



## National Open University of Nigeria

Policy Title	Policy on the Adoption of Artificial Intelligence in NOUN
Policy No:	NQSA/POL/TEL/033
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### 1.0 Introduction

Artificial Intelligence (AI) has, in recent times, emerged as a veritable tool with the potential to improve the quality of teaching and learning by personalising learning experiences, automating administrative tasks, and providing useful insights for educators. The National Open University of Nigeria (NOUN) has grown considerably in recent times and considering the complexity involved in its operations and the resolve to provide and deliver quality education in an equitable, affordable and accessible manner through the Open and Distance Learning (ODL) mode, it has become imperative to consider the adoption of AI in the various aspects of its operations. To achieve this goal, it is necessary to have a policy in place to guide the implementation of the adoption of AI in NOUN with evaluation and feedback mechanisms in place. This policy outlines the principles and guidelines for the responsible adoption of AI not only in teaching and learning via the Learning Management Systems (LMS) of NOUN but in all other operational activities of NOUN.

### 2.0 Purpose

The purpose of this policy is to address ethical considerations, equity, data privacy, and transparency regarding the use of AI. It is aimed to ensure that AI technologies are used responsibly to improve the operational activities of NOUN and to enhance learning outcomes while preserving students' privacy rights and well-being. This includes guidelines for data usage, algorithmic transparency, and the ethical development and deployment of AI systems in NOUN settings.

### 3.0 Scope

This policy shall cover all areas of NOUN operations where AI is adaptable and shall include every available platform; Web, Mobile, Networks, etc. through which NOUN services and operations are carried out. These services and operations include but not limited to;

1. Content Creation Tools
  - a. Course material development
  - b. Script writing for video production
  - c. Project and thesis writing
  - d. Research
  - e. Plagiarism Check
2. Virtual Assistant
  - a. Technical support (chatbot)
3. Personalized Learning Platform
  - a. Learning Management System
  - b. Inclusive education
  - c. Intelligent Tutoring System
  - d. Language Learning Applications
4. Evaluation and assessment
  - a. Automated Grading System
5. Data Analytics (descriptive, diagnostic, and predictive)
  - a. Management Decision Making
  - b. Learning Analytics
6. Other areas of adoption of AI in NOUN shall also include; Administrative task, Health, Human Resources, Physical Security, Quality Assurance and Continuous Improvement, and other emerging areas of operations.

### 4.0 Definitions

1. Artificial Intelligence (AI): Refers to the stimulation of human intelligence in machines that are programmed to think like humans and mimic their actions.
2. Learning Management System (LMS): A digital platform designed to deliver, track, and manage educational courses and training programs.

3. Open and Distance Learning (ODL): Refers to a flexible and inclusive approach to learning that allows individuals to access education without traditional entry requirements and study remotely from any location. It combines the principles of openness, which provide inclusive access to educational opportunities for all learners, and distance education, which enables students to study at their own pace and convenience through various remote learning methods and technologies.

## 5.0 Policy Principles

The National Open University of Nigeria (NOUN) is committed to harnessing the potential of Artificial Intelligence (AI) to enhance the accessibility, quality, and flexibility of education. These guidelines are developed to align AI technologies with the university's mission and vision, emphasising social justice, equity, equality, life-long learning, and national cohesion in a quality cost-effective manner. Adapting AI in the NOUN operations shall support a comprehensive educational reach, transcending all barriers and optimising learning outcomes for all learners. These principles include;

- a. Accessibility and inclusivity
- b. Personalised learning
- c. Flexibility
- d. Equity and Fairness
- e. Ethical consideration and human oversight
- f. Data privacy and security
- g. Quality and cost-effectiveness
- h. Life-long learning and continuous improvement
- i. Collaboration and stakeholder engagement
- j. Professional development and training
- k. Adaptability of emerging technologies
- l. Sustainability
- m. Continuous monitoring and evaluation

## 6.0 Policy Statements

1. AI-powered content creation tools shall be used to support NOUN activities in the areas of course material development, script writing for video production, Project and thesis writing, Research, AI/Plagiarism check, etc. provided that the use of these tools do not violate the institutional policy on plagiarism.
2. AI-powered virtual assistants shall be provided via the university website to support prospective students, students, and staff with instant access to information, response to queries, etc.
3. AI-based personalised learning shall be used in NOUN in a responsible manner with ethical implementation of AI-driven educational technologies. All AI-powered platforms (Web, Mobile and Networks) shall prioritise the educational needs and well-being of distance learners, promoting their academic success and life-long learning. The existing Learning Management System

(elearn.nou.edu.ng) powered by automated assessment and feedback tools using AI algorithms to grade assignments, quizzes, and exams, providing immediate feedback to learners shall be used to analyse learners' submissions, identify patterns and errors, and generate personalised feedback.

