



# The Success Story of SDI in NUC

**Aliyu II**

**DD & Nodal Officer**



# National Universities Commission



**Presentation at the 1<sup>st</sup> Quarter 2017  
Meeting of GMSC at NTI, 25<sup>th</sup> April, 2017**



# Agenda

**Who Are We?**

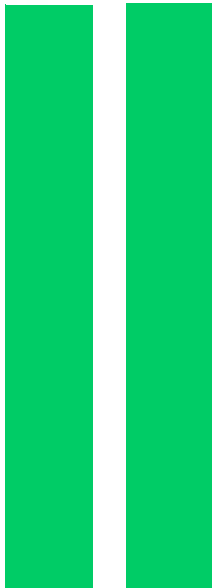
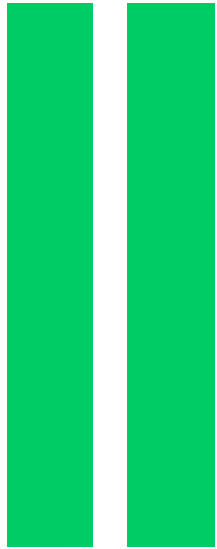
**What We Do?**

**Where Are We?**

**The Success Story of SDI in NUC**

**Conclusion**





# Who Are We?

# Establishment

The National Universities Commission (NUC) is a Parastatal of the Federal Ministry of Education established under the NUC Act Chapter N81 of the revised edition of the Laws of the Federation of Nigeria 2004 (Formerly Decree No. 1 of 1974 as amended).



It is a regulatory agency  
charged with the  
responsibility of  
coordinating the orderly  
development of University  
Education in Nigeria



# Vision

“to be a dynamic regulatory agency acting as a catalyst for positive change and innovation for the delivery of quality university education in Nigeria”



# Mission

“to ensure the orderly development of a well-coordinated and productive university system that will guarantee quality and relevant education for national development and global competitiveness”

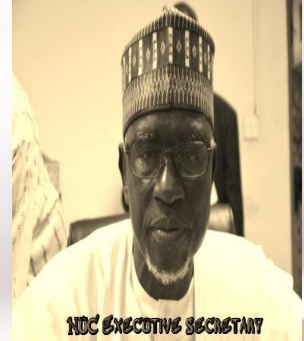




# Thought & Service



**Prof. A. A.  
Rasheed**



**2016-**

**Prof. Jibril  
Aminu**



**1975-79**

**Dr. Abel  
Guobadia**



**1979-81**

**Alh. Yahya  
Aliyu**



**1981-86**

**Prof. Idris  
Abdulkadir**



**1986-96**

**Prof. Munzali  
Jibril**



**1996-01**

**Prof. Peter  
Okebukola**

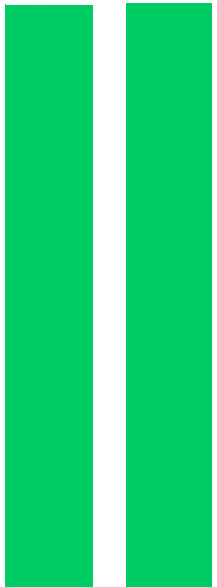
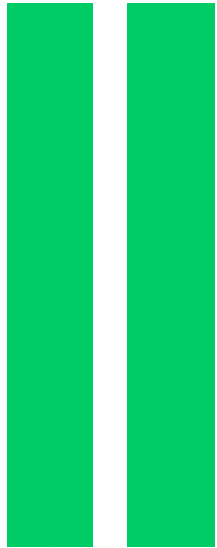


**2001-06**

**Prof. Julius  
A. Okojie**



**2006-16**

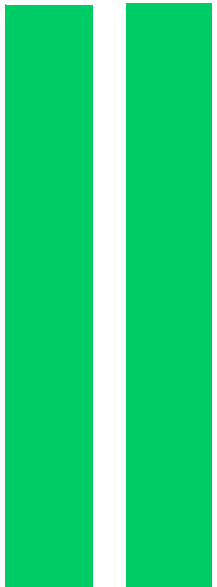
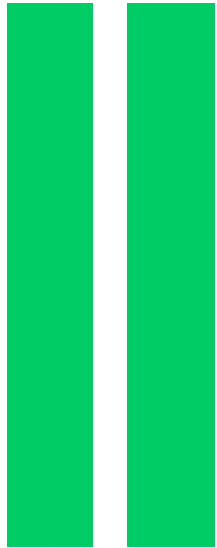


# What We Do?

# Mandate

- Approval of courses and programmes;
- Determination and Maintenance of Minimum Academic Standards;
- Monitoring of Universities;
- Accreditation of Academic Programmes; and
- Provision of guidelines and processing of applications for the establishment of private universities.





