



**UNIVERSITY OF LAGOS**  
**QUALITY ASSURANCE & SERVICOM UNIT**  
(OFFICE OF THE VICE CHANCELLOR)



# IMPROVING QUALITY ASSURANCE AND SERVICE DELIVERY IN UNILAG

Strategies for Enhancing University of Lagos

BY PROF. OLUFEMI SAIBU

22<sup>ND</sup> AUGUST 2023

# HOW DO YOU SEE THE ACADEMIC ENVIRONMENT?



**As a Home**



**As a Factory**



**As an Office**



# What is a home in this context?

A home is a place where rules can be broken with lesser concern



- ❖ There is a sympathetic relationship
- ❖ There are relaxation of boundaries
- ❖ There is less formality
- ❖ Everyone sees each other as members of a family with bonds that pity instead of responsiveness



# What is a factory/laboratory in this context?

A factory/laboratory is where we deal with non humans such as machinery and equipment.



- ❖ There is no mutual relationship
- ❖ There is strict one-way communication
- ❖ Only one side sets the goal and outcomes
- ❖ There is no ethics and a mutual feeling of empathy





# What is an office in this context?

This is a place where people engage, interact and exchange services for mutual benefit



- ❖ There is a formal relationship and two-way communication
- ❖ Both sides set the goal and outcomes
- ❖ There is ethics and a mutual feeling of empathy
- ❖ There are well-defined boundaries
- ❖ Everybody sees each other as client, customer, partner stakeholders



# Academic Activity as Enterprise or Humanitarian Service

**Commercial Enterprise**

**Social Enterprise**

**Humanitarian Service**

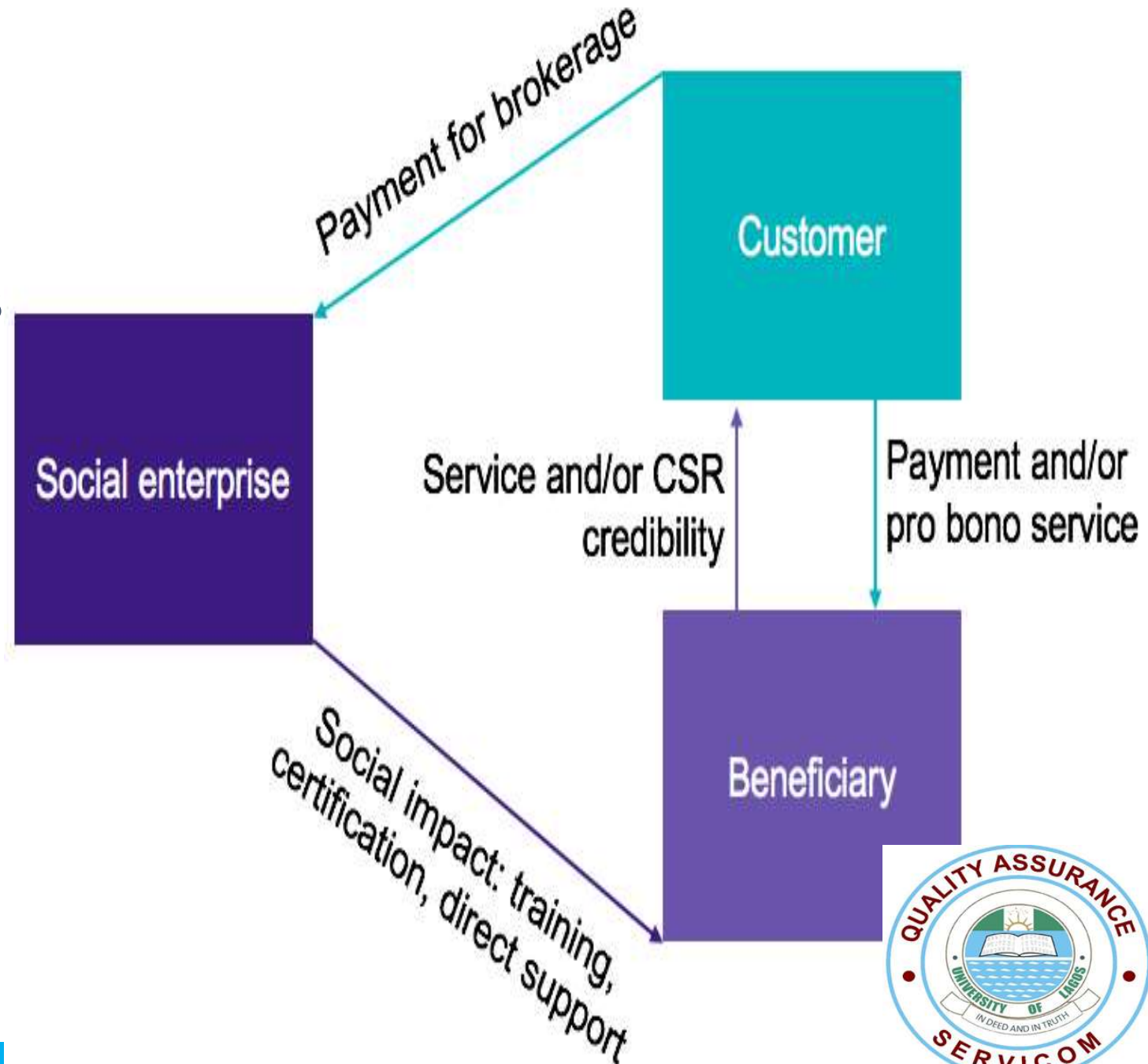
*Can we look at UNILAG as a Social Enterprise?*



