



National Open University of Nigeria

SOP Title	Directorate of Counselling & Career Development
SOP No:	NQSA/SOP/TEL/005
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Directorate of Counselling & Career Development
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) of the Directorate of Counselling and Career Development outlines the processes and procedures for managing and supporting the Student Counsellors and the students at the 105 Study Centres across the nation.

Its core responsibility is the overall coordination and supervision of the student counsellors assigned to the various Study Centres including the Study Centre Directors who also serve as student counsellors thereby playing dual roles.

The Directorate ensures that students are not only academically supported but also emotionally equipped to navigate the unique demands of distance education through personalised interventions and developmental guidance.

Activities

1. Monitoring of the Student Counsellors at the Study Centres.

2. Guidance and counselling of students.
3. Liaising with the Student Counsellors at the Study Centres from the Directorate at the headquarters and disseminating information to them.
4. Providing support services for students with special needs.
5. Providing comprehensive in-person and e-guidance & e-counselling to foster students' success and overall wellbeing (ensuring that students make informed career decisions, counselling and motivating students who struggle with low self-esteem etc.).
6. Disseminating information on students' enquiries and delivering other information services (NOUN Information Call Centre).
7. Organising workshops and trainings for the student counsellors.
8. Establishing a robust feedback mechanism for the students.
9. Reporting progress and challenges at the Study Centres quarterly to the University Management.
10. Analysing, interpreting and using feedback for improvement.
11. General office administration of the Directorate at the University headquarters.

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.	Monitoring of the Student Counsellors at the Study Centres and the Study Centres that the directors play dual roles of Study Centre Directors and	1. Develop a monitoring plan	90 days		List of guidance given to the student counsellors at the 105 study centres
		2. Schedule virtual/physical visits			Reports of periodic visits to the study centres
		3. Inform the Study Centre Directors.			Reports of progress made
		4. Visit the Study Centres and access performance.			

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	Student Counsellors.				
2.	Guidance and counselling of students.	1. Providing academic, personal- social and psychological counseling to students	90 days		List and details of students, applicants and public that received guidance & counselling, enquiries & requests made
		2. Providing information and guidance to the public and prospective applicants on NOUN academic operations.			Call logs Pictorial evidence of in person counselling
		3. Organizing orientation for new intakes to ensure they have a smooth and efficient learning experience in NOUN as ODL students.			Report of orientation programmes conducted
		4. Disseminating information on students' enquiries and delivering other information services.			Pictorial evidence of in person counselling. Pictorial evidence of virtual real time counselling. Pictorial evidence of group counseling
		5. Obtaining data and keeping records.			List of data obtained and recorded
3.	Liaising with the	1. Disseminating information	90 days		List of information disseminated

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	Student Counsellors at the Study Centres from the Directorate at the headquarters and disseminating information to them.	relating to the services they provide and on their professional development			to student counsellors at the study centres, indicating the relevance of the information and their impact on student learning
		2. Fostering supportive and collaborative environment	90 days		Acknowledged emails, chat log, circulars
4	Supports for Learners with Special Needs	1. Supporting learners with special needs during orientation.	90 days		List of categories of learners with special needs with video clips and supports received during orientation.
		2. Providing learning support	90 days		1. List of categories of learners with special needs with the type of learning supports provided for each category. 2. Support your claims with video clips and pictures. (iii). Provide the students' contact details
		3. Monitoring the learning progression of learners with	90 days		1. Academic progression rates of the students.

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)
		special needs.			2. Print out of call logs relating to the academic monitoring of learners. 3. Print out of texts messages or e-mails relating to the learners
		4. Providing opportunity to the students in FCT to use the laptops and internet in the unit for TMAs.	90 days		1. Picture evidence of the use of the laptops. 2. List of students who visited the unit to use the laptops stating the category of their learning needs.
		5. Assigning staff to read to and write for the virtually impaired students during examination.	90 days		1. Links to clips of recorded sessions where visually impaired students are taking examination. 2. Links to video clips on where the students speak of their experiences studying in NOUN.
5	Providing comprehensive in-person and e-guidance & e-counselling to foster students' success and overall wellbeing (ensuring that students make informed career	1. Identify students' needs through surveys, feedback and academic reports	90 days		Survey results list of referred students
		2. Design a comprehensive plan outlining in person and e-counselling session, objectives, tools and schedules			Written plan Platforms (watsapp, zoom or google meet)
		3. Inform student about available counselling services.			Copy of notice, pamphlets, and calendars.

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	decisions, counselling and motivating students who struggle with low self-esteem etc.).				
6.	Disseminating information on students' enquiries and delivering other information services (NOUN Information Call Centre NICC)	1. Receiving enquiries and complaints from students and the public.	90 days		1. Records of enquiries and the responses given. 2. Call logs of enquiries and complaints. 3. Summary of e-mail messages on enquiries and complaints.
		2. Responding to public inquiries and resolving students' complaints using face –face and digital techniques.	90 days		List of inquiries and response given. List of complaints showing how they were resolved and evidence from the students acknowledging that the issues were resolved.
7.	Organising workshops and trainings for the student counsellors	1. Organising workshops, trainings for all the student counsellors	5 days		Evidence of training either physical or virtual.
		2. Conducting monthly lecture series for all the student counsellors.	30 days		Evidence of monthly lecture series.
		3. Meeting with students.	90 days		Evidence of meeting with

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					students.
		4. Creating awareness of the Directorate's activities in the University Community.	90 days		Evidence of awareness-promotional souvenirs (flyers etc.)
8.	Establishing Feedback Mechanism	1. Implementing system for collecting feedback.	90 days		Evidence of establishing feedback mechanism with the students.
		2. Generating feedback forms, online surveys like google forms and dedicated online forum.	90 days		Copies of feedback forms and questions of online surveys. Evidence of online forums.
		3. Utilizing feedback reports to improve counselling services.	90 days		Attestations from students and student counsellors on improved services.
		4. Sharing the results of the feedback with both the students and the student counsellors, demonstrating that the feedback is valued and acted upon.	90 days		Evidence of emails and results shared.
		5. Ensuring students feel comfortable providing honest feedback by offering options for anonymity and confidentiality.	90 days		Students' comments or feedback from students.
		6. Collecting feedback at regular intervals (after each counselling session and at the	90 days		Report of feedback collected.

