



NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16 AHMADU BELLO WAY, P.M.B. 80067, VICTORIA ISLAND.

LEARNER SUPPORT SERVICES

STUDY CENTRES MONITORING BROCHURE

Our Study Centres are our most important ambassadors. They provide the link between the university and the localities and since the National Open University of Nigeria is a “Peoples’ University”, the Study Centers help the university to reach the grassroot. Please study the Brochure carefully and give detailed responses to each question. The following pages contain statements and questions meant to provide necessary information and data on the activities of the Study Centre during specific periods of the year/session. They are mainly fact finding and information and data collected and collated are used specifically for the development and improvement of each Study Centre. We therefore implore people completing this Brochure to be as detailed as possible, be as frank and truthful as could be and ensure that all parts of the questionnaire are completed. There are no right or wrong answers. We believe that in completing this Questionnaire you will be helping the National Open University of Nigeria to develop wholesomely.

Warning:

This is a very long Questionnaire, going through it with the Centre Manager requires a minimum of TWO Hours of concentrated work.

Babatunde Ipaye
Director, Learner Support Services
May 2007, revised July 13, 2010

AREAS OF ATTENTION WHILE MONITORING NOUN STUDY CENTRES

- The management and coordination of the day to day activities of the study centre is the responsibility of the Study Centre Manager. Study centre managers are expected to write MONTHLY reports of activities at their centres and forward via email to the DLSS

Please indicate below the times you sent in your monthly report for the period under consideration.

Please indicate period under review _____

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
WK1												
WK2												
WK3												
WK4												

Did any of your reports require follow-up by LSS? Yes ----- No -----

Did LSS make any follow-up to your reports? Yes ----- No -----

How satisfied are you with the follow-up?

Very Satisfied _____ Satisfied _____ Not Satisfied _____

2. If no follow up were done or you were not satisfied with the follow-up, please re-state the type of problem and type of follow-up you expected for each month. (use additional sheets if need be)

3. Have the problems been solved now or are they still persisting?

Solved to my satisfaction _____ solved but I am not satisfied _____

Not yet solved _____ Already overtaken by events _____

4. How will you rate communication between your Centre and the following units of the university during the period under review: rate from 1, very poor to 5, very good

Units of University	1 Very Poor	2 Poor	3 Acceptable	4 Good	5 Very Good	Specific Complaint
LSS						
SASS						
SBHRM						
SED						
SS&T						
SOL						
CLLWT						
REGISTRY						
EXAMS&ASS						
ICT/CNT						
DIRD						
DPP						
PROCMT						
STORES						

5. How would you describe your mode of communication with the following organs of the university: Use 5=all the time; 4= most of the time; 3=some of the time; 2= not at all; 1=cannot remember, put the value under appropriate box

	Vice-Chancellor	DVCs	Registrar	Bursar	Directorate Exams&Ass	DIRD	CNS
Directly							
Through DLSS							
Through other officers							

6. Study centre managers plan for publicity and advocacy at their centres (weekly, monthly and yearly) and a proper record of this should be kept

Please state below the type of publicity carried out during the period under review, indicating when, how, results

Information on Publicity and Advocacy

Type of Publicity/ advocacy	When	How	Results	Comments /observations
Radio Talks				
Television Talks				
Radio Announcements				

Television Announcements				
Visits to Ministries, Parastatals etc				
Visits to Schools/ Colleges				
Visit to Local Government Chairmen/Officers				
Visits to Traditional Rulers and Dignitaries in State				
Organised public lectures/Seminars				
Attended public lectures/seminars where talked about NOUN				
Distribution of handbills, etc at rallies or gatherings				
Internet				
FaceBook and other Social Network				
Bulletin Board (Physical or Virtual)				

Please use additional sheets if required.

7. What type of records is (are) kept for each publicity/advocacy? Please produce these for review during the monitoring visits.

