

Award of the SERVICOM Index

Report of

**SERVICOM Compliance Evaluation of
Federal College of Education (Special)
Oyo, Oyo State.**

May, 2019

EXECUTIVE SUMMARY

**SUMMARY OF SERVICOM COMPLIANCE EVALUATION OF
FEDERAL COLLEGE OF EDUCATION (SPECIAL) OYO, OYO
STATE**

Date of Evaluation: May 13th – 17th, 2019

Score: 1.8 out of 4 (45%)

Ranking: Two Star (**) Service

Description: Fair

Findings

Strengths:

- The students confirmed that with the introduction of Management Information System (MIS), the issue of course registration has been made much more easier and the issue of missing results has reduce drastically with introduction of Computer Based Test in general courses.
- The cost of all services and the procedures for payment is well displayed at all necessary service point and the College website. All payments made by the students were receipted hence no hidden charges.
- The zeal and passion of staff both the academic and non-academic to deliver service to students was observed by the Evaluators and also confirmed by the students that the staffs are friendly and polite in dealing with them.
- The school is presently collaborating with the University of Ibadan (UI) and Lagos State University (LASU) to run degree programmes in Early Childhood Care and Primary Education. This makes it easier for the students to run their degree programme in the College
- The introduction of Students Work Study Scheme for indigent students and scholarship for the brilliant students by the College Management has greatly assists the benefitting students in the payment of their school fees and meet other necessary expenses
- Both staff and students wear their Identification card within the College with the colour of lanyard distinguishing the staff and students with their level. This is for easy identification of staff as well as students and differentiates them from visitors.
- Provision of 24 hour electricity supply at the College Clinic through solar inventor for the benefit and convenience of the patients.

Weaknesses:

- Interaction with both staff and students shows that missing examination scripts and omission of results has not been completely eradicated despite the introduction of attendance of sign-in and sign-out system. This leads to

some students carrying over courses which lead to extra year.

- Both the staff and students confirmed that there is inadequate supply of electricity in the College and lack of stand-by electricity generator in most of the departments and lecture halls. This prevents some facilities in the College to function optimally, for example computer system for visual impaired, audiological laboratory and public address system in the lecture halls.
- Complaint register is not available to capture genuine complaints by both internal and external customers and action taken to redress such complaints. This will discourage students and customers from complaining when they experience service failure
- It was observed during the evaluation that some hostels are in a state of disrepair. Most of the toilets are dirty, flooded and the environment is kept unclean. This may result to outbreak of diseases in the school
- Overcrowdings of students in the female hostel, in some of the rooms there were up to 18 students in a room, with little ventilation and bed bugs in the hostel. This congestion is not hygienic and may affect the health of the concerned students
- It was observed there were no adequate working tools such as computers and printers in the SERVICOM Unit which hinders efficient and effective monitoring of service delivery activities in the College
- Interaction with staff and revealed that there is shortage of both academic and non-academic staff which resulted to high work load on the existing staff in the College.
- Inadequacy of Professional staff such as Sign Language Interpreters for hearing impaired students and Writers for Special students who cannot write on their own. This affects the learning capacity of the concerned students

Recommendations:

- Even though management confirmed that measures are being put in place to eradicate incidence of missing scripts and omission of results, it is necessary that implementation should commence to put an end to missing scripts and omission of results.
- The Management of the College should provide Stand-By generators or Solar Panel Inverter to the departments and the lecture halls, to make it easier for delivery of lecture to students
- Complaint register should be provided to capture genuine complaints by both internal and external customers and action taken to redress such complaints. This would encourage complainants and in turn help the FCE to monitor reoccurring complaints
- The management of college should as a matter of urgency renovate the students hostels, facilities such as befitting common rooms should be provided for all the hostels, also toilets should be maintained and the hostel surroundings should be properly cleaned to avoid outbreaks of diseases in the school
- The management should make concerted efforts to decongest the students

room space to at most eight per room and all the rooms should be fumigated to eliminate bedbugs and other rodents that may affect the health of students

