Action By to QA Officers by names.

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		assigned faculty, directorate, centre and unit.			
		4. QA Officer receives the SOPs with Action By on the assigned faculty, directorate, centre, and unit from the Compliance Coordinator.	2 Day		Link to list of received assigned SOPs with Action By from the Compliance Coordinator by assigned faculty, directorate, centre, and unit
		5. QA Officers assign tasks to staff in NQMS in accordance with the received approved SOPs with Action By	5 Days		Link to list of tasks assigned to staff on NQMS by staff name, faculty or directorate or centre or unit, and date assigned.
		6. The QA Officer provide guidance and assessed the evidence uploaded by staff using the scoring rubrics and required evidence on the given task(s) as stated in the SOP with feedback.	90 Days		1. Messaging logs on the NQMS showing the communication between QA Officers and the staff. 2. Link to list of staff assessed by staff ID, Name, faculty or directorate or centre or unit, task, score, and date assessed.
		7. Validation of the scores awarded and feedback comments given by the QA Officers	90 Days		Message logs in NQMS showing feedback comments from the Director to QA Officers on at least 5% sampled scores awarded by the QA Officers. The metrics for verification are: 1. The identified gap(s)

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					2. Suggested improvement 3. Score 4. Adequacy of the use of the rubric and required evidence for scoring.
		8. Feedback from QA Officers to the Director on the Director's comments on validated scores	90 Days		Message logs in NQMS showing feedback comments from QA Officers to the Director of either agreeing or disagreeing to the Director's comments on validated scores.
		9. Scoring of QA Officers Compliance Activities.	95 Days		Scores in All Staff Assessment in NQMS showing the awarded scores to QA Officers.
2	Monitoring	1. Download the monitoring and evaluation framework of the university from QA website.	2 Days		Link to the downloaded monitoring and evaluation framework of NOUN.
		2. Identify the activities to be monitored in the assigned faculty, directorate, centre and units	5 Days		List of identified activities for monitoring by the assigned faculty, directorate, centre and unit in tabular form.
		3. DQA sends out the NOUN Monitoring Tool (NMT) to the identified Directors that will provide the sources for the required data.	3 Days		1. A copy of the memo sent out. 2. Copy(s) of follow up memos if there is follow up. This

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					should be ignored if there is no follow up.
		4. DQA receives responses from the various directors indicating the sources of data required during monitoring.	7 Days		Link to sources of data required for monitoring.
		5. Sends the sources of data to the QA Officers.	3 Days		A copy of memo or WhatsApp message used in communicating the sources of data to QA officers.
		6. QA Officers track the progress of academic and operational activities within the university through verified data using NOUN Monitoring Tool (NMT) to collect data from the provided sources and collect staff performance data from NQMS using the KPI for monitoring staff performance. This is followed with Onsight visits for document verifications and clarifications through interview.	30 Days		Link to the analysed data with interpretations showing identified gaps, possible cause(s), and possible suggestions.

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		7. Monitoring of the implementations of suggested Senate approved improvements derived from past internal and external monitoring, and accreditation reports.	30 Days		Link to the analysed data with interpretations showing identified gaps, possible cause(s), and possible suggestions.
		8. Presentation of Findings by the QA Officers to M&E Coordinator.	10 Days		Links to the findings from the monitoring exercise with specified dates showing level of progress on: a. Institutional governance and management b. Teaching and learning c. Collaboration, partnership, and linkages d. Research, innovation, and technology e. Study Centres
		9. Presentation of the findings of the monitoring exercise to the Director, QA	7 Days		Link to Monitoring findings within a specified period showing progress made: showing level of progress on: a. Institutional governance and management