Type of Publicity/ Advocacy	Video recording	Audio recording	Album of photographs	Minutes of meetings	Combinations of (pls state)	Any others

8. The study centres makes a record of distribution of study materials to learners as well as instructional facilitators. Please present the record on Study materials got and distributed during the period under review.

- Show separate list for materials paid for, (and which are available or had been produced), but not yet collected
- Show separate list for courses for which students registered but no study materials available during the period

8(b) List the courses in your Centre for which there are no study materials at all.

8(c). Do all your Facilitators have study materials for the courses they facilitate?

Yes _____ No _____

9. What had been your greatest problem with study materials? (please rate from 5 = greatest to 1, no problem in this area)

Problem areas with study materials in this Study Centre

Problem area	5 Greatest	4 Great	3 Mild	2 Not much	1 None in this area	Comments/Observations
None availability						
Inadequate number sent						
Late arrival						
Mutilated copies						
Too many copies sent						
Wrong titles sent						
No space for storage						
Loss through stealing						
Loss through damage by rain /fire etc						
Poor collation						
Inferior materials						
Any others						

10. The centre managers record and review technology equipment/facilities at their centres and ascertaining their adequacy and suitability

Please assess the various technology support facilities available in your centre; where not available, so indicate.

State of Technology support in the Centre and their use

Equipment/Facility (Pls indicate number)	Very adequate 3	Adequate 2	Inadequate 1	Not available 0	Heavily used	Sparsely used	Not used at all	Maintenan ce Rate 0-4
Desktop Computers								
Laptops/notebooks								
Overhead projectors								
PowerPoint projector								
Photocopiers								
Tape recorders								
Video recorders								
Interactive Video								
Camcorders								
Digital cameras								
Public Address system (PAS)								
Scanners								
Television								
VSAT								
DSTV/other decoders								

CD makers								
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Please list any other Technological support facilities available in the Centre .

11. Please indicate a maintenance value for each item available. 0 = not maintained at all, 4 = very well maintained.

Reasons for non-maintenance:

12. Administration of TMAs

Record of turn around time for Tutor Marked Assignments, when students are to receive them back, and documentation on tutors' comments if possible.

Please show the comprehensive records of TMAs to the monitoring team, indicating dates for each process.

13. Is there provision for submission dates and /or turn-around dates for TMAs?

Yes _____ No _____

Are these strictly kept to? Yes _____ Not sure _____ No _____

14. If not kept to, who defaulted? Pls tick as many as appropriate

- _____ TMAs not ready on time . Can you state why?
- _____ The Centre Manager/or staff i/c did not give them out/or collect on time
- _____ students did not collect / or return on time
- _____ tutors did not mark and return on time
- _____ not sent by respective Schools on time
- _____ not available on the web on time

15. Which staff is responsible for record of TMAs score?

- Centre Manager _____
- Student Counsellors _____
- Instructional Facilitators for each course _____
- Administrative officer _____

16. Please describe the method of handling TMA in this Centre from time of giving out TMA questions to the time of submission of the final TMA score.

17. To whom do you finally submit the TMA scores for each course?

- _____ To the Director, LSS
- _____ To the Dean of each School
- _____ To the Academic Registrar
- _____ To the Director , Exams and Assessment
- _____ Uploaded to the e-exam platform

18. Community relations

Community services undertaken by the centre during the period under review (if any)

Please give a description of community involvements, interactions etc during the period under review. (use additional sheets if required)

19. Community use of the Study Centre facilities during the period under review:

Give an account of any use by the community of the facilities (halls, cybercafe/computer centre, furniture, vehicles/vans, public address system (PAS) etc.

20. Which of the facilities above or any others did the Centre have to use from the community during this period? And for what purposes, for how long and at what cost?

21. Describe briefly what you think is the relationships between your Centre and the Community generally? Give supporting instances (use additional sheets if required)

22. How does the community see your Centre? Tick as many as applicable.

- _____ as our own?
- _____ as Government property
- _____ as their thing
- _____ cannot say/rate.
- _____

23. Describe the relationship between your Centre and the State Government? Please support your views. Give a rating 1 – 5 at the end of your comments.