- Sufficient working tools e.g. computer systems, printers, photocopying machines and furniture should be provided for the SERVICOM Unit to increase productivity and effective service delivery to internal and external customers
- The Management of the college should liaise with appropriate authorities to employ teaching and non-teaching staff. This will reduce the work load on the staff and ensure effective and efficient service delivery
- Professional staff such as Sign Language Interpreters for hearing impaired students and Writers for Special students who cannot write on their own should be sufficiently employed to meet the needs of these special students in order to enhance their learning ability

Conclusion

The SERVICOM index score awarded to the Federal College of Education (Special) Oyo is **1.8 out of 4.0 (45%)** which represents **Two Star (**)** Service and indicates **“fair”** service delivery. Although this is still far from praiseworthy, it is our belief that FCE (Special) Oyo would aim at continuous improvement on the quality of service delivered to its customers if the recommendations contained in this report are faithfully implemented.

MAIN REPORT

1.0 Introduction

This is a report on the findings of a SERVICOM Compliance Evaluation of the Federal College of Education (Special), Oyo Compliance has been measured against the SERVICOM Index, a yardstick for measuring the quality of service as delivered by Government through its various Ministries, Departments and Agencies (MDAs).

The SERVICOM Index is predicated on the facts that:

- the ultimate purpose of governance is to serve citizens;
- citizens have the right to be served right;
- service is well delivered only when citizens are satisfied; and
- the Federal Government is committed to the provisions of SERVICOM (Service Compact with All Nigerians) as a programme to improve service delivery throughout the country.

Customer satisfaction is the overriding consideration of service delivery. Extensive research, consultations and surveys have shown that customer satisfaction is broadly driven by several drivers, listed below. Federal College of Education (Special), Oyo has been evaluated for each of these drivers through customer interviews, discussions with staff, discussions with partners, review of key documents and observations made at service windows. The overall Index score for Federal College of Education (Special), Oyo has been calculated as a weighted average of the scores evaluated for each driver.

The weight of importance attached to each driver is as follows:

- Service Delivery - 30%
- Timeliness - 24%
- Information - 18%
- Professionalism - 16%
- Staff Attitude - 12%

2.0 Acknowledgement

We acknowledge the co-operation of the following for their contributions in the course of the evaluation exercise:

S/N	NAMES	DESIGNATION
1.	Mallam Adamu Adamu	Honourable Minister of Education
2.	Professor Anthony G. Onwuka	Honourable Minister of State Education
3.	Arch. Sunday Echo	Permanent Secretary, Min of Education
4.	Professor Bappa-Aliyu Muhammadu	Executive Secretary, NCCE
5.	Prof. K. O. Usman	Provost
6.	Dr Theo Ajobiewe	Deputy Provost
7.	Mr J.A Araoye	Registrar
8.	Mr, H.B Asiyebi	Bursar
9.	Mr, O.O Ajileye	Dean School of Science
10.	Mr, A.A Ufford	Dean of Special Education
11.	Dr, G.R Olosunde	Dean of ECPAE
12.	S.A Adeyera	Dean of Art & Social
13.	Mrs. E.O Bolarinwa	Dean of Language
14.	Mr. O.O Adelua	Dean of Education
15.	Dr. Siyan-Bade	Director of Medical
16.	Mr. M.A Ajewole	Deputy Registrar SERVICOM(Focal Officer)

3.0 Terms of Reference

Federal College of Education (Special) Oyo was selected for evaluation following a Presidential directive that all Government Departments and Agencies be evaluated for SERVICOM Compliance.

The mandate of the SERVICOM Compliance Evaluation team is to identify those areas or actions that can bring immediate or urgent improvement in services to citizens.

4.0 Methodology

The Federal College of Education (Special) Oyo, which took off as the Federal Advanced Teachers' College of Special Education on 5th October, 1977 later become the Federal College of Education (Special), Oyo.

By Decree 4 of 1986, amended by Decree 6 of 1993, the College along with other Colleges of Education in Nigeria becomes an autonomous institution.