# Where Are We?

# Departments

- Academic Planning
- Executive Secretary's Office
- Management Support Services
- Research & Innovation
- Inspection & Monitoring
- Student Support Services
- Finance & Accounts
- Physical Planning & Development
- Quality Assurance
- Information & Public Relations
- Protocol & Special Duties
- Lagos Office
- Open & Distance Learning
- ICT



# Offices

- Nigerian Universities Office,  
Washington DC, USA

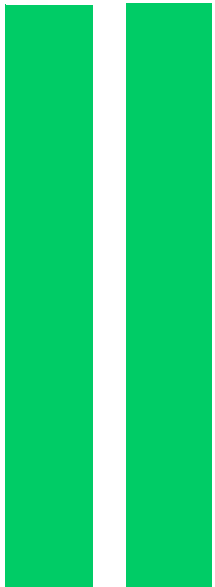
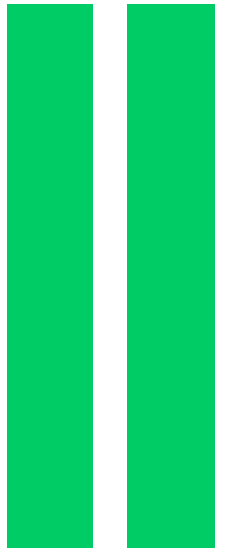


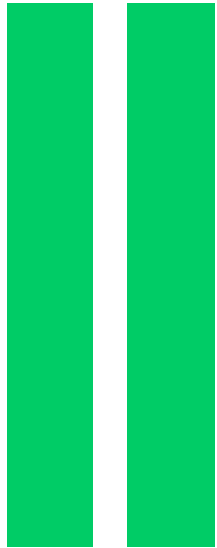
- Nigerian Universities Office,  
London, UK

# Structure

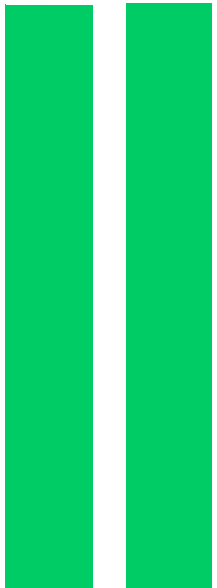
- 40 Federal Universities
- 44 State Universities
- 68 Private Universities
- 4 Inter-University Centres

NALV  
NFLV  
NINLAN  
NMC





# The Success Story of SDI in NUC





# Establishment

In March 2005, the FG issued a circular Ref. SGF.19/S.48/C.2/283 directing all MDAs to establish SERVICOM Units.



In compliance with that directive, the National Universities Commission (NUC) set up the SERVICOM Division in the Executive Secretary's Office in July 2005. It was formally inaugurated on 14 December 2005.

# Establishment

The NUC Parastatal SERVICOM Committee was inaugurated by the SERVICOM National Coordination on 1<sup>st</sup> November, 2012 with the sole objective of sustaining the Federal Government's Service Delivery Initiative (SDI) at the level of the Nigerian University System.



# Establishment

The University Focal Officers are to network and meet quarterly to share ideas, experiences and best practices.



# NUC PSC Vision

“to be a beacon for harmonious existence driven by effective service delivery within Nigerian Universities for the production of globally competitive graduates”.