# UNILAG as a Social Enterprise

UNILAG is a social enterprise where the interests of people and society is put at par with that of the shareholders

This point of view of the university as a social enterprise helps us see things from a gaze of what the main goal is about



# What makes UNILAG an Enterprise?

## 4Ps

**Product**

**Process**

**Policy**

**People/  
Personalities**





**One thing that embodies the  
4Ps and makes it effective is  
QUALITY**



# WHAT IS QUALITY

- **Quality is fitness for purpose**
  - Personnel, curriculum, space, equipment, methodology, ideal and employ best practices
- **Quality relates to *speed, timeliness, completeness, effectiveness and efficacy of the process.***
  - i.e. the turnaround time to accomplish a task that delivers its expected value.
- **Quality leads to *cost competitiveness/ efficiency and value for money.***
  - achieve more at lower unit cost. Getting the best from the least



# WHY SHOULD WE BE CONCERNED ABOUT QUALITY?

- ❖ As a University, we deliver on the three basic functions (Teaching, Research & Community Service)
- ❖ Cannot be effective if its service delivery, facilities and accompaniments are not quality-defining or driven.

❖ Quality adds value & increases Excellence  
Consciousness.

- Quality must show in *four important ways*:
  - *in the staff and students*
  - *In the curriculum*
  - *in the facilities, and*
  - *in the available resources*



# **How UNILAG aligns her vision and Mission with the 4Ps Through Quality Assurance & Servicom Unit**



# QUALITY ASSURANCE & SERVICOM UNIT



**Quality Assurance & SERVICOM Unit** is a subunit under the office of the Vice Chancellor formally established on **May 12, 2012**, with two (2) arms.

## **UNILAG Quality Assurance Unit**

This is to support and monitor the continuous promotion and improvement of the quality of the core academic activities of the University as a whole.

## **UNILAG SERVICE Compact Unit**

The SERVICOM arm is to ensure that services are provided timely, fairly, honestly, effectively and transparently.

## **Our Mission**

To ensure a conducive working environment for quality service delivery, and to identify opportunities for improved access to quality service for all stakeholders

## **Our Vision**

- To make the University of Lagos a leading light in quality service provision and delivery for academic excellence and efficient administration in Nigeria