The Federal College of Education (Special), Oyo as the only one of its kind in Nigeria, cater for the training of Special Education Teachers for all of the States in the Country. It is the only one established to train teachers and other para-professionals in special education for the disabled and the gifted and other persons with different learning difficulties. The College provides services through the following schools

- a. School of Special Education
- b. School of General Education
- c. School of Secondary Education
- d. School of Early Childhood Education
- e. Primary Education
- f. Adult and Non-Formal Education Department
- g. Graduate Programs in Education (GPE) Department

FCE (Special) Oyo is responsible for ensuring the following services amongst others:

- a. Teaching
- b. Research
- c. Community Service

The service windows of FCE vary significantly. To get a good representation, we considered that we should inspect service windows that vary in:

1. Sizes (large or small)
2. Volume of Customers (High or Low)
3. Range of Services Provided (Full range of service or limited range of services)

Therefore the following service windows (Departments) were selected for evaluation

S/N	SERVICE WINDOWS
------------	------------------------

- | | |
|----|--|
| 1. | Academics <ul style="list-style-type: none">• School of Special Education• Department of Education for the Hearing Impaired• Department of Education for the Visually Impaired• School of ECPAE |
|----|--|

- Department of Early Childhood Care and Education
 - School of General Education
 - Department of Guidance and Counselling
 - Teaching Practice Department
2. Bursary Department
 3. Library
 4. Examinations and Records
 5. Registrar's Office (Administration)
 6. Hostel Accommodation
 7. College Clinic

The SERVICOM team for this evaluation consisted of two (2) SERVICOM Officers, Focal Officer FCE (Special) Oyo and MSU Staff of Federal Ministry of Education

Evidence was gathered at the service windows through customer interviews, discussions with staff and partners, review of key documents and general observations.

Given the peculiar nature of the services provided by FCE (Special) Oyo, it was also important to evaluate further evidence by administering questionnaires and conducting interviews with partners including Heritage Bank, SPED etc. The websites of SERVICOM Office www.servicom.gov.ng and FCE (Special) Oyo www.fc ESPECIALOYO.EDU.NG was also used for research.

The key documents reviewed include:

- FCES Integrated SERVICOM Charter
- FCES Proposal On 5-Year Strategic Plan (2016 – 2021)
- FCES @ GLANCE 2018
- Minutes of meeting with Dean Students Affairs with staff and student Union Government officials
- TETFUND Intervention Projects (1999 – 2017)
- Budget Performance Report (2015 – 2018) and 2019 Proposed Budget
- Revised Schemes of Service for Colleges of Education
- Revised Conditions of Service for College of Education
- FCES Library Guide
- 3 Years Anniversary Address of the Provost (Aug., 2015 – Aug., 2018)
- FCES Students' Information Handbook 2012-2018
- Academics Calendar for the 2018/2019
- Curriculum Implementation Framework for Nigeria Certificate in Education
- Key Achievements From January To June, 2018
- FCES Policy Document for Quality Assurance and Control
- FCES Code of Conduct for Student
- Historical Milestones of FCES Oyo @ 40

5.0 Findings

The findings presented in this section comprise of an Index score, observations on the Service Charter and on the quality of service delivery found at the service window.

5.1 Charter Evaluation

The observation made on the evaluated service charter of the FCE (Special Oyo) is suitable for publication with the following amendment:

5.1.1 Findings on Service Charter

- The covering page of the Charter reads Integrated SERVICOM Charter.

5.1.2. Recommendation for improving Service Charter

Based on the finding, the following recommendation is provided to assist FCE (Special) Oyo come up with a more realistic and customer focused service charter:

- The covering page of the Service Charter should read Integrated Service Charter

The contents of the Charter should be properly arranged with specific details in the following order:

- Foreword
- Introduction/Background
- Vision
- Mission
- Services Rendered
- List of customers (inter, intra and public)
- Performance targets
- Obligations of customers, Staff, Management, etc
- Grievance Redress Mechanism
- Stakeholders participation in service provision
- Special needs provision
- Existing limitations
- Date to be reviewed

5.2 Index score

The table below summarises the result of evaluation of FCE (Special) Oyo. Based on the evaluation, we have calculated a score of FCE (Special) Oyo.