# NUC PSC Mission

“to continually identify and address service failures and to develop innovations for effective service delivery in the Nigerian University System”



# NUC PSC Strategy

“to sustain the SERVICOM initiative of the Federal Government through holding quarterly meetings with the University Focal Officers in order to network, share experiences and best practices”



# Membership

- 40 Federal Universities
- 1 State University
- 4 Inter-University Centres
- Apex Organisation

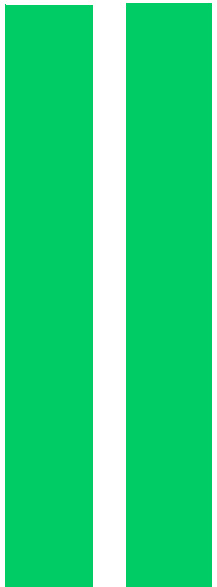
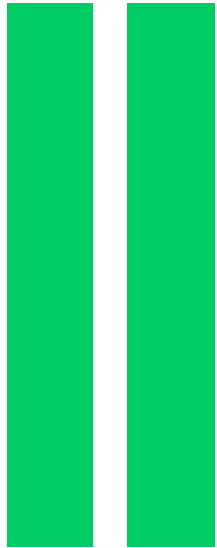


# Mode of Operation

- Courtesy call on VC & Management
- Sensitization of University Community
- Launch of University Service Charter
- Decoration of Principal Officers as SERVICOM Ambassadors
- Hosting of Quarterly Meeting







# The NUC Success Story

The slide features a decorative vertical bar on the left side, composed of two parallel green bars. In the center of this bar is the logo of the National Universities Commission (NUC). The logo is circular, with a green border. Inside the circle, there is a green book with a torch resting on it. The text "NATIONAL UNIVERSITIES COMMISSION" is written in green around the top inner edge of the circle, and "THOUGHT AND SERVICE" is written in green around the bottom inner edge. The main title of the slide is "Milestone #1 Statutory Quarterly Meetings". "Milestone #1" is in red, and "Statutory Quarterly Meetings" is in green. Both lines of text have a subtle drop shadow.

# **Milestone #1**

# **Statutory Quarterly Meetings**

# Quarterly Meetings

Series	Year	Quarterly Meeting	Venue	Date
	2012	Maiden	NUC	01 November, 2012
1	2013	1 <sup>st</sup>	FUT, Minna	20 March, 2013
2	2013	2 <sup>nd</sup>	MOUA, Umudike	08 May, 2013
3	2013	3 <sup>rd</sup>	University of P/Harcourt	18 September, 2013
4	2013	4 <sup>th</sup>	University of Lagos	04 December, 2013
5	2014	1 <sup>st</sup>	UniAgric, Makurdi	07 March, 2014
6	2014	2 <sup>nd</sup>	FUT, Akure	26 June, 2014
7	2014	3 <sup>rd</sup>	ABU, Zaria	03 September, 2014
8	2014	4 <sup>th</sup>	University of Uyo	20 November, 2014
9	2015	1 <sup>st</sup>	University of Ibadan	04 March, 2015
10	2015	2 <sup>nd</sup>	University of Benin	17 June, 2015
11	2015	3 <sup>rd</sup>	University of Abuja	06 August, 2015
12	2015	4 <sup>th</sup>	Federal University, Lafia	07 October, 2015
13	2016	1 <sup>st</sup>	UNN, Nsukka	03 March, 2016
14	2016	2 <sup>nd</sup>	ATBU, Bauchi	15 June, 2016
15	2016	3 <sup>rd</sup>	University of Ilorin	25 August, 2016
16	2016	4 <sup>th</sup>	NOUN, Abuja	16 November, 2016





