

# Unlocking and Enhancing Innate Creativity in University Administration: Registry Personnel in Perspective

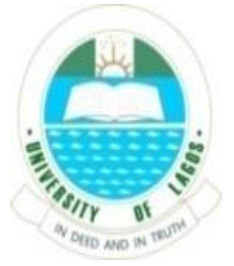




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# Protocol



# Objective

- Today we want to look at how the Registry/ administration has fared in the discharge of duties.
- We will review how creative we have been in our operations in the Registry.
- We want to map out strategies that we can adopt to unlock our creativity
- We will review strategies to enhance existing creativity.

I will be drawing from personal experiences to bring these closer home

# Introduction



From one University in 1948, today, Nigeria has;  
45 Federal Universities,  
53 State owned and,  
99 Private Universities.

- ▶ The Registry/administration is the hub that links the various organs of the university governance structure
- ▶ In the early years, there were only a few graduate staffs in administration with a maximum of a first degree in the humanities. Many were in the executive and secretarial cadre rising through the ranks and being converted to the administrative cadre.
- ▶ Today, the basic requirement to be an administrative officer is a minimum of second class lower grade at the first degree. Many are holders of masters degree and professional qualifications.
- ▶ The truth however is that you cannot compare the commitment, competence, and integrity of today's administrators with that of our predecessors.



