National Open University of Nigeria

SOP Title	School of Postgraduate
SOP No:	NQSA/SOP/TEL/003
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	School of Postgraduate
Date of Approval:	
Date of Next Review:	The date will be 3 years from the date of approval (to be inserted after approval)

Purpose

Provide guide for stakeholders on how to apply for postgraduate admissions at the Postgraduate Diploma (PGD) and Master's levels, and support for PhD students from application to graduation.

Activities

1. Treating the official email of the Postgraduate Admissions Unit
2. Harvesting of transcripts and upload unto application records of PGD and Master's students' accounts
3. General guidance for applicants and students visiting the Unit physically
4. Receipt and processing of PhD applications
5. Preparations for PhD Viva Voce and Related Activities
6. Preparation of claims for PhD *Viva Voce*

7. Review and harvesting of applications \generating of transcripts on the e- portal
8. Checking and responding to e-mails on the PG transcript official emails
9. Verification of transcripts from another institution
10. Electronic Posting of Prepared Transcript
11. Provision of Secretariat support for the Office of the Dean, SPGS
12. Custody and Management of Information Resources of the Special Duties Unit
13. Daily Treatment of Official Email of the School of Postgraduate Studies
14. Management of WhatsApp Messages of the Official Telephone Line of the SPGS
15. Preparations towards External Examinations of the of PGD and Master's Dissertations
16. Preparation of Claims of External Examinations and Supervisions
17. Preparations of Minutes and Reports
18. Preparation and Coordination of the SPGS Quarterly Workshop for students and supervisors
19. Secretariat Services of the CPDPGCS and CSPGCS

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	**Treating the official email of the Postgraduate Admissions Unit**	1. The concerned staff is to sign on to the official email of the unit (pgadmissions@noun.edu.ng) daily	3 days		List of mails treated with dates
		2. Treat all available emails and provide responses to postgraduate applicants,	3 days		Email response logs acknowledgement and comments

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)
		students and other key stakeholders			
2	**Harvesting of transcripts and upload unto application records of PGD and Master's students' accounts**	1. Download and acknowledge soft copies of transcripts sent by issuing institutions	20 days		Acknowledgement receipts, scanned documents, and upload logs.
		2. Scan physical copies of transcripts received			
		3. Identify and tag all soft copies with corresponding RRR/Unique ID using the DMIS database			
		4. Upload sorted and tagged transcripts to corresponding accounts of PG applicants/students			
3	**General guidance for applicants and students**	1. Provide guidance to applicants and students visiting the SPGS on application or	7 days		Referral records and resolution confirmation

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)
	visiting the Unit physically	registration processes			
		2. Direct issues not within the purview of the Unit to relevant Units of the SPGS or University			
4	**Receipt and processing of PhD applications**	1. Receipts and coalition of doctoral applications and transcripts of applicants and issuing institution respectively to the unit through the Secretary	60 days		SPGS records showing receipts and coalition of doctoral Applications
		2. Update of the doctoral application database	10 days		Soft copies of updated database of Doctoral Applications
		3. Contact applicants with incomplete documents	10 days		Emails showing correspondence with applicants
		4. Forwarding of doctoral applications to	60 days		Forwarding memo to Departments and SPGS records

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)
		Departments for initial assessments			
		5. Departments Schedule interviews and invites pre-qualified applicants who meet the minimum requirements for oral and/or written interview which may be physical, virtual or hybrid (the SPGS is to be mandatorily notified before the students). Minimum allowed notice is two (2) weeks and it is an affair to be coordinated by the respective Postgraduate Coordinators, who report to the	30 days		Emails Zoom links

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)
		Departmental Postgraduate Committee through the HOD			
		6. Departmental PG committee chaired by the HOD conduct interviews	10 days		Pictures and links for Zoom recording of the interviews
		7. Reports of the Interview indicating successful/unsuccessful candidates in the prescribed format, is prepared and forwarded through the Faculty Postgraduate Board to the SPGS	10 days		Reports of the interviews
		8. SPGS Prepares and sends admission letters to successfully Applicants	10 days		Memos and letters communicating the admission letters to the applicants
		9. SPGS sends soft copy and invites			Emails

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)
		the students for verification, documentation			
		10. SPGS generates matriculation number	30 days		list showing the assigned matriculation number with date and student details
		11. Department organises orientation sessions	2 days		Zoom link for the orientation sessions
5	**Preparations for PhD Viva Voce and Related Activities**	1. Nomination of External Examiner by the Department	10 days		Signed nomination memos/Forms
		2. Approval of External Examiner by the PG School	5 days		Approval nomination forms
		3. External Examiner is communicated at least four weeks to the proposed date of defense	40 days		Emails of communication with external examiners
		4. Communication of the constitution of doctoral panel and date of *Viva Voce,* and notify stakeholders.	5 days		Memos of the constitution of doctoral defense panel