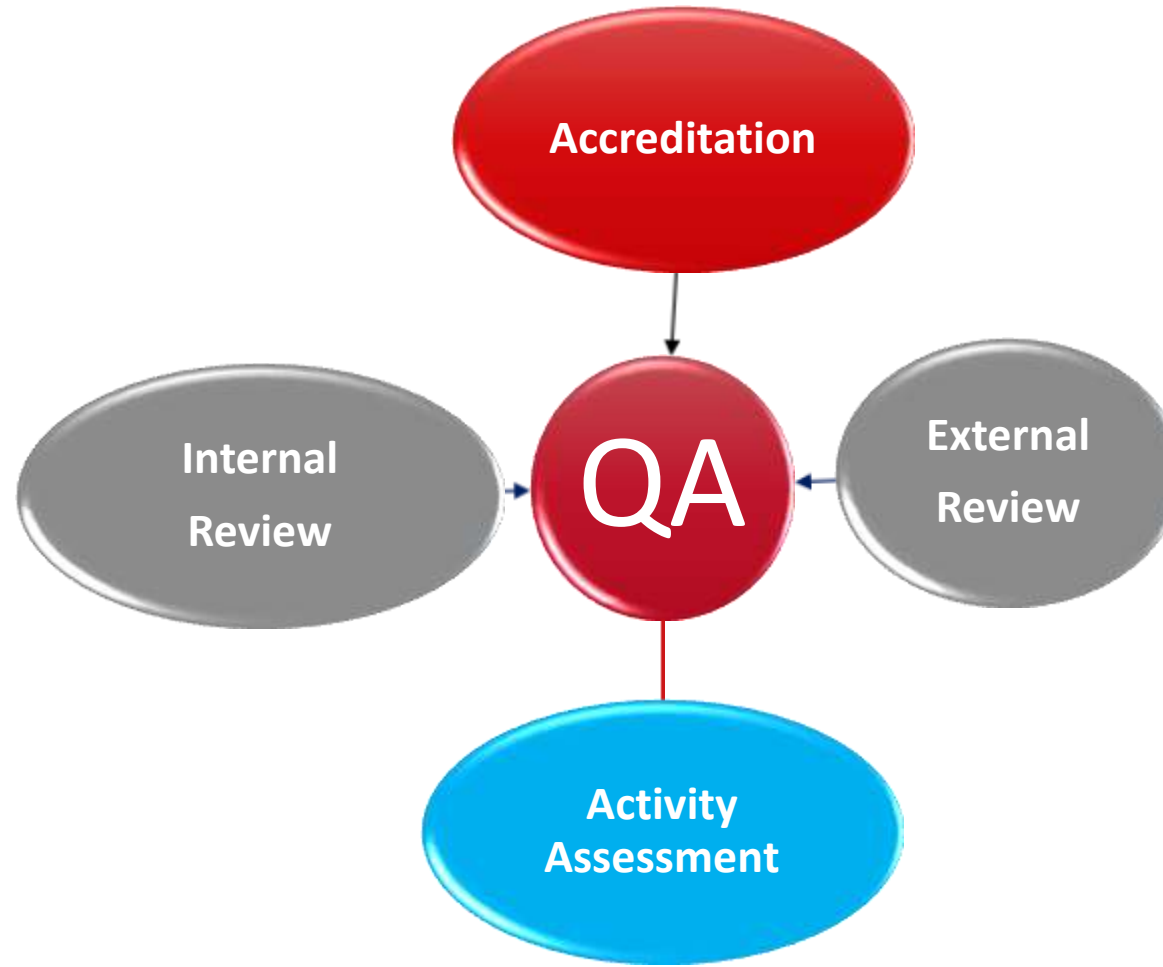
## **Our Goal**

- The overall objective of the Quality Assurance mechanism of the Unit is to continuously promote and improve the quality of the core activities of the University as a whole.





# UNILAG QUALITY ASSURANCE FRAMEWORK



# UNILAG QUALITY ASSURANCE DELIVERY STRATEGY



## Stakeholder engagement and feedback mechanism

Regularly interact with quality assurance officers, service providers, student representatives, and employers to stay informed about issues and trends.

## Reports and Publication mechanism

The University provides daily, quarterly, and annual reports to the public, evaluating quality assurance progress and milestones in various meetings and engagements.

## Quality Manual

University of Lagos Quality Manual outlines regulations, processes, and procedures for quality assurance.



