NATIONAL OPEN UNIVERSITY OF NIGERIA

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INTERNAL MEMO

FROM: Registrar	**TO:** All Study Centre Director
REF: NOUN/REG/VC/080/Vol. XI	**DATE:** 16th August, 2024

OBSERVED TECHNICAL CHALLENGES WITH STUDENT'S REGISTRATION PORTAL

Management has observed the technical challenges applicants and students are experiencing while interacting with the new registration portal.

Some of the observed challenges on the student portal are:

1. Inability of applicants to complete admission applications after initiating necessary payments;
2. Inability of previously inactive students to reactivate their account;
3. Programme Code issues, experienced by students in the departments of Public Administration, Banking and Finance and Business Administration; and
4. Non-responsiveness of the previously generated Remita Retrieval Reference Number (RRR) on the new portal.

In view of the foregoing, Management has taken the following steps towards resolving the aforementioned challenges:

CHALLENGES	DESCRIPTION OF STEPS TO ADDRESS THEM
Non-responsive Remita Retrieval Reference Number (RRR) for new applicants	A template has been forwarded to the Study Centre Accountants to collate payment details and forward same to the Directorate of Management Information System (DMIS) at noumis@noun.edu.ng. • Submit payment details to accountant at the centre, • Accountants to Collate and forward details to noumis@noun.edu.ng for upload within minutes of receipt of such information. • Applicants will then be informed to revisit the portal and follow procedure displayed on their screen to complete application.
Inability to verify Remita Retrieval Reference Number (RRR) by returning students	Whenever any student experience this challenge, a report is to be made to the Study Centre Accountant for action as follows: • Compile all received reports in line with the templates to be provided to them by the Students Account Unit of Bursary. • Send the reports to the Students Account Unit for verification at studentaccount@noun.edu.ng. • Student Account Unit will send verified students details to the DMIS at noumis@noun.edu.ng for upload. • Feedback will be forwarded to affected Study Centres for their information and if need be, further action.

Mixed up Programme Code Issue	All cases related to mix up in the programme codes of the aforementioned departments are being resolved as soon as they are experienced. In the unlikely event that it reoccurs, the following steps are to be followed to resolve it promptly: • Collate all related issues reported at the study centre. • Forward to noumis@noun.edu.ng. • Case will be resolved promptly, within minutes of receipt.
Students Login Challenges	In the unlikely event of inability of any student to access his/her portal, Study Centre Directors or their designated representatives should take the following steps to address the challenges: • Collate matriculation numbers of affected students; • Forward the matriculation numbers to DMIS at noumis@noun.edu.ng within minutes of receipt; • The DMIS will enable password reset for affected students; and • Students should be informed to revisit their login section of the portal to reset their password and complete the login process.

The above is for the information and prompt action of all Study Centre Directors and their representatives. Management has directed that all efforts must be expended towards ensuring that we provide the best learning experience for our students.

Thank you.

16/05/24

Oladipo A. Ajayi
Registrar