



**NATIONAL TEACHERS' INSTITUTE, KADUNA  
QUALITY ASSURANCE & ICT DEPARTMENT**

**INTERNAL AND EXTERNAL QUALITY ASSURANCE  
ASSESSORS MONITORING AND EVALUATION  
REPORT**

**FOR**

**THE 2019 SECOND SEMESTER EXAMINATIONS FOR POSTGRADUATE  
DIPLOMA IN EDUCATION (PGDE), BACHELOR DEGREE  
PROGRAMME (BDPs), NIGERIA CERTIFICATE IN  
EDUCATION (NCE) AND PIVOTER TEACHER  
TRAINING CERTIFICATE (PTTC)**

**FROM**

**29<sup>TH</sup> NOVEMBER TO 21<sup>ST</sup> DECEMBER, 2019**

**NATION-WIDE**

## **EXERCUTIVE SUMMARY**

*The Quality Assurance Department of the National Teachers' Institute moved off to monitor and evaluate the standards and quality in the conduct of 2019 second semester examination. Fifteen (15) Internal and eight (8) external quality assessors were nominated to monitor, assess and evaluate the conduct of the examination nationwide from, 29th November to 21th December, 2019. Questionnaire and interview with face validity by external assessors from conventional Universities within the country were utilized as instrument for data collection. As a means of procedure for data collection; the internal quality assessors visited all the examination centers in the state(s) assigned, while external assessors visited at least 30% of the examination centers nationwide through random sampling. They administered the questionnaire within the time frame of twenty-five (25) days. The scoring was on scale of 1 to 2 i.e. Yes or No; Available or Not Available, Adequate or Inadequate. The collected data was analyzed and presented using descriptive statistics i.e. frequency distribution tables were employed in the analysis. The assessment of the charts and comments related to performance indicators were made on each category. The analyzed data proved the fact that there was a remarkable improvement in the conduct of second semester examination 2019 over that of first semester 2019. The trend in the general results showed that preparations for the examinations, conduct and supervision of the examinations were very good and need to be commended. While it can be said that even though the environment of the examinations were not totally bad, they were not as resounding as the success in the preparation, conduct and supervision of the examinations. This was the result that played out even in the State-by-State analysis that was done. Finally, it was recommended that the Institute should try and implement or execute the suggestions made at the end of the report. This is necessary in order to improve on the quality of subsequent examinations.*

### **1.0 INTRODUCTION:**

Quality Assurance and ICT Department of the National Teachers' Institute is saddled with the responsibility of assessing, monitoring, evaluation and proffering appropriate suggestions for the enhancement and improvement of the institutes' activities for optimal performance. Based on the above, the department deployed internal and external assessors to ensure compliance to standards for the successful conduct of second semester 2019.

### **2.0 OBJECTIVES**

The aim of the monitoring and evaluation exercise is to ascertain the standards and quality of the 2nd semester examination, while the specific objectives are to:

- find out the extent to which preparation for the examination was made
- investigate the extent to which examination environments were conducive
- observe the conduct of the examination
- investigate the extent to which the examination was adequately supervised

### **3.0 METHOD OF DATA COLLECTION**

In line with the above objectives, fifteen (15) members of staff of the Institute and eight (8) External Quality Assurance Assessors were assigned to monitor, assess and evaluate the conduct of 2019 second Semester Examination exercise nationwide from 29th November to 21<sup>st</sup> December, 2019 using an evaluation checklist – category A to E (item 1 to 27) as yardstick. Also, interviews were held with some individuals and small group of students to have an insight into certain practices. Such interviews were guided by a set of generally agreed to and broad questions.

### **4.0 DATA ANALYSIS METHOD**

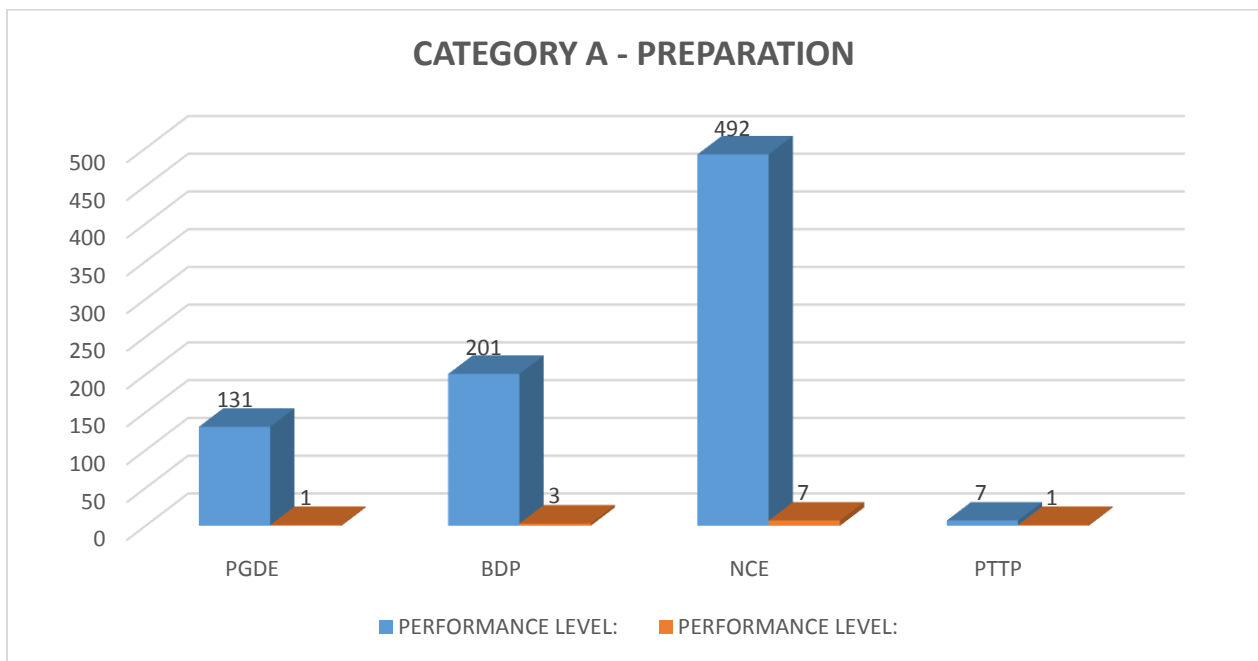
**The methods used in the Data Analysis are:**

An evaluation checklist on five categories was administered on the four (4) different programmes: BDPs, PGDE, NCE and PTTC during the examination period. In each case, the Quality Assurance Officers responded to items in the checklist. The scoring was on scale of 1 to 2 i.e. Yes or No; Available or Not Available, Adequate or Inadequate. The assessment of the charts and comments related to performance indicators was made on each category.