## Internal Policy Review

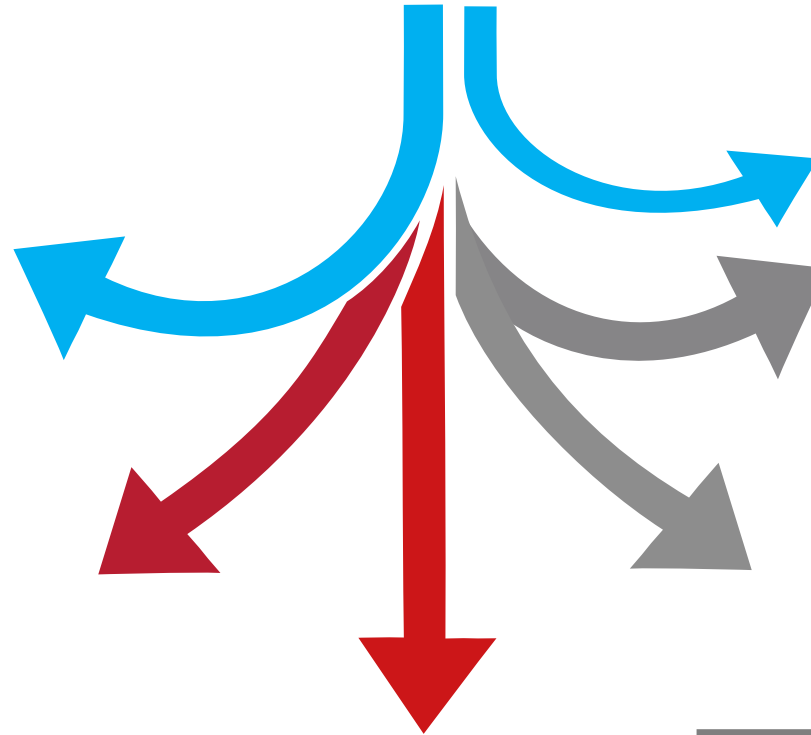
University of Lagos' Quality Assurance Policy covers strategy, procedures, standards, organization, responsibilities, implementation, monitoring.

## Monitoring System

Monitoring academic progress, student progress, and feedback from various sources..

## Periodic Process Review

Formal mechanisms for periodic review and evaluation of core program activities, research, and community service using monitoring systems and manuals.



# WHY SHOULD WE MONITOR ?

## IT IS EVERY ONE RESPONSIBILITY TO MONITOR QUALITY

Continuous monitoring and evaluation play a crucial role in the ongoing improvement and success of the University of Lagos through:

### Quality Improvement:

Continuous monitoring and evaluation allow the university to identify areas that need improvement promptly

**Identification of Strengths and Weaknesses:** Through systematic evaluation, the university can pinpoint its strengths and weaknesses



### Accreditation and Recognition:

Continuous monitoring and evaluation provide the evidence needed to showcase the university's commitment to meeting and exceeding accreditation standards.

### External Accountability:

Stakeholders and the public expect universities to uphold high standards. Continuous monitoring and evaluation demonstrate the university's commitment to quality and transparency



# Significance of UNILAG Quality Assurance Approaches

## Student Success and Satisfaction



Quality education and effective service delivery directly impact students' learning experiences, academic achievements, and overall satisfaction.

## Enhanced Reputation and Credibility



High-quality education, research, and services contribute to a positive reputation and credibility of University of Lagos

## Accreditation and Recognition



Quality assurance processes ensure that the University of Lagos compliance with national and international accreditation standards which is crucial for the university's recognition and legitimacy

## Alumni Success



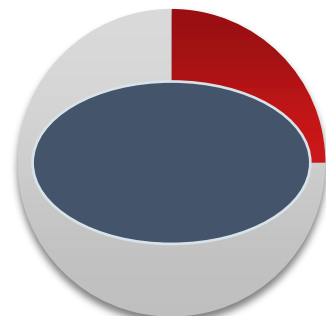
Quality education prepare students for successful careers. Alumni who excel in their professions and make significant contributions reflect positively on the university.