# Milestone #2

# Courtesy Calls



# Uniben





# UNN, Nsukka



# ATBU, Bauchi



# Unilorin





# NOUN



# NUC





# Milestone #3

## Launch of



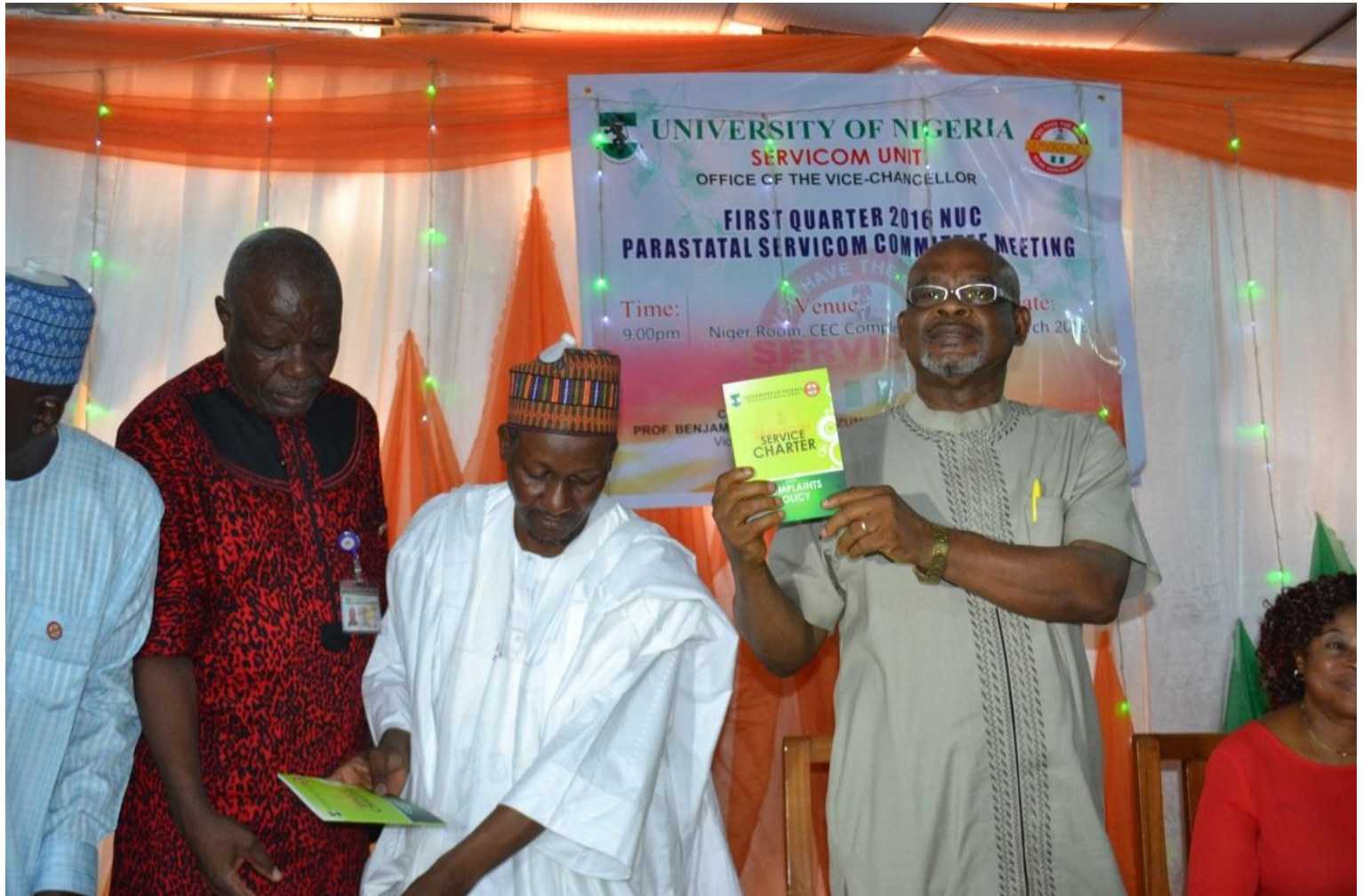
# University Service

# Charters





# UNN, Nsukka



# ATBU, Bauchi



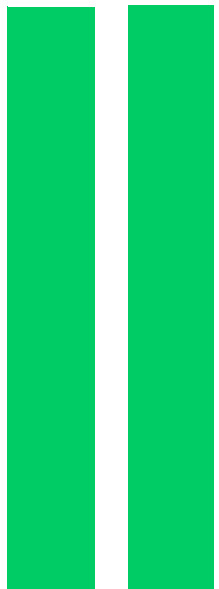
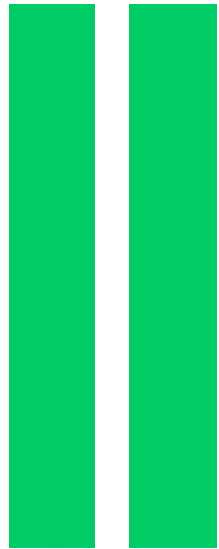