4. All AI-powered instructional contents and learning management systems shall be structured to mitigate biases and disparities by designing personalised learning experiences that address the diverse needs, backgrounds, and abilities of distance learners, regardless of socioeconomic status, race, gender, disability or other factors.
5. All AI-adoption and adaptation shall comply with NOUN data governance policy.
6. AI Key Performance Indicator (KPI) shall be developed by the relevant implementing units of the University, and the Quality Assurance (QA) mechanisms shall be implemented to evaluate the effectiveness, accuracy and fairness of AI-powered systems. This will include periodic quality assurance audit, user feedback evaluation, and performance benchmarking against established standards.
7. AI-powered systems in NOUN shall be subject to continuous monitoring and evaluation through feedback from users which will be systematically gathered and analysed by the Directorate of Quality Assurance (DQA) to inform enhancements and innovations.
8. NOUN shall encourage research in Artificial Intelligence (AI) in education to explore innovative use and understand its impact by supporting experimental projects to test new AI applications in a controlled manner before proper implementation. This test shall be carried out by the target unit supported by other groups of experts from within the University.
9. The application of AI in the analysis of data in NOUN shall be guided by the NOUN Data Governance Policy so that preventive, preemptive and diagnostic measures can be taken as applicable to improve service delivery.
10. The AI use in the university shall recognise the security of student data and be accorded top priority while making sure that all AI applications abide by applicable data privacy laws and rules as stipulated in the NOUN Data Governance Policy. This will enable the protection of sensitive data gathered during exams, such as access controls, encryption, and frequent security audits.
11. All AI algorithms utilised in examination activities shall be transparent and understandable, according to Directorate of Examinations and Assessments (DEA) regulations. Information on how AI systems make judgements, including the variables taken into account, and the justification for suggestions or actions, must be open and understandable by stakeholders.
12. Stakeholders will continue to maintain human monitoring and intervention methods in order to guarantee the responsible use of AI. While AI systems can help with some activities, including creating questions and grading them, in order to maintain academic integrity and fairness, examiners with adequate qualifications shall examine the final conclusions for correctness where applicable.
13. In order to suit a variety of needs and learning styles, AI use in the university shall be built with capabilities like screen readers, alternate input modalities, and adaptive interfaces. Stakeholders shall make sure that all students, including those with disabilities, are able to utilise AI technologies employed in examinations and other activities.

14. The University shall interact with the relevant stakeholders and experts to arrive at opinions and suggestions regarding the adoption and adaptation of artificial intelligence (AI) in assessment activities. The needs and viewpoints of all the stakeholders shall be taken into consideration in arriving at acceptable AI-driven solutions.
15. AI deployments shall be guided by ethical principles that prioritise the well-being of both staff and learners and the integrity of the educational processes.
16. All AI solutions to be adopted shall be with consideration to their environmental and social impacts. Sustainable practices shall guide the deployment and operation of all AI technologies in the university.
17. AI adoption and adaptation in all cases shall ensure that the cost of education is kept to a minimum, and at an affordable rate.

## **7.0 Policy Implementation**

1. Content Creation Tools shall be acquired or developed and integrated to the University LMS by the DLCMS. This integration shall be carried out incrementally so as not to disrupt the operations of the system while in use.
2. AI-powered virtual assistance shall be provided via the university website, mobile Apps, LMS, etc. by DMIS, DLCMS, and DICT.
3. AI-powered Personalised Learning Platform shall be provided by the Directorate of Learning Content Management System in such a manner that enhances the overall operations of the University and Directorate of Examination and Assessment shall be saddled with the responsibility of ensuring the use of feedback tools of the quiz functionality on the Moodle LMS. The facilitators are expected to provide feedback for each quiz item in the TMAs.
4. AI-based Content Management System with respect to learning materials, web-based information, evaluation of learning outcomes shall be provided by the DLCMS, DICT, and DEA respectively in such a manner that ensures the smooth operations of the University.
5. Data Analytics shall be carried out by DMIS in a responsible manner when required by Management or any unit of the system as necessary such that it does not violate privacy of staff and students and in compliance with NOUN Data Governance Policy.
6. Algorithm transparency and explainability shall be adhered to by all units involved in the adoption of any form of AI in the University.
7. The DEA shall interact with pertinent stakeholders, such as learners, instructors, administrators, and relevant experts to arrive at opinions and suggestions regarding the adoption and adaptation of artificial intelligence (AI) in assessment activities.
8. The DQA shall exercise oversight function on the implementation of AI in the University to ensure accessibility, inclusivity, ethical compliance and sustainability through continuous performance evaluation.

## **8.0 Sanctions for Violating this Policy**

1. Investigation and potential legal action as warranted.

2. Verbal warnings.
3. Written reprimands.
3. Suspension or termination of access to AI resources and facilities for a session.
4. Probationary measures, fines, loss of privileges for a session.
5. Staff shall be required to undergo remedial training as would be recommended by the head of Unit of the staff in conjunction with DQA to ensure future adherence to established guidelines.
6. Community service for a week or two, depending on the decision of the disciplinary committee, or other remedial actions aimed at addressing the harm caused and promoting accountability.
7. Expulsion of students from the university depending on the seriousness of the offence and the impact on the university community.
8. Termination of employment of staff depending on the nature and severity of the offences.

## **9.0 Policy Alignment**

1. NOUN Policy on Plagiarism
2. Policy on Learners with Special Needs
3. NOUN Quality Assurance Policies, Processes, and Procedures
4. Institutional Periodic Quality Assurance Audit
5. NOUN Data Centre Policy
6. NOUN Data Governance Policy
7. E-Learning/Virtual Learning Policy
8. Policy on Assessment

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