#### **4.1 CATEGORY A: EXAMINATION PREPARATION**

**TABLE 1: EXAMINATION PREPARATION**

SN	PROGRAMMES	PERFORMANCE LEVEL:	
		YES	NO
1	PGDE	131	1
2	BDP	201	3
3	NCE	492	7
4	PTTP	7	1
	<b>TOTAL</b>	<b>831</b>	<b>12</b>



The evidence available in table 1 figure 1 revealed that, the examination across all the programmes were satisfactory except the issues of Examination time table reaching the students few days to the exams, in some centers students wrote exams without identity card while Security of the Examination materials was not satisfactory in the following centers across the programmes:

**01: Non Early release of Time table**

**NCE**

- i. EKITI: Brightest Hope Secondary School, Ikole-Ekiti
- ii. AKWA-IBOM: Government Secondary School Afaha-Eket
- iii. KADUNA: GGSS, Kwoi
- iv. KADUNA: GSS Kagarko
- v. NASARAWA: Government College, Obi
- vi. EDO: Our Lady of Fatima College, Auchu
- vii. EDO: Edokpolor Grammar School, Benin-City

**BDP**

- i. ANAMBRA: Paul University Awka (NIBO/NISE Annex)
- ii. KANO: CAS, Kano
- iii. KANO: SES, Gwarzo

**PGDE**

KADUNA: Nuhu Bamalli Polytechnic, Samaru Kataf

## **02: No available evidence of registration by students**

### **NCE**

OGUN: Ajuwon Exam Centre

### **PGDE**

OYO: Loyola College 1, Ibadan

## **03: Non availability of Students ID cards as at the of visit**

### **NCE CENTER**

NASARAWA: Government College, Obi

## **04: Unsatisfactory Security of the Examination materials as at the time of visit**

### **BDP CENTERS**

- i. KANO: CAS, Kano
- ii. KANO: SES, Gwarzo

## **4.2 CATEGORY B: EXAMINATION ENVIRONMENT**

**TABLE 2: EXAMINATION ENVIRONMENT**

SN	PROGRAMMES	PERFORMANCE LEVEL:	
		ADEQUATE	NOT ADEQUATE
1	PGDE	111	40
2	BDP	206	40
3	NCE	504	144
4	PTTP	10	3
	<b>TOTAL</b>	<b>831</b>	<b>227</b>

**FIGURE 2: CHART OF PERFORMANCE INDICATORS ON EXAMS ENVIRONMENT**

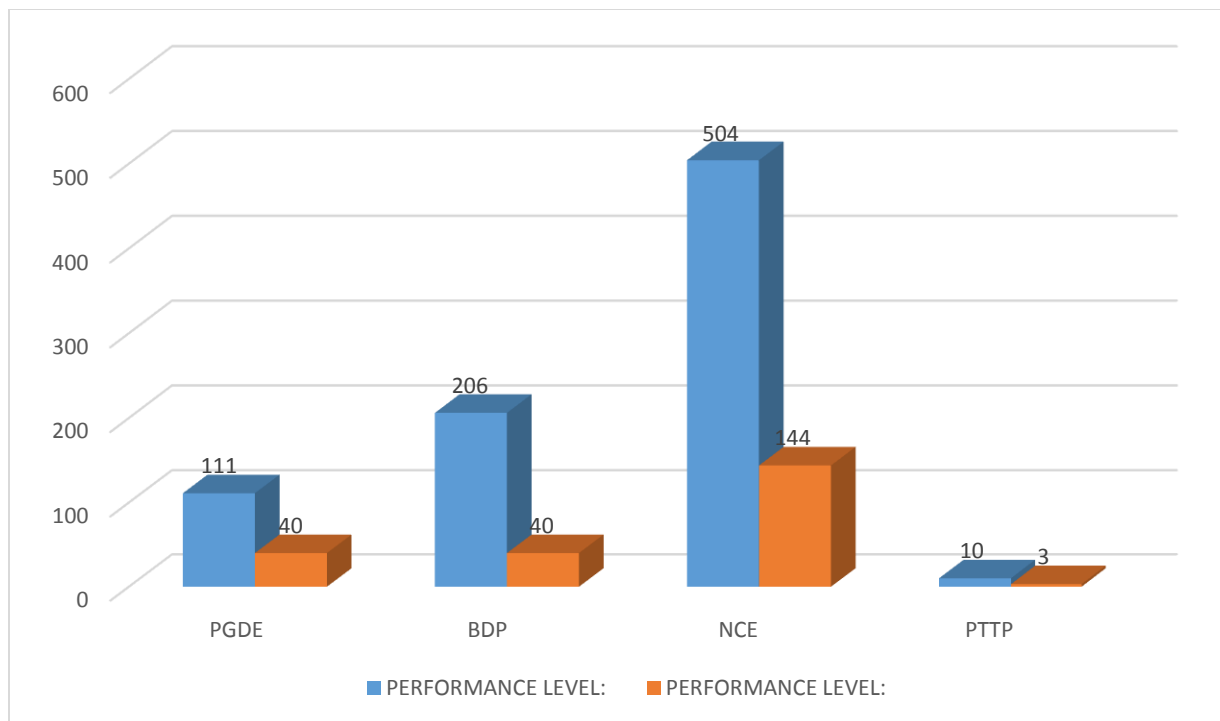


Table 2 figure 2 reveals that, the examination environment in all the Programmes (PGDE, BDP, NCE and PTPP) was conducive. The general point of improvements are in the area of sanitary and security. Other challenges peculiar to some are:

**05: Centers with Inadequate Classroom/Hall as at the time of visit**

**NCE CENTERS**

- i) ANAMBRA: Igwebuikwe Grammar School, Awka
- ii) KADUNA: GGSS, Kwoi

**PGDE CENTER**

BAYELSA: BDGS Yenagoa

**06: Centers with Inadequate Furniture as at the time of visit**

**NCE**

- i) NIGER: GSS, Kontagora
- ii) ANAMBRA: Igwebuikwe Grammar School, Awka
- iii) KADUNA: GGSSS, Zonkwa

**07: Centers with Congested Sitting arrangement as at the time of visit**

**PTTP**

NASARAWA: Government College, Keffi

**NCE**

- i. YOBE: GSS Potiskum
- ii. KADUNA: GGSSS, Zonkwa
- iii. SOKOTO: UDUS Sokoto
- iv. NASARAWA: Government Secondary School, Toto

**BDP**

- i. ANAMBRA: Queen of the Rosary College, Onitsha
- ii. BENUE: St. Peters' Secondary School, Vandeikya

**PGDE**

- i. OYO: Loyola College 1, Ibadan
- ii. BENUE: Tilley Gyado College, Makurdi PGDE
- iii. BENUE: Commercial College, Gboko PGDE/ADE
- iv. BAYELSA: BDGS Yenagoa PGDE/ADE

**08: Lightening**

All the examination centers visited were fully luminous at the time of visit.

**09: Presence of security at the Examination Hall**

There was no presence of security personnel specifically for the examination halls unless at the gates at some centers as at the time of visit

**10: Centers with Poor Sanitary facilities as at the time of visit**

FCT: Government Day Secondary School Bwari NCE

BAUCHI: GHUKUC Bauchi NCE

YOBE: GGSS Gadaka NCE

KADUNA: GSS, Ikara NCE

KEBBI: Waziri Umaru Fed. Poly, B/Kebbi PTTP

KEBBI: GTC, Bunza NCE

TARABA: COA Jalingo (Consultancy Centre) PGDE/ADE

TARABA: School of Health Takum BDP

TARABA: GDSS IBBI NCE

GOMBE: FCE (T), Gombe PGDE/ADE

GOMBE: CSS, Dukku NCE

GOMBE: GDSS, Bajoga NCE

GOMBE: GAC, Gombe NCE

ADAMAWA: GSS Tungo NCE

BENUE: Tilley Gyado College, Makurdi PGDE/ADE

BENUE: Commercial College, Gboko PGDE/ADE

BENUE: Tidoo College of Health Technology, Adikpo NCE

BENUE: Baseline Polytechnic, Otukpa NCE

BENUE: Government Secondary School, Obagaji NCE

BENUE: Government College, Makurdi NCE

NASARAWA: Government College, Obi NCE

NASARAWA: Government Science School, Lafia NCE

NASARAWA: State Polytechnic, Lafia BDP

NASARAWA: Government Secondary School, Nyanya Gbagyi Karu PGDE/ADE

EDO: Our Lady of Fatima College, Auchi NCE

EDO: St. John Bosco College, Ubiaja NCE

EDO: Ezekiel College of Theology, Ekpoma NCE

EDO: Edokpolor Grammar School, Benin-City NCE

EDO: Shaka Polytechnic, M.M. Way Benin-City BDP

BAYELSA: BDGS Yenagoa PGDE/ADE

BAYELSA: GGSS, Nembe NCE

BAYELSA: CSS, Brass NCE

BAYELSA: CSS, Otuegwe NCE

BAYELSA: CSS, Ekeremor NCE

DELTA: School of Health Technology, Ofuoma BDP

DELTA: Government College Ughelli 1 & 11 NCE

DELTA: Urhobo College, Effurum NCE

DELTA: Delta State Polytechnic, Ozoro BDP

DELTA: Utagba-Ogbe Grammar School, Kwale NCE

DELTA: Umutu Seconary School, Umutu NCE

DELTA: Delta State Polytechnic, Ogwashi, Uku NCE

DELTA: Okotie-Eboh Grammar School, Sapele NCE



### **11: Study Centers with Dirty Environment as at the time of visit**

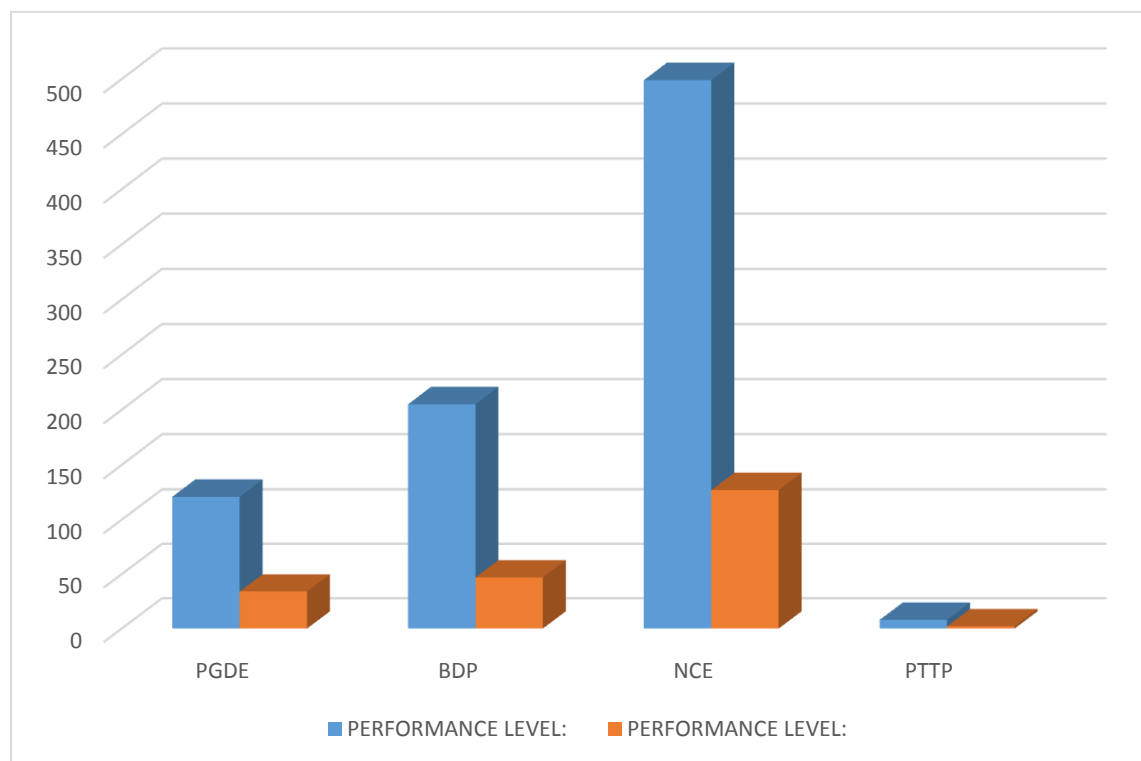
EBONYI: Federal Government School, Okposi NCE 007  
ANAMBRA: Paul University Awka (NIBO/NISE Annex) BDP 003  
KADUNA: Government College, Saminaka NCE 003  
KANO: CAS, Kano BDP 012  
TARABA: COA Jalingo (Consultancy Centre) PGDE/ADE 001  
GOMBE: CSS, Dukku NCE 008  
GOMBE: GDSS, Bajoga NCE 009  
GOMBE: GAC, Gombe NCE 010  
BENUE: Tilley Gyado College, Makurdi PGDE/ADE 001  
BENUE: Tidoo College of Health Technology, Adikpo NCE 004  
BENUE: Baseline Polytechnic, Otukpa NCE 006  
NASARAWA: Government College, Nasarawa NCE 010  
EDO: Our Lady of Fatima College, Auchi NCE 001  
EDO: St. John Bosco College, Ubiaja NCE 002  
EDO: Ezekiel College of Theology, Ekpoma NCE 004  
BAYELSA: GGSS, Nembe NCE 009  
BAYELSA: CSS, Brass NCE 010  
BAYELSA: CSS, Otuegwe NCE 011  
BAYELSA: CSS, Ekeremor NCE 012  
DELTA: School of Health Technology, Ofuoma BDP 013  
DELTA: Utagba-Ogbe Grammar School, Kwale NCE 018