# Unilorin



# NOUN





# **Milestone #4**

## **Sensitization of University Community**



# Sensitization

Sensitization programmes aimed at creating better awareness for members of the university community on the need for quality service delivery and customer satisfaction were conducted across the university campuses



# SERVICOM Jingles

SERVICOM Jingles and Phone-In Programmes are aired on University FM Stations:

- FM Radio 103.1 (Unilag)
- Search FM 92.3 (FUT Minna)
- Diamond FM Radio (UI)
- FM 100.7 (UniUyo)
- Lion FM (UNN)
- FUNAAB Radio
- NOUN FM



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# **Milestone #5**

## **Monitoring of Service Delivery**

# Monitoring

Academic and non-academic activities at various service windows in the Nigerian Universities were monitored for efficiency in service delivery in line with the individual University Service Charter.



# Monitoring

This entails monitoring Service Windows (Faculties and Departments) to assess the conduct of lectures, examinations (invigilation, prompt marking, submission of results and malpractices), inspection of classrooms, lecture rooms/theatres, studios, workshops, laboratories, hostels etc., and impromptu checks of punctuality and lateness to work. It also includes participation at Post-UTME screening exercises, matriculation ceremonies, fresh students orientation, environmental sanitation (Keep Campus Clean) etc.





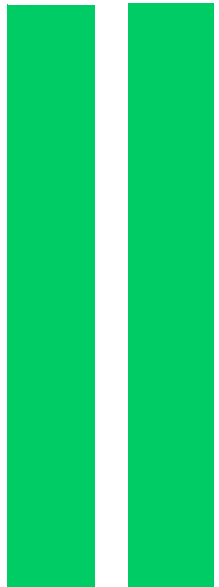
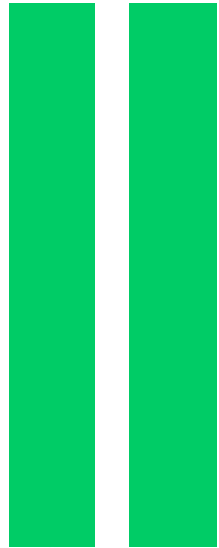
# **Milestone #6**

# **Innovations**

# Innovations

- Publishing of Annual Reports (2015, 2016)
- University SERVICOM Focal Officers Directory
- Opening of official e-mail addresses
- Submission of e-reports
- Hotlines & toll-free emergency lines
- Policy on Service Transformation (POST)
- Uploading Charters on Websites



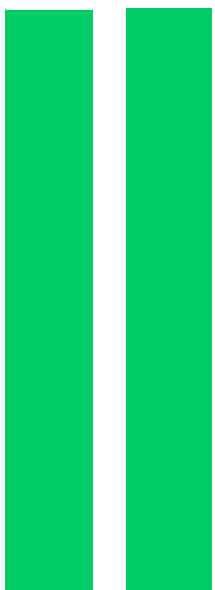


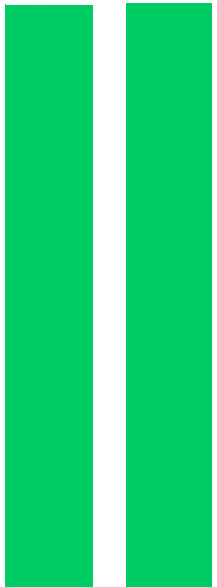
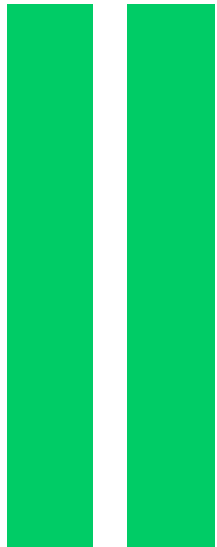
# **Milestone #7**