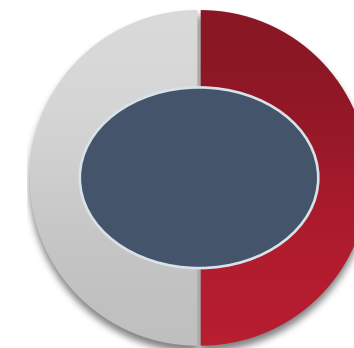
# STRATEGIES FOR IMPROVING QUALITY AND SERVICE DELIVERY

## Faculty Development



Faculty development must be the topmost priority to attain exceptional education experience at the University of Lagos. It is imperative to align teaching methodologies with learning objectives, embrace student-centred ideologies, utilize effective assessment tactics, and incorporate feedback mechanisms. These strategies are essential to guarantee a top-notch educational experience at the University of Lagos.

## Student Support Services

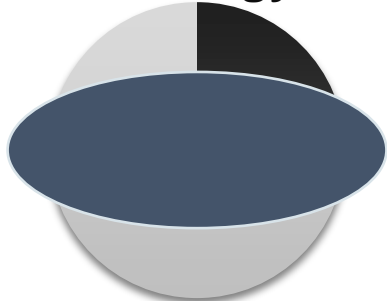


Ensuring that students receive adequate support services is essential to improve their satisfaction, retention rates, graduation rates, and success after graduation.



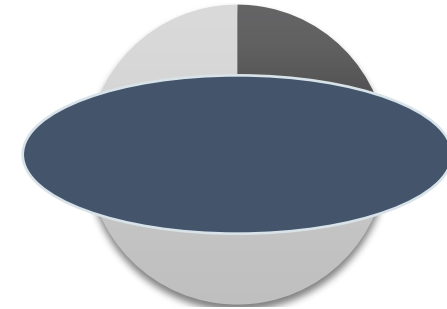
# STRATEGIES FOR IMPROVING QUALITY AND SERVICE DELIVERY

## Infrastructure and Technology



Improving quality assurance and services at the University of Lagos requires modern facilities, research capabilities, physical accessibility, resource management, efficient administration, and technology. These enable online learning, learning management systems, data management, analytics, collaboration, and communication.

## Transparency and Accountability



For an organization to earn the trust of stakeholders and achieve long-term success, transparency and accountability are absolutely essential. Demonstrating a commitment to transparency through clear and timely communication about decision-making and financial management is critical. By prioritizing these values, a culture of responsibility and ethical behaviour can be fostered.

# QA Commitment Strategy

Every stakeholder of the University of Lagos plays a pivotal role in driving quality enhancement across all aspects of the institution. Departmental and faculty

- ❖ **Setting Clear Expectations:** The University leadership must communicate a clear vision for quality enhancement.
- ❖ **Creating a Culture of Excellence:** The commitment to the principles encourages faculty, staff, and students to embrace quality enhancement as a shared goal.
- ❖ **Engaging Stakeholders:** We must engage with stakeholders, including students, faculty, alumni, industry partners, and the local community.
- ❖ **Celebrating Achievements:** We celebrate achievements and successes resulting from quality enhancement efforts.
- ❖ **Quality Assurance should be everybody's business:** All staff and stakeholders must be involved





# COMPLAINT REDRESS MECHANISM



## UNILAG QUALITY ASSURANCE & SERVICOM

CUSTOMER COMPLAINTS

FIRST LEVEL

Departmental SERVICOM officer

Satisfied ✓

Not Satisfied ❌

48 hours

SECOND LEVEL

Faculty SERVICOM officer

Satisfied ✓

Not Satisfied ❌

5 Working days

THIRD LEVEL

Quality Assurance and SERVICOM unit

Satisfied ✓

Not Satisfied ❌

7 Days

info.qaservicom@unilag.edu.ng  
0913480053

dir.qaservicom@unilag.edu.ng  
08148689883



Can we have your feedback



Link me: <https://forms.gle/JfBq36qxfEEz5pEe7>



WE ARE JUST A CALL OR CHAT AWAY

Secretary



sec.qaservicom@unilag.edu.ng  
08186715389

Main campus Desk officers



info.qaservicom@unilag.edu.ng  
09134800253

UNILAG College of Medicine Officer



cmul.qaservicom@unilag.edu.ng  
09057795405

Deputy Director



dd.qaservicom@unilag.edu.ng  
09056851794

Director



dir.qaservicom@unilag.edu.ng  
08148689883

Are you satisfied ?