## CATEGORY C - EXAMINATION MATERIALS

TABLE 3: EXAMINATION MATERIALS

SN	PROGRAMMES	PERFORMANCE LEVEL:	
		YES	NO
1	PGDE	121	34
2	BDP	205	47
3	NCE	499	127
4	PTTP	8	2
	<b>TOTAL</b>	<b>833</b>	<b>210</b>

FIGURE 3: CHART OF PERFORMANCE INDICATORS ON EXAMS MATERIALS



From table 3 figure 3 it is very clear that the basic require examination materials were adequately available. In contrast, some challenges were recorded in the following areas:

### **13: Inadequate question papers as at the time of visit**

NCE

- i) DELTA: Government College Ughelli
- ii) DELTA: Urhobo College, Effurum

BDP

DELTA: School of Health Technology, Ofuoma

### **14: Answer booklet stamped**

The answer booklets were not stamped.

### **15: Answer booklet signed**

The answer booklets were duly signed.

### **16: Quality of printing/Blank**

### **17: Presence of typographical errors/ Yes**

KWARA: GUSS, Kaiama NCE 012  
NIGER: Ahmadu Bahago Secondary School, MinnaNCE 016  
NIGER: Government College, Bida NCE 017  
NIGER: Government Secondary School, Suleja NCE 018  
NIGER: GSS, Kontagora NCE 022  
KADUNA: Kaduna Teachers College, (KTC) NCE 007  
LAGOS: Sari Iganmu, Orile NCE 011  
AKWA-IBOM: Methododist Senior Science School, Oron NCE 001  
RIVERS: Okrika Grammar School, Okrika NCE 009  
RIVERS: St. Paul Model Primary School, Garison NCE 014  
FCT: Government Day Secondary School Bwari NCE 001  
PLATEAU: Government College, Jos NCE 010  
PLATEAU: GC Zawan NCE 011  
BORNO: COE, Waka Biu BDP 009  
YOBE: GGSS Gadaka NCE 014  
EBONYI: Girls High School, Abakaliki NCE 008  
KATSINA: YBUC Daura BDP 009  
KEBBI: GTC, Bunza NCE 007  
ZAMFARA: ASS Talatan Mafara NCE 009  
ZAMFARA: ZACAS Gusau 1 BDP 010  
ZAMFARA: ZACAS Gusau 2 011  
ZAMFARA: UDSS BunguduNCE 014  
ZAMFARA: Federal Polytechnic, Kauran Namoda NCE 015  
GOMBE: FCE (T), Gombe PGDE/ADE 007  
GOMBE: CSS, Dukku NCE 008  
GOMBE: GDSS, Bajoga NCE 009  
ADAMAWA: Federal Polytechnic, Mubi BDP 012  
ADAMAWA: GSS Mayo Belwa NCE 014  
EDO: St. John Bosco College, Ubiaja NCE 002  
EDO: Shaka Polytechnic, M.M. Way Benin-City BDP 006