24. What impact do you think your Centre already has on the immediate Community

24(b) _____ and the State generally?

24 {c} Specially Challenged students:

Please provide information on the population of challenged students in the centre using this format:

Name	Matric No	School	Programme	Year/Tranche of admission	Type of Disability	Need for/type of special material		

25. The Plant: Building and other Physical Structures

What are the major physical defects/complaints etc (problems with the Plant, i.e. building) in this Centre? e.g leakages, ceilings, toilets etc.

26. Had these been reported to the Physical Planning Department? Yes _____ No _____

If yes, when? _____

Had there been any follow-up and correction? Please comment.

26 (b)

Facilities

Building:

- How many rooms/offices?
- How shared and used?
- Completion work?
- Rehabilitation work?
- Leakages, damages, etc.
- Drainages
- Utilities
- Toilets etc.

The Computer Room:

- How many contained conveniently?
- Furniture available
- How many on ground
- How many computers
- How many air conditioners
- How spacious is the room

Connectivity:

- Speed – fast, slow
- How stable or reliable?
- Present utilization
- Bandwidth used

Library:

- Provision for library/ virtual
- Furniture available
- Books available
- Computers available
- Library code for centre/students
- Patronage and utilisation

Laboratories:

- How many available?
- How used?
- Equipment, facilities, etc
- Laboratory consumables
- Attendants, etc
- Patronage and usage

Moot court

- Furniture available
- How many air conditioners
- How spacious is the room
- Ventilation
- Gowns and Wigs
- Law Reports

Public Utilities:

- Water
- Electricity
- Generator
- Consumption

27. Instructional Facilitators:

Please show the record on the Tutorial Facilitators to the monitoring team indicating their names, Programmes /courses to facilitate, Schools, dates of appointment, duration, period of appointment, time-table for tutorials; payment period, number of facilitators owed by the Centre and why; etc.

_____ Do all your facilitators have valid letters of appointment?

_____ If not, how many do not have? (List them and submit to the team)

_____ Do you have facilitators for all the Programmes/courses?

_____ What is the smallest number of students in each tutorial group?

_____ What is the largest number of students in each tutorial group?

_____ How regularly do the groups meet/

_____ Do you follow the schedules given by Senate i.e. 5hrs, 8hrs, 10 hrs, 12hrs
based on number of credits?

_____ What percentage of students in your Centre attend tutorials?

_____ Do you know any who would have wished to attend but could not for
specific reasons?

If yes, do you know the reasons? List them without mentioning students.

Do you have a file for each facilitator? _____

List programmes/courses for which there are no facilitators per School. And attach

28. Describe the operation of tutorials in your Centre.

29. What are the **documented complaints** of students on Facilitators in your Centre?

30. Are there any **oral complaints** which you can remember?

31. What steps had been taken (by you or the university generally,) on these complaints?

32. What are the commonest complaints by the Facilitators in your Centre?

33. Did any of your facilitators have :

Experiences of ODL before joining? Yes _____ No _____ Don't know _____

Orientation/training as a facilitator before starting his or her job? Yes _____ No _____

Orientation/training ever since joining the university? Yes _____ No _____

34. How much supervision do you give your Facilitators?

- _____ Visit them every tutorial period
- _____ Visit them occasionally
- _____ Visit only a few of them at work
- _____ Rarely visit any of them at work
- _____ Don't know if they attend or not

35. If you visited them at work, please show your comments/discussions etc. with each of them on each occasion of visit and the reactions of each Facilitator.

Please provide documentation of evidence of monitoring tutorials and number of students attending tutorials per tutorial period.

36. Please describe the various problems (if any) you have on the issue of tutorials and Facilitators (e.g. patronage, organisation, space and facilities for tutorials, timing and time-table, use of multi-media and other ICT support facilities and equipments. etc.) use extra sheets if required.