The overall Index score for Federal College of Education (Special) Oyo is **1.8 out of 4 (45%) Description: 'Fair'**

	Score for (Name of Service Window)
Overall Index Score	1.8
Service Delivery	1.9
1 – Standards & practices / performance	2.0
2 - Reception experience	2.0
3 – Complaints & grievance redress	1.6
Timeliness	1.5
1–Standards& practice/performance	0.8
2 – Customer friendliness	2.2
Information	1.9
1 – Information	2.2
2 - Customer feedback	1.7
Professionalism	1.9
1 – Transparency	1.7
2 – Efficiency	2.0
Staff Attitude	1.6

***Scores are rounded up to one (1) decimal point**

5.3 Key findings

The following observations have been made on the quality of service delivery provided by the service window evaluated, which we feel need to be addressed as a matter of urgency:

5.3.1 Service Delivery:

- Students complained of long distance trek from the College gate to the various lecture halls and within the College due to ban of bikes (okada) riders. This hampers mobility of students around the College.
- Interaction with both staff and students shows that missing examination scripts and omission of results is still not completely eradicated despite the introduction of attendance of sign-in and sign-out system. This leads to some students carrying over courses which lead to extra year.
- Both the staff and students confirmed that there is inadequate supply of electricity in the College and lack of stand-by electricity generator in most of the departments and lecture halls. This prevents some facilities in the College to function optimally, for example computer system for visual impaired, audiological laboratory and public address system in the lecture halls
- Most of the conveniences in the departments, lecture halls are in the state of disrepair and under locked. This makes the students to use nearby bushes when nature calls. This reduces customer reception experience
- It was observed during the evaluation that some hostels are in a state of disrepair. Most of the toilets are dirty, flooded and the environment is kept unclean. This may results to outbreak of diseases in the school
- Overcrowdings of students in the female hostel, in some of the rooms there were up to 18 students in a room, with little ventilation and bed buds in the hostels. This congestion is not hygienic and may affects the health of the concerned students
- Complaint register is not available to capture genuine complaints by both internal and external customers and action taken to redress such complaints. This will discourage students and customers from complaining when they experience service failure
- At the time of evaluation, SERVICOM representatives in all Departments have not been appointed. This hinders prompt generation of reports on service delivery to the management

5.3.2. Timeliness

- There is no system in place to enforce how long it takes before a lecturer submits results to exam officers for processing and release of results. This leads to unnecessary delays in release of exam results and affect students who needs to register for courses carried over to another academic session.

5.3.3. Information

- During interview with students, It was observed that there is low awareness of the Service Delivery Initiative (SERVICOM) among students of the College as a result, they are not aware of the complaints procedures and other benefits of the Initiative.
- The College does not use a variety of ways to get feedback from its students e.g. only one suggestion box was sighted in the school library and also comment cards and other means of obtaining feedback on the services are not provided for students use.
- The college has not carried out Customer satisfaction surveys to test and determine the level of customers' satisfaction with the services delivered in order to ensure that services are meeting customers' needs

5.3.4. Professionalism:

- The names of persons in charge of customer care/complaints are not displayed at all service points within the college. Thus students don't know who to go to when services fail.
- There was no evidence to show that summary of complaints received/details of actions taken on justified complaints over a certain period are reviewed, attended to and published for students to know that their complaints are being resolved.
- The SERVICOM Focal Officer and Desk Officers have not received any training on service delivery e. g. MSU/PSU capacity Building workshop to equip them for their roles and responsibilities.

5.3.5. Staff Attitude

- Not all staff have received training on customer care and complaints handling and as such complaints are not resolved at point of contact.
- The College has not produced and displayed its customer care policy to serve as a guide for staff treatment of students

5.4 Additional findings

5.4.1 Service delivery

The following additional observations were also made on the quality of services delivered, which may also need attention:

- Interaction with staff and revealed that there is shortage of both academic and non-academic staff which resulted to high work load on the existing staff in the College.
- Inadequacy of Professional staff such as Sign Language Interpreters for hearing impaired students and Writers for Special students who cannot write on their own. This affects the learning capacity of the concerned students

6.0 Recommendations

The following recommendations are provided in order to suggest actions that can be taken which could directly lead to improvements in service delivery. In this report, we are unable to comment on general constraints relating to physical or human resources, or structural and systemic issues, which may impinge on effective delivery of services to the public.