**18: Late Commencement of exams**

BENUE: St. Peters' Secondary School, Vandeikya BDP

BENUE: Tidoo College of Health Technology, Adikpo NCE

EKITI: Ado-

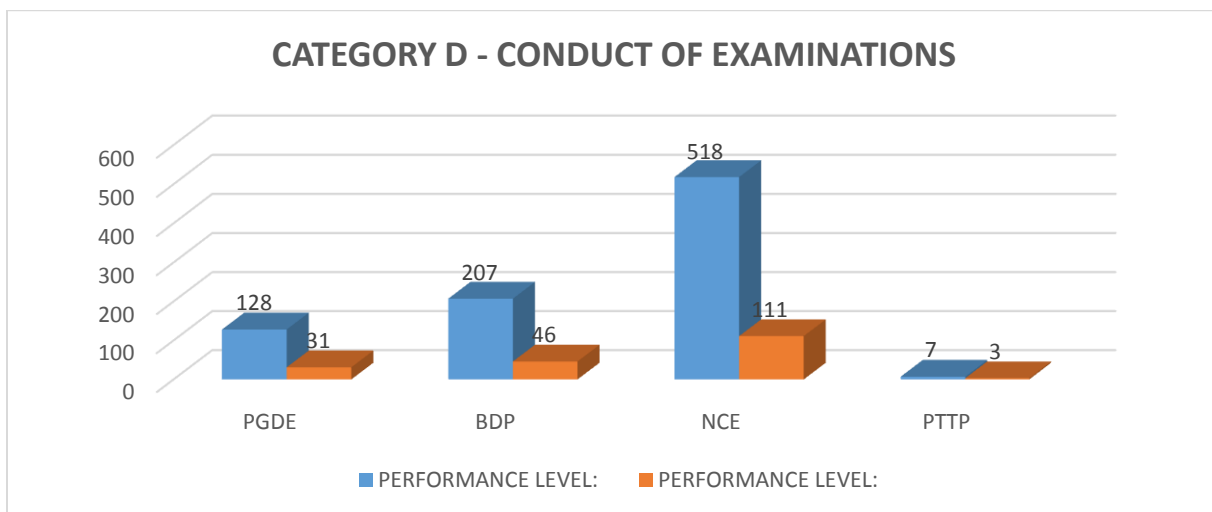
**19: Standard of Questions Ok**

NASARAWA: Government College, Keffi PTP

**CATEGORY D: CONDUCT OF EXAMINATIONS**

**TABLE 4: CONDUCT OF EXAMINATIONS**

SN	PROGRAMMES	PERFORMANCE LEVEL:	
		YES	NO
1	PGDE	128	31
2	BDP	207	46
3	NCE	518	111
4	PTTP	7	3
	<b>TOTAL</b>	<b>860</b>	<b>191</b>



Deductions from table 4 figure 4 showed that the conduct of the examination was successful in all the programmes (PGDE, BDP, NCE and PTTP). Nevertheless, supervision and invigilation's recorded a remarkably improved state compared to other sessions.

**20: Commencement of Exams as scheduled as at the time visit**

BENUE: Baseline Polytechnic, Otukpa NCE

21: Vigilance of Invigilators

BENUE: Baseline Polytechnic, Otukpa NCE

NASARAWA: Government College, Nasarawa NCE

NASARAWA: Government Secondary School, Nyanya Gbagyi Karu PGDE/ADE

25: Occurrence of any misconduct

BENUE: Tidoo College of Health Technology, Adikpo NCE

BAYELSA: BDGS Yenagoa PGDE/ADE

DELTA: Delta State Polytechnic, Ogwashi, Uku NCE

26: Presence of external quality assurance monitor

They visited all the states

**4.5 CATEGORY E: OTHER EXAMINATION ACTIVITIES**

**TABLE 5: OTHER EXAMINATION ACTIVITIES**

SN	PROGRAMMES	PERFORMANCE LEVEL:	
		YES	NO
1	PGDE	160	83
2	BDP	153	104
3	NCE	334	208
	<b>TOTAL</b>	<b>647</b>	<b>395</b>

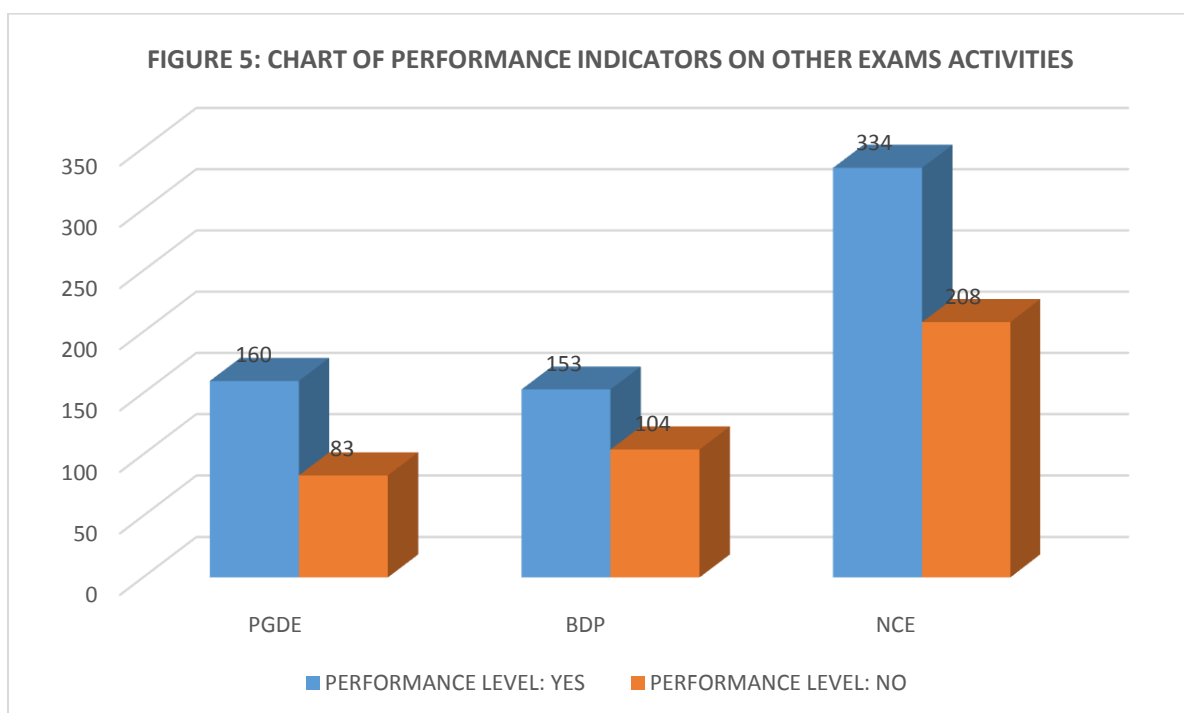


Table 5 figure 5 shows that, there was proper packaging of script in the examination Halls/classrooms also the presence of Internal and External Quality Assurance Assessors at the examination center and prompt response to students' demands in all the sampled centers across the programmes was excellent. Despite the success recorded in the conduct of examination, there were some instances of examination malpractices.

**Observed Misconduct at Centres with Nature of Misconduct as at the Time of Visit**

**27: Prompt Responses to Student's Demands**

OYO: Government College, Ibadan NCE

AKWA-IBOM: Government Secondary School Afaha-EketNCE

AKWA-IBOM: Akwa-Ibom State Polytechnic, Ikot-OsuruaBDP

## GENERAL CHALLENGES/RECOMMENDATIONS

Below are the summarized general challenges and recommendations associated with the conduct of the 2019 second semester examinations.