_ 37. Information on Facilitators and tutorials

	Male	Female	Comments
Number of Facilitators			
No. with 1st Degree only			
No with Masters Degree (M.A, MSc.)			
No with MBA, MPA			
No with Ph.D.			
Other qualifications			

38. Information on individual Facilitators (list according to School)

Name of Facilitator	Gender	Highest Qualifications	Experience in Tertiary educ (COE, POLY, UNIV)	Experience in Sec.Sch	Experience in Ministry	Experience in Commerce /Industry	Courses facilitated

39. Payment of Facilitators

All payments are now made by e-payment. Are there any complaints by your Facilitators? Yes () No () If Yes please list them

40. How many of the facilitators in your Centre is the university owing?

For which periods? _____

41. Communication channels between students and the Centre

How do you reach the students? (please indicate)

Mode of reaching students	Daily	Weekly	Monthly	Per Semester	Not at all	
By phone						
By e-mail						

By SMS texts						
F2f						
Radio advert/anncmt						
TV adverts/anncmt						
By letters						
By memos on the info Board						
By memos: the internet/on-line info board						
Thru chats on internet						
Quarterly Forums						

42. What mode of feedback do you adopt in the Centre (from you to students and students to you) Report on efficient and prompt mode for feedback mechanism employed at the centre

Interactions:

Interaction with student counselor:

- Work schedules
- Inspect and discuss the Counsellor’s Bulletin to date
- What records kept
- What activities- His or her weekly report
- Check students ledger, grouping etc
- Students file on the basis of Schools or Programme
- Major counseling related problems
- Vocational guidance and Careers services

Counsellors’ Activities:

- Students’ records
- The bulletins

- Learning circle
- Involvement in Workshops, clinics, seminars etc
- Informing, advising counseling, advocacy etc

Other aspects of the Counsellor's work:

- TMA administration
- Administrative functions and duties
-

Students' Comments:

- Meet with students on ground no matter the number. If up to 5 and above, devote about one hour
- Tutoring/coaching- communication with their tutors
- Counseling services- relationship with the counsellor
- Administrative services – prompt attention to their enquires/needs
- Receiving feedback on their academic progress
- General problems

Facilitators' Comments:

- Meet with facilitators on ground no matter the number. If up to 5 and above, devote about one hour
- Number of courses per facilitators
- Sign facilitation attendance sheet

43. Staff meeting in the Centre:

Regularity

Frequency

When?

- i) Before Senate meetings to sensitise staff on what Centre likes to present to Senate
- ii) After Senate to provide feedback from Senate to staff
- iii) Minutes book available?

44. **Record Keeping: Generally how do you keep your records?**

- **Manually**
- **Computer based**
- **Others (specify)**

Please attach or show each of the following:

- i Record of registered and matriculated students in the centre. i.e. Register of students & School & Programme

To be prepared on the basis of Schools, Programmes and Year/Tranche of study
Hard and soft copies required, please.

- ii Record of students who applied for deferment of admission in the Centre
- iii Records of students who applied for change of Programmes in the Centre
- iv Records of Students who applied for change of Centre away from this Centre
- v Records of students who applied for change of Centres into this centre
- vi Records of students who registered for and sat for examinations in the Centre
- vii Records of students who applied for deferment of examination in the Centre
- viii Records of Study materials
- ix. Record of activities, enquiries, visits & visitors
- x Record of facilities, facilitation, including names, addresses & data of students in each group.
- xii Record of TMA – Dates of submission, distribution to facilitator, return to students etc.
- xiii Record of TMA scores & course and number.
- xiv Record of imprest, record of indebtedness
- xv. Schedules of Activities
 - Advocacy
 - Seminars/lectures/workshops

45. Examination Duties

Describe the procedures for preparation for examinations

Which venue do you use regularly for exam?

How convenient? _____

How do you get invigilators? _____

What are your involvements in the conduct of examinations generally?

46. Handling of TMA scripts Describe how .

Records related to examinations : Show records pertaining to examinations in your centre

- ◆ Are you (Manager and Counsellor) familiar with the e-examination system (registration, validation of registration, uploading questions, logging -in etc.)