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					b. Teaching and learning c. Collaboration, partnership, and linkages d. Research, innovation, and technology e. Study Centres
3	Evaluation	1. Evaluate the findings from monitoring to determine its outcomes and impacts using the NOUN guide in Evaluating the Findings from Monitoring Activities as presented in Table 2.1 in NOUN Monitoring and Evaluation Framework.	14 Days		Link to evaluation report of Findings from Monitoring with the following metrics: 1. Objectives 2. Relevance to standards 3. Data accuracy 4. Timeliness 5. Completeness 6. Feedback from stakeholders 7. Actionability 8. Impact on decision making 9. Quality of the analysis 10. Utilisation rate 11. Clarity and presentation
		2. From the findings in Monitoring, planning evaluation metrics using Evaluation Metrics in NOUN	7 Days		Link to a list in a tabular form showing the planned metrics that will be used under the

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		(Table 2.2) in NOUN framework for monitoring and evaluation.			following criteria as applicable to the assigned task/activities: 1. Productivity 2. Efficiency 3. Effectiveness 4. Engagement 5. Finance 6. Learning and development 7. Innovation 8. Student
		3. Clarification of facts through one-on-one chat with concerned staff or request for certain documents for verification where needed.	14 Days		1. Link to list of clarified facts. 2. Link to the list of facts on which clarification was needed by the document on which the clarification was sought and the clarification derived from the document. Presented thus: <table><tr><td>Existing Fact</td><td>Document sought</td><td>Verification found</td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr></table>
		4. Presentation of evaluation report by QA Officers in the assigned tasks and activities to M&E Coordinator.	15 Days		Link to evaluation report showing: 1. Evaluation report reflect the following criteria: a. Productivity

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					b. Efficiency c. Effectiveness d. Engagement e. Finance f. Learning and development g. Innovation h. Student 2. The evaluation report is presented in the following format: a. Introduction: State the purpose, scope, and objectives of the evaluation. b. Methodology: Explaining the methods and tools used for data collection and analysis. c. Analysis and interpretations: Using statistical tool to derive meaning from the data collected and interpret the outcome as found.

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					d. Findings: Presentation of detailed findings, supported by data and evidence from the analysis. e. Recommendations: Provide clear and specific recommendations based on the evaluation findings.
		5. Collation and presentation of QA Officers evaluation reports to the Director, QA.	7 Days		Link to the holistic evaluation report presented in the following format: a. Introduction: State the purpose, scope, and objectives of the evaluation. b. Methodology: Explaining the methods and tools used for data collection and analysis. c. Analysis and interpretations: Using statistical tool to derive

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					meaning from the data collected and interpret the outcome as found. d. Findings: Presentation of detailed findings, supported by data and evidence from the analysis. e. Recommendations: Provide clear and specific recommendations based on the evaluation findings.

		6. Planning the writing of M&E report:
		  a. The M&E prepares the draft and sent to the Director, QA for review and approval for writing the report.
		  b. The Director review and approve the plan for writing the M&E report
			7 Days		1. Link to the evaluation plan by the M&E Coordinator showing holistic view of:
					  1. Monitoring and evaluation criteria
					  2. Monitoring findings
					  3. Evaluation findings
					  4. Alignment of monitoring findings with evaluation findings in a Table format.
					  5. Alignment of the M&E findings with the

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					university vision, mission, objectives, core values and related policies showing level of achievement, gaps, suggestions for continuous improvement. 2. Link to the Director's reviewed copy. *Note: The M&E coordinator is to supply the evidence in 'a' while the Director is to supply the evidence in 'b'*
		7. Writes M&E report	14 Days		Link to evaluation report submitted to the Vice Chancellor in the following format: 1. Executive summary 2. Introduction 3. Purpose 4. Methodology 5. Data analysis and interpretations 6. Findings

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					7. Recommendations 8. Appendices (if any)

4	Administrative Functions	1. Scheduling meetings with:
		  a. DQA staff.
		  b. QA representatives from faculties, directorates, centres and units.
			120 Days		Link to extract of meetings or minutes of meetings.

		2. Coordinating scheduled meetings	120 Days		Link to extract of meetings or minutes of meetings.
		3. Organising training sessions for QA staff, university staff and students on internal quality assurance	120 Days		1. Memo for the call for training 2. Attendance list 3. Photo shots from the trainings
		4. Coordination: Liaising with university management, faculties, directorates, centres, and units in ensuring quality processes and procedures in their activities.	120 Days		List of verifiable outcomes/achievements
		5. Audit and Review: Conducting regular audits and reviews of QA processes to identify areas for improvement and ensure	120 Days		List of verifiable changes made on internal QA processes.