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		end of a semester to track changes.			
		7. Analyse the feedback collected to identify areas of strength and weakness and recommend appropriate action to improve services.	90 days		Report on effectiveness of feedback mechanism. List of recommendations made.
9.	Reporting progress and challenges at the Study Centres quarterly to the University Management	1. Collation of quarterly reports from the Study Centre	90 days		Quarterly reports of the 1 st , 2 nd , 3 rd and 4 th quarters from the Study Centres
		2. Summarized reports, indicating the various problems and challenges faced by Student Counsellors and students at the Study Centre.			Summaries of the 1 st , 2 nd , 3 rd and 4 th quarterly reports from the Directorate.
		3. Forwarding of report to the office of the Vice Chancellor.			Quarterly reports from the Directorate.
10.	Analysing, interpreting and using feedback for improvement	1. Export of responses on Google Sheets or Excel.	90 days		Google sheets Excel Sheets
		2. Categorization of comments based on themes, using charts to visualize patterns.			Picture of analytical tools used
		3. Compilation of feedback			Feedback circles

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		and identification of root causes. 4. Implementation of feedback and follow -up improvement mechanisms.			Feedback circles
11	General office administration of the Directorate at the University headquarters.	1. Supporting the Director in managing the Directorate's operations	90 days		Reports of administrative coordination. List of supports and assistance. List of reports, minutes of meetings, letters, drafts and memos vetted.
		2. Assisting the Director in implementing policies and procedures.			
		3. Ensuring efficient workflow			
		4. Supervising and coordinating the activities of the administrative staff within the Directorate, to ensure smooth operations.			
		5. Ensuring meetings are adequately prepared for from the venue to materials/memos and procedures recording.			
		6. Vetting of reports, minutes			

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		of meetings, drafts and memos before final submission.			
		7. Assisting the Deputy Registrar to coordinate and supervise the activities of the administrative staff within the Directorate to ensure smooth operations.	90 days		Report of coordination. List of assistance and coordination. List of reports collated. List of memos, letters and reports written.
		8. Ensuring that the Directorate's operations adhere to relevant policies and procedures.			
		9. Vetting and collating reports, minutes of meetings, writing of memos and covering letters of reports for the Directorate.			
		10. Ensuring decisions made at meetings are conveyed accordingly.			
		11. Preparing reports and memos.			
		12. Preparing venues, materials and memos in readiness for meetings.	90 days		Pictures of the venue, agenda of the meeting and matters arising of the meeting.
		13. Taking notes at meetings,			List of minutes & decision

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		developing minutes & decision extracts of meetings.			extracts of in-person & virtual meetings
		14. Assisting with the organization of workshops and events in the Directorate.			List of seminars and workshops conducted by the Directorate.
		15. Liaising between the Directorate and Faculties, Departments, Directorates and Centres to ensure efficient and organized internal processes.			Memo's and emails. Report or list of activities carried out between the Directorate and others.
		16. Supervising the activities of the clerical staff and the environmental attendants in the Directorate.			List of supervisory roles carried out through memos.
		17. Managing and keeping sensitive records, documents & information, also, maintaining confidentiality.	90 days		Report of major activities, drafting of memos or letters, entering data and organizing documents (indicate the name of the documents).
		18. Providing administrative support, handling correspondences, preparing confidential reports, memos, letters and managing schedules for the Director.			Emails and memos.
		19. Managing budget, tracking			Report of monthly retirements

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		expenses and preparing requisitions for the Director.			
		20. Ensuring all the office equipment in the Directorate are in good condition and materials are readily available.			List of supplies and utilization within a specified period.
		21. Assisting in events and meetings planning and coordination.			Meeting agenda's and minutes, events schedules and check lists.
		22. Ensuring the fitness of the environment.			
		23. Receiving incoming mails and dispatching outgoing mails.	90 days		Records of files of incoming and outgoing mails.
		24. Assisting in staff documentation and creating records.			Record of files
		25. Filing and organizing files, records, invoices etc. for easy file and document retrieval.			
		26. Providing support to other staff members with various administrative tasks.			
		27. Operating photocopiers and making photocopies.			
		28. Maintaining a clean and hygienic office environment	90 days		Pictures or videos of the cleaned office environment

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		including fridges and microwave ovens			
		29. Coordinating the activities of the contract environmental attendants by ensuring the sweeping, cleaning, dusting, surface cleaning mopping floors and emptying trash in offices.			Report of coordination and activities of the contract
		30. Ensuring cleaning and sanitizing rest rooms and common areas like hallways and conference room.			
		31. Adhering to health and safety protocols, guidelines and the University's policies during cleaning.			
		32. Assisting other staff whenever necessary.			
12	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. Dr. Sefinat O. Omuya - Director
2. Abimbola Fayanju - Deputy Registrar
3. Christiana Uzoukwu - Principal Assistant Registrar
4. Rita Mancha - Administrative Officer 1
5. Igoru Abel Quality Assurance Officer