47. Servicom:

Does the Centre have a Servicom?

How does it comply with the terms of the Servicom?

Which officer is responsible for the desk of Servicom?

Are the staff aware of the operations and demands of servicom?

Are these discussed at staff meetings?

48. Funding

Provide the relevant records on funding and financial transactions in the Centre.

Imprest :

Please detail the receipts of imprest since the last visit. (attach information pls)

Evidence of responsible and judicious application of funds.

Problems with funding?

49. Dignitaries registered as students (Confidential and to be detached later)

By the philosophy of the university, all students are equal and receive equal treatment. However, there are some students who occupy very important and high positions in the society. Please list below such students in your Centre, e.g. Members House of Assembly; House of Reps, Senate Member, Deputy Governors, Hon. Commissioners, Hon. Ministers, Governors, Ambassadors, President.

Names of Dignitaries	Gender	Age	Position	Comments/Remarks

50. Age range of students in your Centre. Please complete the table below

Age range	Male	Female	Total	Lowest age	Highest age
Below 16					
16 - 24					
25 - 29					
30 – 35					
36 – 39					
40 -44					
45 – 49					
50 – 54					
55 – 59					
60 -64					
65 -69					
70 – 74					
75 and above					
Total					

51. Which of the following units of the University visited the Centre during the period under review? Please complete table below

Unit of university	Time of visit	Duration	Purpose of visit	Achievement	Remarks
Council Member (s)					
Vice-Chancellor					
Deputy Vice-chancellor (s)					
Registrar					
Deans/Directors etc. (Pls indicate which)					
Senate					
Registry Staff					
Others (Pls name)					

52. Other visitors to the Centre during the period

Visitor (s)	Time of visit	Duration	Purpose of visit	Achievement	Remarks

53. General comments and observations on the Physical structures and the environment

The buildings

Describe the physical structures and report on the aesthetics

- Is the building the permanent site for the Centre?
- Is it a rented building?
- Does it situate within another Institution?
- Is it a Community provided building?
- How many rooms/offices?

The environment (how clean, kempt and maintained, including offices, lecture rooms, theatres etc?)

Maintenance of the internal space

Toilets and conveniences

Flowers and hedges

The roads/pathways

Electricals and lightings

—

Plumbing and water supply

Improvements since the last visit

54. Problem areas (Areas of Challenges) in order of severity

55. **Staff and their Attitude to work:** Please rate each of your staff on the following items. Use a scale of 5 = very high, 4 = high, 3= average, 2=poor, 1= very poor. (This is confidential and should be provided on a separate sheet.) **meas you write out in full

Items	Staff	Staff	Staff	Staff	Staff	Staff	staff
Punctuality							
Regularity							
Relation with colleagues							
Relation with students							
Relation with visitors							
Attention to details							
Quality of work							
Cheerfulness							
Always at his/her table							
Accepts responsibilities							
Carefulness in handling things							
Handling of information							
Understanding of what to do							
The assets of this staff**							
Your biggest problem with this staff**							

55. Any Disciplinary issues/matters/cases?

Describe fully.

56, Observations, comments and Suggestions from Centre staff.

57. Observations & Recommendation. (for the monitoring team only)

58. Overall assessment page (For the Monitoring team only)

Item	5 VS	4 S	3 M	2 P	1 VP	Reasons for rating
Administration of the centre						
Record keeping						
Staff cooperation						
Supervision of staff and duties						
Staff meetings (held and recorded)						
Advocacy						
Community relations						
Administration of TMAs						
Handling of Study materials						
Responding to enquiries etc from HQ						
Handling of examination						
Physical plant						
Neatness and cleanliness of environment						
Communication with HQ						
Communications with Students						
Communication with Facilitators						
Intra-Centre communication						

Thank you for your cooperation and patience.
 Professor Babatunde Ipaye
 Director, Learner Support Services, NOUN.