6.1 Key recommendations

6.1.1 Service Delivery

- The College Management should look into the options available for the reintroduction of bike riders (okada) within the campus to aid movement of students and staff within the College
- Even though management confirmed that measures are being put in place to eradicate incidence of missing scripts and omission of results, it is necessary that implementation of such measures should be strictly enforced in order to eradicate occurrence of missing scripts and omission of results.
- The Management of the College should provide Stand-By generators or Solar Panel Inventor to the departments and the lecture halls, to make it easier for delivery of lecture to students and ensure optimal utilization of facilities like computer system for visual impaired, audiological laboratory etc available in the College
- Conveniences, especially toilets in the departments and lecture halls should be maintained and kept clean for use by customers when nature calls.
- The management of college should as a matter of urgency renovate the students hostels, facilities such as befitting common rooms should be provided for all the hostels, also toilets should be maintained and the hostel surroundings should be properly cleaned to avoid outbreaks of diseases in the school
- The management should make concerted efforts to decongest the students room space to at most eight students per room and all the rooms should be fumigated to eliminates bedbugs and other rodents that may affects the health of students
- Complaints received over a period of time should be recorded and analysed by management and Published. This will build up the confidence of customers in the service of the College
- SERVICOM representatives should be appointed in all Departments in order to generate prompt reports on service delivery to the management through the SERVICOM Unit

6.1.2 Timeliness

- The management of the college should enforce that standards set for the provision of services are always adhered to e.g. in the release of results and mobilization of students for National Youth Service scheme. This would promote prompt service, ensures efficiency and reduce delays in rendering services

6.1.3. Information

- Students should be sensitized on the Service Delivery Initiative regularly by the SERVICOM Unit of the College. This would enable them know their roles and responsibilities and to also challenge service failure.
- Facilities such as suggestion Boxes and comments cards used for obtaining feedback from students and other customers aimed at improving services in the College should be provided for use of students and other customers as this would enable management of the College obtain feedback on the satisfaction level of customers
- Customer satisfaction surveys should be periodically planned and implemented to ascertain customer satisfaction level and for improved service delivery in the College.

6.1.4. Professionalism

- The Name, Office address and telephone numbers of persons in charge of Customer Care/Complaints handling should be displayed at all service points for the benefit of students when services fail.
- Summary of complaints received and actions taken on justified complaints should be documented, periodically analyzed and the reports submitted to Management to help identify areas and trends of service failure and what to do to mitigate those failures towards citizen-focused service delivery
- The SERVICOM Focal Officer and Desk Officers as a matter of urgency should be sponsored to participate in training on service delivery e. g. MSU/PSU capacity Building workshop to equip them for their roles and responsibilities

6.1.5. Staff Attitude

- All staff should receive training on customer care such as being polite, courteous and complaints handling; this will improve their relationship and proficiency while dealing with students and customers.
- A robust customer care policy for the College should be designed and published to enhance standard treatment of all students.

6.2. Additional Recommendations

6.2.1 Service Delivery

- The Management of the college should liaise with appropriate authorities to employ teaching and non-teaching staff. This will reduce the work load on the staff and ensure effective and efficient service delivery
- Professional staff such as Sign Language Interpreters for hearing impaired students and Writers for Special students who cannot write on their own should be sufficiently employed to meet the needs of these special students in order to enhance their learning ability

6.3 Service Improvement Planning

Although the question of how these recommendations might best be implemented is a management issue for FCE (Special) Oyo, SERVICOM Office through the SERVICOM Institute will work with the management of FCE (Special) Oyo and its SERVICOM Unit to develop and guide the implementation of appropriate Service Improvement Plans.

6.4 Conclusion

The SERVICOM index score awarded to **Federal College of Education (Special) Oyo, Oyo State** is **1.8 out of 4.0 (45%)** which represent **Two Star (**)** and indicates **“Fair” service delivery**. Although this is still far from praiseworthy, it is our belief that **FCE (Special) Oyo** would aim at continuous improvement on the quality of service delivered to its customers if the recommendations contained in this report are faithfully implemented.