[www.qas.unilag.edu.ng](http://www.qas.unilag.edu.ng)



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Thank you for your feedback. We value your response for better service delivery

# What we should do with Complaints

Ascertain the substance of the complaint

Ensure that the complainant's concern is addressed

Ensure that the complainant receives redress and or apologies where necessary

Reflect the outcome of any investigation of service failure in the delivery process in order to improve the quality of service

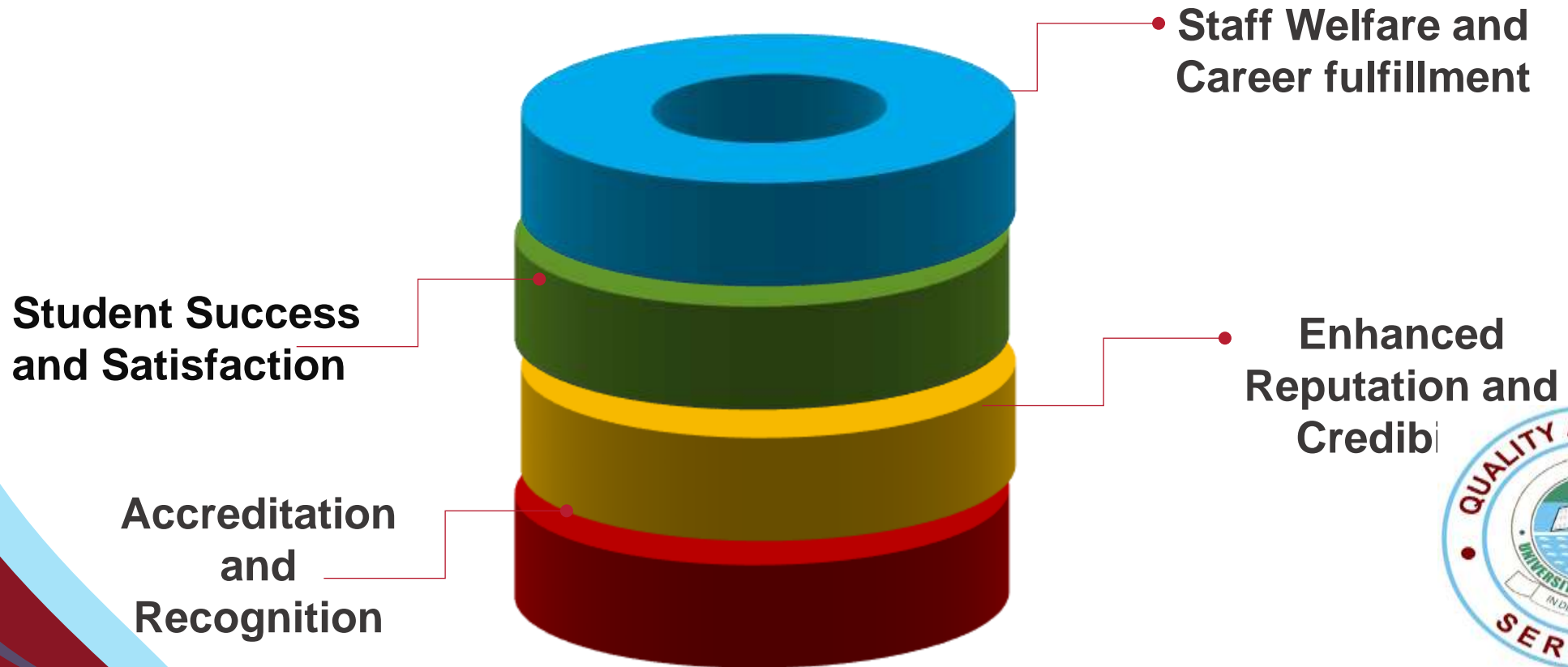
Protect complainant rights and ensure accountability

Ensure that **innocent staff** are not discouraged to faithful discharge their responsibilities as a result of false complaints and allegations.



# CONCLUSION

As the Nation's Pride we must always ensure Quality in order to guarantee:





# THANKS FOR LISTENING

“QUALITY  
ASSURANCE  
BEGINS WITH  
US.”