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		continuous quality enhancement.			
		6. Reporting: Generating and distributing reports on QA findings, including gaps, and overall quality metrics to the university management, faculties, directorates, centres, and unit.	30 Days		Links to the reports
		7. Documentation: a. The Director creates and ensures maintenance of detailed records of QA processes. b. The admin officer ensures the safe keeping and easy retrieval of all records. c. The admin officer track DQA staff records for leaves, trainings, documentation on assumption of duty, follow-ups on human resource matters, etc.	90 Days		a. List of QA documents guiding the quality assurance processes and procedures in the Directorate and NOUN. To be provided by the Director. b. List of updated records. To be provided by Mrs. Manzo c. List of DQA staff showing date of assumption of duty in DQA, records of leaves enjoyed, training received, major achievement within a specific period. To be provided by Mrs. Manzo.

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		8. Distribution of outgoing mails and receiving of incoming mails	90 Days		List of outgoing and incoming mails with dates.
		9. Resource management: a. The Director allocates and manages human and non-human resources in the directorate. b. The most senior admin ensures the safety and adequate utilisation of non-human resources.	90 Days		a. List of human resources and duties. To be provided by the director. b. List of non-human resources and usage. To be provided by Mrs. Manzo.
		10. Assessment of the non-QA officers on compliance	90 Days		See All Staff Assessment on NQMS
5	Secretarial Functions	1. Office Management: Ensuring that office supplies and equipment are maintained, ordered, and stocked as needed. This involves liaising with university store and service providers.	90 Days		List of supplies and utilisation within a specified period.
		2. Information Management: maintaining databases and filing systems, ensuring	90 Days		Audit Reports: 1. Conducting regular internal audits and maintaining audit reports

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		information is accurate, accessible, and up to date.			that highlight the accuracy and completeness of data. 2. Document findings, improvements made, and any discrepancies resolved. 3. File management records that shows the implementation of a version control system that tracks changes to documents and maintain previous versions for reference.
		3. Meeting support: a. Taking minutes during meetings, distributing meeting agendas and minutes, and following up on action items. b. Organising refreshment for meetings.	90 Days		a. Link to minutes of meetings or meeting extracts. To be provided my Mrs. Manzo. b. List of refreshment provided, its costs, and photo evidence for distribution and consumption. To be provided by Miss Anoruo.
		4. Communication: Acting as a point of contact between the DQA office and external	90 Days		List of external parties and major outcomes of the

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		parties including faculties, directorates, centres, units, and other stakeholders of the university			information provided in the following format. | External Party	Guide Provided	Outcome | | --- | --- | --- | | | | | | | | | Where there was no such activity, Say so.
		5. Managing DQA emails	90 Days		Report on DQA emails stating the total number of emails received, number of emails that were QA related matters, and number of the QA related matters that were resolved, name of DQA staff that sent mails or received mails through the DQA email address within the period under review.
		6. Assisting with Financial Tasks: a. Managing invoices, expense reports, petty cash, and budget tracking	90 Days		Report of monthly retirements.

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		b. Retirements of monies spent to bursary			
		7. Administrative Support: Drafting letters and memos for the Director, support in data entry, photocopying, scanning, and organising documents.	90 Days		Report on major activities stating the specific activity – drafting memo or letter, entry data, photocopying, scanning and organising document. Indicate the name of the document(s) in which the support was provided.
6	QA Site Management	1. Liaising with DICT in ensuring continuous improvement of the web site 2. Ensuring up-to-date information on the QA site. 3. Upload QA documents such as policies, SOPs, and others as may be required into the site.	90 Days		Link to QA web site.
7	Management of NQMS	Ensuring adequate functionality of the platform	90 Days		Feedback report from users
8	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

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