



Covenant University
Raising a new Generation of Leaders

SERVICE QUALITY IMPERATIVES IN A WORLD CLASS UNIVERSITY

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Definition of Keywords/ Terms

❖ What is a World-Class University?

- Everyone refers to the concept, however no one knows exactly what a world-class university is, but yet every university in every country wants to be one.
- The phenomenon came into life less than 20 years ago and has become one of the most popular topics in higher education discourse.



World-Class University (Cont.)

- Prof. Nian Cai Liu, Director of the Center for World-Class Universities at Shanghai Jiao Tong University, one of the pioneers of the thinking in terms of world-class excellence and who was credited with the first publication of global ranking of universities in 2003, said:

“ No one agrees on one definition of a world-class university and I don't think there will be one 10 years from now as well. ***World-class research, lots of autonomy, best scholars, best faculties and best students*** – all are part of the concept of a world-class university. But this is too general; every country, every interested university must find its own way to define what is **real excellence.**”



World-Class University (Cont.)

- What is paramount, therefore, is excellence or high quality in university education and the parameters for assessing excellence or quality
- Parameters may change with time depending on what may be considered to be important or relevant at a given time.
- Changes may impact on the ranking of universities.

What is quality Education?

- Quality education is one that enables people to develop all of their attributes and skills to achieve their potential as human beings and members of society (UNESCO, 1996)
- **A good quality education** is one that provides all learners with capabilities they require to become economically productive, develop sustainable livelihoods, contribute to peaceful and democratic societies and enhance individual well-being.
- **Quality education is a human right and a public good.**

Services or Functions of a World-Class University

- ❖ The basic traditional functions of universities are teaching, research and community service.
 - They encourage the advancement and development of knowledge, and its application to government, industry, commerce and the community
 - In their teaching activities, universities provide the professional training for high-level jobs, as well as the education necessary for the development of the personality.
 - University research increased the body of theoretical knowledge as well as its application to solving practical problems.
 - A world-class university would aspire to provide those services at the highest quality level.



Vision and Mission of Covenant University

- ❖ **Vision**: To be a leading World-Class University, committed to raising a New Generation of Leaders in all fields of Human endeavour.
- ❖ **Mission**: To create knowledge and restore the dignity of the black man via a Human Development Total Man Concept driven curriculum, employing innovative, leading-edge teaching and learning methods, research and professional services that promote integrated, Life-applicable, Life-transforming education, relevant to the context of Science, Technology and Human Capacity Building.

Service Quality Imperatives?

- **Core Values of the University:** Faculty and staff of the university must embrace all the core values of the university, but most especially, the **Spirituality** and **Integrity** components.
- **Financial Resources:** Attaining a world-class university status is not cheap. It requires a high-level financial commitments.
- **Research University:** In the “**RECITE**” approach for the attainment of Vision 10:2022, while “Teaching” is stated as the goal, the importance of “Research” cannot be over-emphasized, because most world-class universities are research universities. Adequate funding of research activities is required.
- **Faculty Recruitment:** Highly qualified, experienced and research-focused faculty should be employed and in adequate number, minimizing teaching and administrative work overload and any other unnecessary distractions.



Service Quality Imperatives (Cont.)

- **Students Admissions:** Students selection at both the undergraduate and postgraduate levels must be competitive, admitting mostly high performing students into the various programs. Merit scholarship awards for outstanding admitted students be introduced
- **Academic Curriculum:** Curriculum must be dynamic, diverse, relevant and meet both local and international standards. Curriculum must be reviewed and updated every 2 to 3 years
- **Top-notch Infrastructure/Facilities:** Teaching and Research facilities should be of top grades, including laboratory facilities and ICT. Adequate maintenance of facilities and equipment must be ensured minimizing breakdown of essential services.
- **Incentives and Rewards:** Ensure low turnover rate of faculty and enhancing high commitment by giving adequate incentives to deserving members if and when due.
- **Academic Linkages/Collaborations:** With top international and local universities in research, teaching and student exchange activities.



Service Quality Imperatives (Cont.)

- **Responsible Governance:** Academic Freedom and Autonomy is essential. Academic Teaching and Research work is not a 8am – 5pm work. It is a 24 hour time-frame work.
- **Performance Monitoring Indicators:** Must be set up to measure and ensure that quality performance in teaching and research as well as management is sustained.
- **For example:** Monitor each year, what percentage of students complete their degree programs at the required set time (both for undergraduate and graduate degree programs). On time graduation rate is a good measure of training and learning performance of a university.
- **Alumni Association:** Encourage and promote a strong and functional/active Alumni Association of the University

END

THANK YOU.