S/N	CHALLENGES	RECOMMENDATIONS	ACTION BY
<b>A</b>	<b>COURSE-MATERIALS</b>		
1	Non- availability of course modules. Especially in the newly introduced courses. E.g. is (PED lang. 225) (Hausa, Igbo Yoruba.) Idah NCE center did not write the exam.	The Institute is expected to double its effort in providing course modules on time, preferably at the point of registration. The course materials should be regularly supply to the state office for study centre's collections	FOSS Department
2	Most of the centres complained of lack of modules in SSE, Social Studies, Statistics Representation in SOS NCE 2, ITS, GST 102, SSE 206, PHY 112, HED, PED, Health Education.	Hard and Soft copies of the course materials should be made available and send to study centres for student's usage. Since course facilitators were not allow to issue handouts to students.	FOSS Department
3	Lack of student Handbooks.	Students Handbooks should be available for students in order to educate themselves about the activities of the Institute.	FOSS Department
<b>B</b>	<b>QUESTION PAPERS/ ANSWER BOOKLETS</b>		
4	Some question papers did not meet the bench mark, e.g NCE 3 Maths 2 questions for 30 minutes	There is need for thorough proof-reading of question papers and each question must meet the bench work.	Exams Department
5	Educ 413, 414 and 415 question 10 was duplicated in different instruction		Exams Department
6	PES 371, 372 and 381 of 17/12/2019, students were asked to answer 6 questions but 1 hour is allocated		Exams Department
7	French in BDPs .... Some students complained that French is being taught in English language and were examined in	The institute should liaise with noun on the issue of French either the students to offer more codes in other	Exams Department

	French Language.	subject against offering French	
8	Answer booklets have not been stamped in all the centres while some centres did not signed the booklets.		Exams Department
9	Writing on question paper enhances malpractice	Students should avoid writing in their questions papers, they should use the last page of their booklets	Exams Department
10	Repetition of questions (ITS 316,317 and ITS 319 Cy 3	NTI moderator should be very observant during moderation exercise.	Exams Department
11	There was shortage of PHE (431,481,482) question papers in NCE BDGS centre in Bayelsa State while these centres (BDGS, Bayelsa state , WHCGS Ahoada and SPS Olanada(Rivers State) due to very high number of students did not sign the answer booklets.	The institute should produce enough question papers.	Exams Department
12	Direct theoretical questions for PGDE student should be avoided.	In order to curb examination malpractice. Applied questions should be set for PGDE students.	Exams Department
13	Sometimes, the quantity of question papers written on the cellophane label is grossly short compared to the actual quantity of question papers enclosed in the cellophane eg. Written 90 enclosed but found only 20 enclosed inside.	Ensure the right and actual quantity written on the cellophane label is what is enclosed in the cellophane.	Exams Department
<b>C</b>	<b>PRESENCE OF TYPOGRAPHICAL ERROR IN QUESTION PAPERS.</b>		
14	Presence of typographical errors: <ul style="list-style-type: none"> <li>• PES 363 (1c), SOS 446(2c) PHE 421(9c), PHE124(3c), PED 124 (3bv,3bviii,3bx) &amp; ITS221 (2aii)</li> <li>• PHE 406 question(2 &amp;4) SES 232 question(4c</li> <li>• Mathematics 11(Obj) Questions 45 &amp; 47.</li> </ul> Check Appendix for details	Thorough and proper vetting of questions is required before printing of the question papers.	Exams Department



<b>D</b>	<b>PRATICALS</b>		
15	Practical are not conducted in ITS.	Practical equipment's should be provided for conduct of practical's where applicable	Exams Department
<b>E</b>	<b>NEWLY INTRODUCED COURSES</b>		
16	Lack of information about Newly introduced courses.	The Institute should be able to produce adequate modules for all the newly courses.	Academic Services
<b>F</b>	<b>COURSE REGISTRATION</b>		
17	Courses on time table differ from courses on registration form, students registered on 342, 343, 344,345 while on time table were to be examined on 301, 346 and 351	Correct Course Codes must be uploaded to reduce confusion	Academic Services/QA&ICT
18	Students' admitted in 2018 and 2019 do not have the course tittles they offer. Students' course registrations still carry the old course codes and tittles.		Academic Services/QA&ICT
<b>G</b>	<b>INSTRUCTIONAL RESOURCES</b>		
19	Non-availability if Instructional Materials in ITS, HED and PHE.	Instructional materials should be made available especially consumables for the teaching of ITS, HED and PHE.	
<b>H</b>	<b>PAYMENT OF FACILITATORS</b>		
20	Inconsistency in the payment of course facilitators and centre managers as stated in the appointment letters.	The appointment letter read that per course facilitation is N30,000, centre manager honorarium per semester is N100,000. But there is discrepancies in payment of their first and second semesters for the centre manager. He was paid only N40,000 (BDPs Ido-Ekiti Centre).	Bursary
21	Non-payment of Facilitators: it is with bitter heart but in subtle tone that we are notifying you of the non-payment of services rendered by our esteemed	We humbly seek for your quick intervention in these areas in order to ensure the smooth running of the centre.	Bursary

	facilitators for more than a session now (2-semesters in 2018 – ONLY five facilitators were paid).		
<b>I</b>	<b>NTI STUDY CENTRES</b>		
22	Absence of NTI signboard/Banner in other to trace the centres easily at:-Tatari Ali Polytechnic, Bauchi, Federal Polytechnic Bauchi, Kobi Primary School Bauchi and College of Education Azare, the same thing in College of Education Waka Biu, ATC Maiduguri as well as GSS Kwaya Kusar. Likewise, in Yobe State, no Signboard or Banner in all the centres of exams except Patiskum Center.	Signpost/Banners should be made available as early as possible for easy tracing of our exams venues in each centre.	FOSS
23	The centres addresses sent to quality assessor did not show that some centres were merged which resulted in loss of time and money	Updated centres addresses containing merged examination centres should be forwarded to Quality Assessor before the commencement the examinations to avoid loss of time and money and reduce risk on the road.	FOSS
24	No security personnel at any center except PGDE centre in FEDPOLY Bauchi.	Security should be intensified at our centers especially during examination.	FOSS
25	Non-availability of Computer at the study centers	There is the need for provision of ICT and Computer Services at the Study Centres Since we are going towards self-studying and paperless administration. The Institute should help for the provision of computer sets, laptops and over-head projectors in the centre to equip the rooms for the students, since students are now computer literates	FOSS

