



UNIVERSITY OF LAGOS
QUALITY ASSURANCE AND SERVICOM UNIT
OFFICE OF THE VICE CHANCELLOR
www.unilag.edu.ng/qualityassurance

MISSION

To be a top class institution for the pursuit of excellence in knowledge, character and service to humanity

VISION

To provide a conducive environment for teaching, learning, research and development, where staff and students will interact and compete effectively with their counterparts globally

For further Enquiries/complaints

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The mission of the University of Lagos is “to provide a conducive environment for teaching, learning, research and development, where staff and students will interact and compete effectively with their counterparts globally”; and its vision is “to be a Top Class Institution for the pursuit of excellence in knowledge, character and service to humanity.” Driven by its mission and vision, the Quality Assurance & SERVICOM Unit of the University of Lagos was established on May 12, 2012. The Unit, which is a part of the Office of the Vice Chancellor, has a 2-prong responsibility for the internal Quality Assurance System (QAS) of the University, which strengthens the overall institutional capacity of the University to deliver the highest quality of service to all users of its services.



The Director of QAS, Prof. Grace Otinwa, Assisted by a member of the University Committee, Prof. Chikodi Anibogu, inaugurating New Committee Members

Since its inception, the Unit has been led by 4 Directors. They are Prof. C. Igwilo (who doubled as the Director of Academic Planning); its pioneer Director, Prof. S.A. Okunuga; and his two immediate successors : Professors L.O. Chukwu and G.O. Otinwa. Under the leadership of these Directors, the Unit has always placed a lot of premium on the key objective of monitoring and evaluation of the University's core activities of teaching and learning using various instruments and the Students’

Course and Lecturer Evaluation Form that keep producing very interesting results. The current Quality Assurance Committee was inaugurated by the Vice -Chancellor in November 2018. Achievements of the Unit to date include effective monitoring and evaluation of core academic activities through the use of various instruments such as Course and Lecturer Evaluation Forms, lectures and examination monitoring, and assessment of classroom

What we do

Quality Assurance sub-unit:

- Ensures all units of the University deliver services to customers timely;
- Ensures students are at the centre of University services, and that their best interest guides all decision-making in matters pertaining to them;
- Supports students to make effective use of grievance and other feedback mechanisms provided by the University;
- Provides timely response to all complaints received, and ensures prompt resolution of all issues;
- Monitors conduct of lecturers, lectures, and examinations;
- Provides feedback to relevant Departments and Units of the University on gaps and shortcomings, and works with them to institute appropriate remedies; and
- Creates awareness among teaching and non-teaching staff of the University.



The QAS Unit and its Deputy Director, Dr. Solomon Azumurana in an Awareness Programme At Faculty of Law

SERVICOM sub-unit advocates for, promotes, and encourages service delivery guided by the following workplace ethics:

- Punctuality;
- Availability (being on seat or other assigned post during working hours);
- Prompt and courteous service to all;
- Equal treatment in service provision;
- Timeliness and thoroughness in service delivery (guided by the standards of quality service delivery);
- Provision of prompt feedback and regular updates, where service delivery extends beyond reasonable time for its completion;
- Adherence to rules and laid down processes;
- Accountability, probity and transparency in all financial activities; and
- Zero tolerance for corruption.



QAS Unit Awareness with the Vice Chancellor, Prof. Oluwatoyin Ogundipe at the Security's University Parade