## **SERVICOM Compliance Evaluation of Universities**



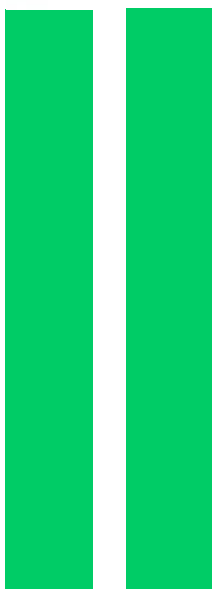
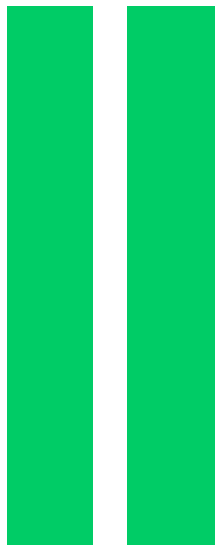
Year	University	Ranking
2011	NAU, Awka	***
2011	Unilorin	***
2011	Unilag	**
2011	BUK	**
2011	MOUA	**
2011	Uniabuja	**
2011	UNN	*



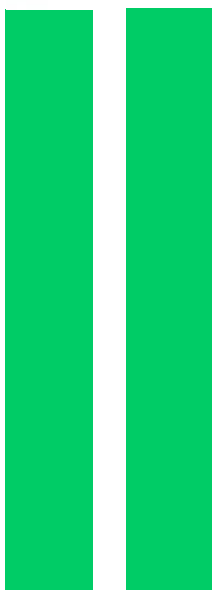
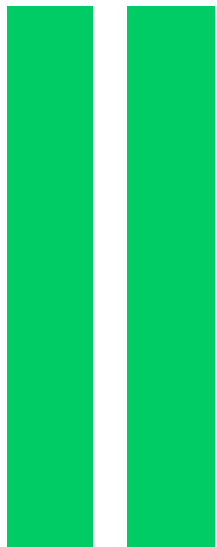


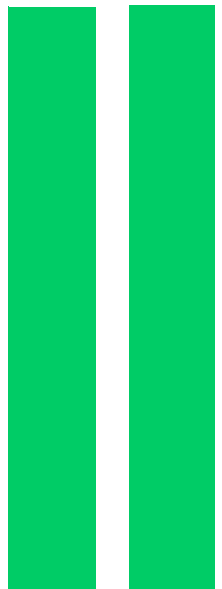
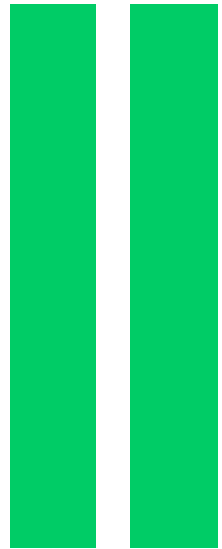
Year	University	Ranking
2012	FUT Minna	****
2012	Unical	**
2012	Unijos	**
2012	FUTO	**
2012	Makurdi	**
2012	ABU	**

Year	University	Ranking
2014	UI	***
2014	ATBU	**
2014	Uniben	**
2014	Uniport	**
2014	UniUyo	**



Year	University	Ranking
2016	FUT Akure	**
2016	MAUT, Yola	**
2016	OAU, Ile-Ife	**
2016	UDU Sokoto	**
2017	NOUN	Awaiting





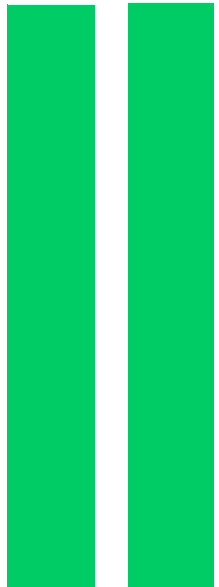
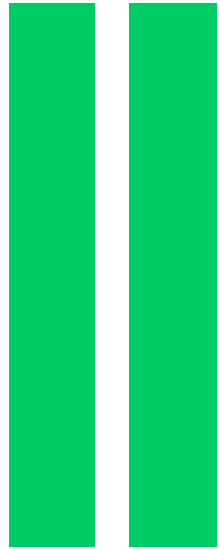
# **Milestone #8**

## **Internal Performance Evaluation**

# IPE

- The Best Rated Faculty & Units
- Evaluation of Graduates
- Lectures/Lecturers Assessment
- Final Year Evaluation of Students
- Conduct of Student Survey Exercise
- Survey on Service Delivery
- Customer Satisfaction Survey





# **Milestone #9**

## **SERVICOM Awards**

# SERVICOM Awards

Reward System (RS) was introduced in some universities to encourage and recognise hard-work and efficiency. Staff who have distinguished themselves in the delivery of qualitative and efficient service are awarded with certificates and badges in an organised ceremony.