26	Need for permanent structures for study center.	There is the need for the Institute to build in each of the state offices with provision of with well Science equipment and apparatus for Chemistry, Physics and Biology laboratories	Management
<b>J</b>	<b>EXAMINATION HALL</b>		
27	Even with adequate supervisors in a centre, when hall is not used for the exam, they may become inadequate when population is large.	Use of exam hall should be compulsory especially in centres with large population.	FOSS
<b>K</b>	<b>STUDENTS' COMPLAINTS DESK OFFICER</b>		
28	Business Education students have been missing their SIWES	Business Education (NCE) should be allowed to go for their SIWES as its part of the requirement in Business Education	FOSS
29	Nancy Jonah Josiah a Cycle 4 SOS student with Reg. number 19506 in BMGS NCE centre Bayelsa State has not received any result from her year 1 (2015) to current year 4(2019). And this has caused to resit all papers examination. She has complained severally and yet her reply.	The student <b>Nancy Jonah Josiah</b> a Cycle 4 SOS student with reg number <b>19506</b> in BMGS NCE centre Bayelsa State need an urgent attention. Kindly visit the case	Registry (ARO)/Exams Department
30	<b>ITS 221 (Methodology 1)</b> was titled as <b>(Mathematics for Science 111)</b> in this semester examination. Hence the title and content do not correspond with what was in students print out page therefore it was out of context.	There should be proper course title for each course code	Academic Services/QA&ICT
31	<b>PHE 224(Coaching and Officiating)</b> that were not in student registration print out should be waived because the students were not taught the course hence did not prepare for the course examination	There should be proper course title for each course code	Academic Services/QA&ICT
32	<b>ITS 222(Nature of Mathematics)</b> was not included	There should be proper course title for each course	Academic Services/QA&ICT

	as a course for this semester in students registration print out but appeared as a course for this semester examination	code	
33	CRS Cycle 4 NCE students in Uyo City Polytechnic complained that all the CRS courses were written in a day and that it does give room for adequate examination preparation.	Time spacing should be taken into consideration by timetable committee	Exams Department
34	Students' complaints are not treated with dispatch hence students stay too long a time before their problems are resolves.	The headquarters should create State Desk Officers who will be saddled with students' complaints.	FOSS/Exams/Registry(ARO)
35	Lateness to office by State Office Staff. Most of them go to the office by 11:00am	State Office Staff should be punctual to the Office	FOSS/QA&ICT/Registry
<b>L</b>	<b>ADMISSION/ENROLMENT</b>		
36	Decline in student population	There should be early release of results and certificates, there is need to re-strategise and sit up in mobilizing new students through wider awareness, advertisement, publicity, community leaders.	FOSS
37	Late release of admission letter	There should be early release of Admission letters	Registry (ARO)
<b>M</b>	<b>LOCATION OF EXAMINATION CENTERS</b>		
38	Locating most of the center was difficult as the address given did not give full description of the area the centers are located and no center manager phone number to call. The issue of calling the state coordinator to locate centers in a state is not healthy for quality assurance work.	Detailed address of examination centers and center manager phone numbers should be provided for easy location of examination centers	FOSS
<b>N</b>	<b>COORDINATOR AS</b>		

	<b>EXAMINATION SUPERVISOR</b>		
39	The use of State Coordinator as supervisor at EBSU Baraks PGDE Center can tarnish the image and integrity of the Institute	The use of State coordinator as permanent supervisor in a center throughout the period of examination should kindly be eradicated, it does not speak well of the Institute and portray no good image.	Exam Department
<b>O</b>	<b>LOW NUMBER OF SUPERVISORS IN LARGE CENTERS</b>		
40	Yabo has 845 students, and only three (3) staff were sent to manage the centre, two (2 Headquarter staff), and a staff from the state office. There are 3 three annex classes apart from the hall. Whenever general paper exam is taking place, there is so much crowd that it is usually very difficult for the 3 staff to monitor effectively. The same issue with UDUS centre, with 846 students, only one (1 HQ) Staff and one state office staff	The ratio of 1/40 should be considered in supervisor/student	FOSS/Exams Department
<b>P</b>	<b>SIGNING OF STUDENT'S BOOKLET</b>		
41	Student's answer booklets are not signed in most of the examination centers	The Team Leaders/invigilators should be sanitized during briefing the importance of signing students scripts in the examination hall in each paper.	FOSS/Exams
<b>Q</b>	<b>POOR SITING ARRANGEMENT</b>		
42	lack of adequate sitting arrangement in some centres like PTPP centre in Kobi Primary School, BDP Centre in CABS Patiskum and NCE centre in GSS Patiskum.	Adequate Sitting arrangement be provided before the commencement of exams in each centre.	FOSS/Exams (Supervisors)
<b>R</b>	<b>SUPERVISORS AND CALLS IN EXAMINATION HALL</b>		

43	Supervisors and invigilators are used to receiving calls in examination halls.	Invigilators & supervisors should not receive phone calls in the exams halls they should keep it silence.	FOSS/Exams Department
<b>S</b>	<b>PORTAL</b>		
44	There is no link where the students can channel their challenges online.	It will be quite appreciated if the Institute should create an online link whereby complaints would be given prompt attention.	QA/ICT
<b>T</b>	<b>NON AVAILABILITY/ACCESS OF SANITARY FACILITIES</b>		
45	Most of the examination centers do not have Hygiene and convenient Sanitary facilities for the Students.	Hygiene and convenient toilets for our Students at the centres.	State Coordinators and Centre Managers
46	In Lugbe (PGDE) and Bwari (NCE) centres, the host school locked up their toilets, thereby forcing our students to enter bush when pressed	State coordinators and centre managers should liaise with host school to ensure accessibility of toilets for our students. Bwari (NCE) centre manager is building toilets for the students other center mangager can emulate him. State coordinator should ensure students are not extorted for Execution of such project	
<b>U</b>	<b>REGISTRATION NUMBER/PLACEMENT</b>		
47	Some students had no registration number while some had double numbers	Registration number should be made available for all Registered Student. Care should be taken to avoid double registration number.	Registry
48	Wrong placement of students in departments e.g. student that apply for PES/ITS is given ITS/BIO and misspelt names.	Student should be placed in their choice of departments as long as they are qualify.	Registry
<b>V</b>	<b>MARKS &amp; ATTENDANCE SHEETS</b>		
49	The Mark and attendance sheet was poorly done it did not capture most of the students name at the NCE center and at the PGDE Center in Ebsu	Mark and attendance sheet should be looked into as it was poorly done with omission of several names and sometimes wrong	Exams/QA&ICT