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)
		5. Ensure all necessary documentation and preparations are completed for doctoral defence	10 days		Zoom links for recordings and pictures
		6. Receipt of the final copies of theses of successful doctoral students from the departments, preparing them for approval for graduation	10 days		Copies of the signed theses
6	**Preparation of claims for PhD *Viva Voce***	1. Compile all necessary claims of doctoral defence	30 days		Approved claims and financial records
		2. Submit claims for approval and processing			
7	**Review and harvesting of applications \generating of transcripts on the e-**	1. Verification of applications on the e-transcript portal	7 days		Email notifications, and application logs
		2. Liaising with NTI	30 days		Records of requests to and

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)
	portal	to furnish the unit with students' transcripts for onward processing			transcript received from the NTI
		3. Processing/generating of transcripts and forwarding to to approved addresses	3 days		Soft and hard copies of process Transcripts
		4. Forwarding of WES transcripts of applicants to the approved platform			Submission logs on the Wes platform
		5. Notifying students via email/phone call that transcript has been forwarded to the approved email / also contact the affected applicants should there be any issues with the application (e.g., incorrect email or address)	7 days		Email notifications, and application logs

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)
8	**Checking and responding to e-mails on the PG transcript official emails**	1. Check emails daily	3 days		Email response logs and resolution records
		2. Resolve issues related to transcript applications			
		3. Attend and respond to other inquiries			
9	**Verification of transcripts from another institution**	1. Verifying the authenticity of students' transcript	5 days		Email notifications, and application logs
		2. Respond to the institution via email or link provided.			
10	**Posting of Prepared Transcript**	1. Send physical copies of transcripts to approve recipient addresses through courier services	2 days		Register log for process transcripts
11	**Provision of Secretariat support for the Office of**	1. Provide necessary secretariat support for the office of the Dean, SPGS	1 day		Email response logs and resolution records.

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)
	the Dean, SPGS	2. Check the official email of the Dean (deanspgs@noun.edu.ng).			
12	Custody and Management of Information Resources of the Special Duties Unit	1. Note and take custody of the resources of the Unit	2 days		Document listing and categorizing the unit's information resources (e.g., platforms, databases, tools)
		2. Know and manage the various information resources, and the passwords to online platforms.			
13	Daily Treatment of Official Email of the School of Postgraduate Studies	1. Check through two (2) official emails of School of Postgraduate Studies (spgs@noun.edu.ng and facilitatorsclaims@noun.edu.ng).	14 days		Email response logs and resolution records.
		2. Forward emails that cannot be treated by the Unit to the relevant			

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)
		sections of the University			
14	**Management of WhatsApp Messages of the Official Telephone Line of the SPGS**	1. Respond to all SMS and WhatsApp messages on the official telephone lines of the SPGS (08106180130, 08115032088)	2 days		Screenshot of correspondence
15	**Preparations towards External Examinations of the PGD and Master's Dissertations**	1. Obtain approval from the Dean on the timeframe of events	10 days		Approval documents, communication logs
		2. Liaise with the LCMS to ensure technical aspects of moderation are managed			
		3. Communicate timelines for project defence and moderation to Departments and Study Centres every semester			
		4. Monitor submissions on	30 days		Monitoring reports, and timetables

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)
		the PAS, identify errors, and inform relevant stakeholders			
		5. Address complaints and observations from stakeholders via emails and social media			
		6. Design timetable for monitoring defence and communicate to designated SPGS staff.			
16	**Preparation of Claims of External Examinations and Supervisions**	1. Prepare claims for all examiners (external and internal) using the approved format	30 days		Approved claim documents and submission receipts
		2. Collect necessary information for claims			
		3. Prepare and submit claims using the approved format			

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)
17	**Preparations of Minutes and Reports**	1. Draft memos and special reports as directed by the Dean and Secretary	5 days		Memos, reports, and approval records
		2. Prepare minutes and reports of assigned meetings			
		3. Submit drafts for approval			
		4. Finalise and distribute approved documents			
18	**Preparation and Coordination of the SPGS Quarterly Workshop for students and supervisors**	1. Draft and dispatch invite to speakers	40 days		Files, emails and Zoom link recordings of the workshop sessions
		2. Creation and dissemination of invitation links to participants			
		3. Design of flyer and coordination of publicity			
		4. Arrangement for technical support			

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)
		5. Collation and dissemination of materials to participants			
19	**Secretariat Services of the Committee of Provosts and Deans of Postgraduate Colleges and Schools (CPDPGCS) and the Committee of Secretaries of Postgraduate Colleges and Schools (CSPGCS)**	1. Handle general correspondence with members of the Committees of Provosts/Deans and Secretaries of PG Colleges/Schools in Nigerian Universities	60 days		Correspondence logs, email responses, activity coordination records, and meeting preparation documents
		2. Treat mails from members through the official email of the Committees			
		3. Coordinate Secretariat activities and prepare related reports			
		4. Prepare for bi-annual meetings of the Committee and the Training Workshop of the			

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)
		Doctoral Academy of Nigeria (DAN).			
20	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. Prof Sonnie J. Oniye
2. Mrs Folashade T. Oritogun
3. Mr Linus A. Onime
4. Ms Nneka M. Egbo
5. Mr Bulus D. Kachie
6. Mr Abel O. Igoru   Quality Assurance