# FUT Minna



# **Milestone #10**

## **Grievance Redress Mechanism (GRM)**



# GRM

Grievance Redress Mechanism (GRM) in Nigerian Universities was strengthened with the provision of more complaint/suggestion boxes placed in strategic places on campuses



# GRM

The complaints received from students, staff (academic and non-teaching), parent and University stakeholders, border mostly on:

- delay in processing results and transcripts,
- poor services at Medical and Registration Centres etc.

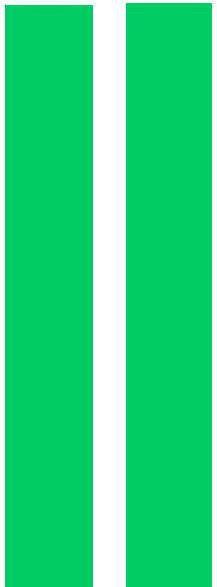
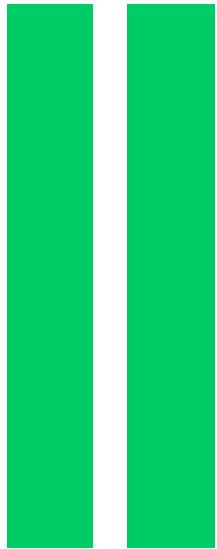


# GRM

2016



- 791 Complaints were received
- 659 were successfully resolved
- 132 were work-in-progress



# Milestone #11

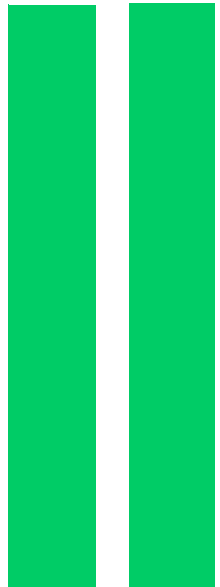
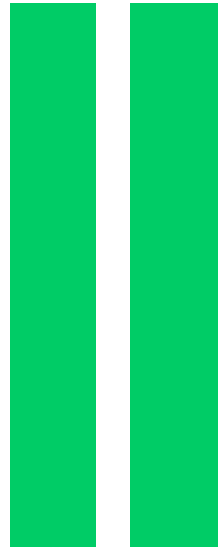
## Challenges



# Generic Challenges

- Inadequate staff, office space, furniture and working materials
- Lack of operational vehicles for SERVICOM activities
- Lack of funds to execute SERVICOM activities
- Culture of Fear: lack of support and cooperation from staff and students who were afraid of coming forward with their complaints of service failures





# Concluding Notes

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**President Umaru Musa Yar'adua**

**Presidential Inaugural Speech**

**29 May 2007**

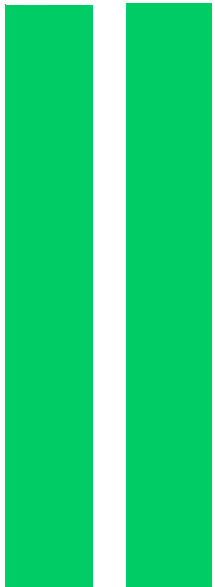
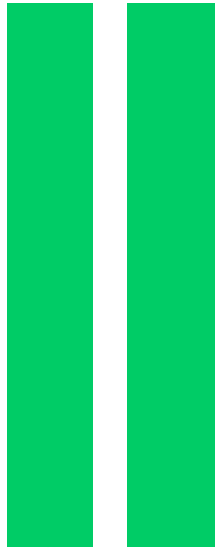
**“Fellow citizens, I ask you all to march with me into the age of restoration. Let us work together to restore our time-honoured values of honesty, decency, generosity, modesty, selflessness, transparency, and accountability. These fundamental values determine societies that succeed or fail. We must choose to succeed”**





**"the earth has enough to  
meet everyone's need  
but not enough for  
everyone's greed"**

Mahatma Gandhi



Thank You ...  
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