Support Services Draft Quality Assurance Policy



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| **Responsible Executive** | **Vice Chancellor** |
| **Responsible Division** | **Directorate of Quality Assurance** |
| **Approved By** |  |
| **Date Approved** |  |
| **Review Date** | **After every four (4) years** |
| **Stakeholders affected by this policy** | **All categories of staff and students of University of Nigeria Nsukka as well as their partners (JAMB, ALUMINI, FGN and local and International**  **collaborators)** |

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# 1. Purpose

The purpose of this Quality Assurance (QA) policy is to establish a structured framework for maintaining and improving the quality of support services at the University of Nigeria. The policy ensures that all support services contribute effectively to the academic mission and the overall student, staff, and faculty experience.

# 2. Scope

This policy applies to all support services within the university, including but not limited to:

* Administrative Support (e.g., admissions, registrar services)
* IT and Technical Support
* Library Services
* Student Welfare and Counselling Services
* Career and Employment Services
* Facilities Management (e.g., accommodation, maintenance)
* Health and Safety Services

# 3. Objectives

The QA policy aims to:

* Provide high-quality, responsive, and timely support services to students, staff, and faculty.
* Establish clear standards and benchmarks for service delivery.
* Foster a culture of continuous improvement in support services.
* Ensure that feedback from service users is systematically gathered and acted upon.
* Promote accountability, transparency, and consistency in all support functions.

# 4. Responsibilities

* **Quality Assurance Office**: Oversee the implementation of the QA framework for support services and ensure regular monitoring and evaluation.
* **Heads of Support Services**: Ensure that their departments align with the QA standards, collect relevant data for quality assessment, and implement corrective actions when necessary.
* **Service Providers (Staff)**: Deliver services according to defined standards, respond to user feedback, and participate in continuous improvement initiatives.
* **Service Users (Students, Faculty, Staff)**: Provide constructive feedback to support service departments for quality improvement.

# 5. Quality Standards

The following principles define the quality standards for support services:

* **Accessibility**: Services must be readily accessible to all students, faculty, and staff, ensuring inclusivity and responsiveness to diverse needs.
* **Timeliness**: Services must be delivered promptly and within established timelines, ensuring minimal delays.
* **Effectiveness**: Services must meet the expectations of users in terms of solving problems or addressing needs.
* **Efficiency**: Resources must be utilized optimally to provide value for the time and cost involved in delivering services.
* **Professionalism**: Staff must maintain a high level of professionalism, courtesy, and confidentiality.
* **User-Centered Approach**: Support services must prioritize the needs and feedback of users to continually adapt and improve.

# 6. Continuous Improvement

* **Monitoring and Evaluation**: Support services will be subject to regular internal audits and assessments to ensure compliance with QA standards.
* **Feedback Mechanism**: A formal feedback mechanism (e.g., surveys, suggestion boxes, online portals) will be established to capture user experience, satisfaction levels, and improvement suggestions.
* **Corrective Actions**: Action plans will be developed and implemented based on feedback, audit results, and identified gaps in service delivery.
* **Training and Development**: Regular training programs will be offered to staff members to enhance service quality and maintain updated knowledge of best practices.

# 7. Review and Reporting

* The Quality Assurance Office will compile annual reports on the performance of support services, highlighting areas for improvement and strategies to address them.
* These reports will be reviewed by university management, and recommendations will be implemented as part of the university’s strategic plan.
* The QA policy will be reviewed every three years to ensure its relevance and effectiveness.

# 8. Communication of Policy

This policy will be communicated to all relevant stakeholders, including students, staff, and faculty. Information will be disseminated through various channels such as the university website, orientation programs, and internal bulletins.

# 9. Compliance

All departments offering support services must comply with the standards outlined in this policy. Failure to comply may result in reviews, further assessments, and appropriate interventions.

# 10. Conclusion

The University is committed to maintaining a high standard of support services to foster a positive and enriching environment for students, staff, and faculty. This QA policy is designed to ensure continuous improvement, responsiveness, and excellence in all aspects of support service delivery.