	Baraks Nsukka none of the students name was captured, the only name that was captured in the M&A is not a student in that center.	names.	
50	Lack of comprehensive Mark and Attendance List in General Hassan Usman Katsina NCE Centre. <b>Aminu Mohammed Sani.</b>		Exams/QA&ICT
<b>W</b>	<b>REFRESHER COURSES</b>		
51	The headquarters should organize refresher courses for centre managers to enhance quality control.	Seminar and workshops should be arranged to improve the quality of teaching	FOSS
<b>X</b>	<b>TIME TABLE</b>		
52	The timetable was overloaded. Some students wrote four papers a day. e.g five (5) codes of education course written In one sitting plus other two or three papers by the same set of students on the same day.	Decongest the timetable and fill in all the free periods in the examination timetable. No set of students should write more than two courses or four codes in a day.	Exam Department
53	PED 223 & 224 written on Thursday, 5 <sup>th</sup> December, 2019 by 4:30pm is two and a half hours (223-one hour and 224 one and a half hours). This stretched the exam to finish at 7pm which was very dark and night by then	The timetable should be planned in such a way that two or more general courses are not written same time. It could be same date but different time for proper administration of the examination.	
54	The sanitation exercise do affect the adherence to examination timetable especially PGDE courses that start at 10am on such days.	PGDE Examination on sanitation days only should commence at 11am to enable students make it to the centres from their various locations.	
55	Issue of a level writing three courses in a day. For instance on Tuesday 10/12/2019 e.g. EDU 202 (8:30am – 10:30am) then GST 102 (11:00AM – 1:00PM) Then SOS 223 (3:00pm – 5:00pm).	The examination time table committee should be mindful that writing two (2) general courses is not ideal enough. How much make of writing <u>3 courses per day.</u>	
56	Papers to be written on Sanitation Days, may be affected (time factor) as a result of restriction of movement.		

<b>Y</b>	<b>RELEASE OF RESULTS</b>		
57	Late release of semester result.	Examination result be release early enough about three months after the semester examinations to enable students source for money to pay for resit fee also it will boost student moral and give more credibility to the program	Exam/QA&ICT
<b>Z</b>	<b>ALLOWANCES</b>		
58	Irregularities in facilitators allowances Too little allowances for facilitators	Facilitators allowances should be increased and paid as at when due	Bursary
59	Delay in the payment of course facilitators allowance, T.P and project allowances.	The institute should endeavor to pay the facilitators as at when due to encourage quality facilitation.	Bursary

#### Other observations

- Not all the academic programmes are being run at **NCE** and **DEGREE** levels in various centers
- The P.G.D.E enrolment in all the states in the South-East is no longer encouraging
- The lumping of two or more courses as one paper should be stopped.
- Late release of results was echoed in all the centres visited.
- Anything relating to these programmes should follow all the activities taking place in the regular academic institutions to avoid disparity in the quality of service delivery and certificate.
- The conduct of the examinations at this time was perfect. I commend the NTI management for ensuring that the internal members of staff were in charge.
- The Management of NTI should, please, reconsider the remuneration of EQAAs for upward review. The present remuneration is no longer enough to cover our **transport, accommodation, feeding** and other **contingencies**.
- The quality of the questions in terms of content and language was perfect
- The standard of questions and the marking schemes should be maintained to ensure further quality.



- At **Fatima Technical Secondary School, Ehime Mbano**, two students complained of being given courses they did not initially applied for because of being only candidate for course applied for. The candidates are:

1. **Obioha Happiness Ugochi NTI/NCE/2019/2571**

**Initial course applied for: Eng/Igbo**

**Course Chnged to by NTI: PED/Eng**

2. **Ojiaku Jennifer Ebere NTI/NCE/2019/2479**

**Initial course applied for: PES/CRS**

**Course Chnged to by NTI: PES/SOS**

## **EXAMS MALPRACTICE**

**TABLE 24: South- South Zone NCE Examination Malpractice Report Dr. Foluke Eze  
FMAN**

S/N	Study Center Name and No.	Student's Matriculation No.	Types of malpractice	Recommendation.
1	Uyo City Polytechnic Akwa ibom state	6993, 4210,7436	Browsing	Decision to been taken by NTI
2	BDGS Elebele Bayelsa State	8115,14761, 4196,7450	Browsing	

**TABLE 25: South- South Zone BDP Examination Malpractice Report**

S/N	Study Center Name and No.	Student's Matriculation No.	Types of malpractice	Recommendation.
1	School of Health Technology Ofuoma, Delta State	1216	Browsing	Decision to been taken by NTI
2	BYCAS Elebele Bayelsa State	588 ,2144	Browsing	
3	Elechi Amadi Polytechnic Port Harcourt, Rivers State	1161,647,317, 2647,442,2982	Modules Modules	

**TABLE 26: South- South Zone PGDE Examination Malpractice Report**

S/N	Study Center Name and No.	Student's Matriculation No.	Types of malpractice	Recommendation.
1	MGSS Rumueme Rivers state	4109,8027,6014 3491,4832,4076 ,4105,2417	Browsing Modules Modules	Decision to been
2	BYCOE Bayelsa	3291,5411,6084 60645,6083,4443 3034	Browsing Modules Modules	

3	St John Campus PH Rivers state	3822,5604,5076, 4820,3593,5618,6213	Modules Modules	taken by NTI
4	GSS Rumuapara Rivers State	6178,7202	Browsing	
5	Uyo City Polytechnic Akwa Ibom State	6268.3902,606, 6203,3009,4124, 3214,3664,438	Browsing Modules Modules	