# Why is this so?

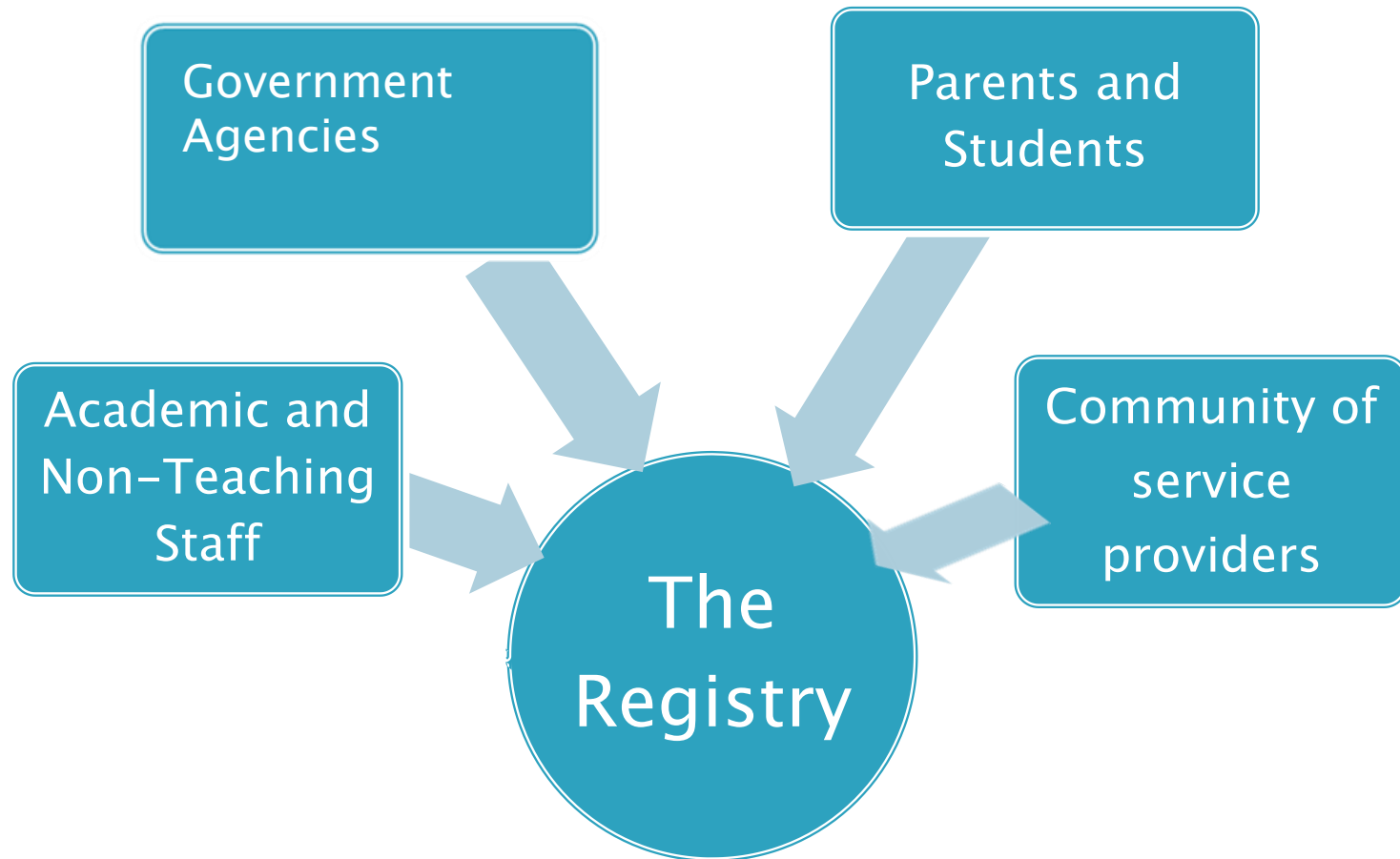


Today, we must ask ourselves this question– do present day administrative practices and procedures reflect our professionalism and work ethics ? I want to describe professionalism simply as having a reputation for excellence and being thought of as someone who exhibits professionalism under any circumstance



Accountability	We fail to understand the meaning of public accountability, we easily tolerate, foster corrupt practices
Understanding	We have no clear understanding of rules and regulations, we fail to comply with the code of ethics guiding our employment
Work environment	Many of us are not working in a just, fair and transparent environment. The physical condition of our working environment leaves a lot to be desired.
Empowerment	We lack the competence in relevant ICT tools in line with global best practices.

# The Stakeholders





# Unlocking your Creativity



You must be able to go beyond what is expected of you and concretely add value to the operation of the department in order to make a difference. To unlock your creativity, you must;



Work on constantly improving your command of the spoken and written English language. There are several free applications on the internet. Learn, re-learn and unlearn.



Make yourself more visible in your work environment in this age of disruptive technology. The social media has put the world in our palms.



Buy and read books, better still go on the internet, be abreast of current knowledge and skills used in the profession.



Be ICT compliant, you need to be skilled, versatile and smart. Learn how to make use of appropriate software relevant to your schedule.



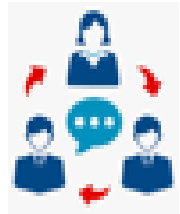





Invest in yourself; attend trainings and workshops for self improvement. Its rather unfortunate that despite the many public lectures that goes on in the university system, we rarely take advantage of them to learn new things.



Pay attention to your comportment and dressing. Ensure you look professional always.

# Enhancing your Creativity

Some Required Skills	 <p>Team work</p>	 <p>Critical thinking</p>
	 <p>Communication</p>	 <p>Networking</p>
	 <p>Creativity and Innovation</p>	 <p>Time Management</p>

*“The happiest people I know are always evaluating and improving themselves while the unhappy ones are usually evaluating and judging others” (Anonymous)*

# Ten golden rules of professionalism; Enhancing your creativity



- ▶ Always strive for service excellence.
- ▶ Be trustworthy.
- ▶ Be accountable.
- ▶ Be courteous and respectful.
- ▶ Be honest, open and transparent.
- ▶ Work on improving yourself on a continuous basis.
- ▶ Be ethical.
- ▶ Be honourable and let integrity be your watchword,
- ▶ Respect confidentiality especially of official document and information.
- ▶ Set good examples , show and lead by example.

# Registry in Perspective



In this age of disruptive technology, flexible working hours, remote workers and millennial staff, we need to be rid of the mentality of administrators who are mere clerical officers. We must come out of our shell, embrace our profession, have a voice and be seen as professionals who;

- ▶ Generate ideas.
- ▶ Make contributions that have significant impact on decisions of the various committees we service.
- ▶ Are efficient and well trained.
- ▶ Can compete favourably with our counterparts globally.
- ▶ Articulate and well grounded in the rules and regulations of our institutions in which we took part in formulating.
- ▶ Are transparent, loyal and imbued with integrity.
- ▶ Add value.



The structure and operation of Administration/Registry has remained largely the same over the years, with slight modifications in some universities and a few innovative changes that has positively impacted their branding. In a typical Nigerian university you have such departments/sections as:

#### Registrar's Office

- ▶ Council Affairs
- ▶ Senate matters/ Academic Board
- ▶ Personnel; Establishment/ Human Resources
- ▶ Admissions office
- ▶ Records office
- ▶ Examinations office
- ▶ Certificate office
- ▶ Faculties etc

Let us look at the operations in a few of these sectors and review what has changed in terms of operations, I'll be making copious references to our university, the University of Lagos.

# Looking back and Forging Ahead

## Student Matters

01

### Admissions

- Introduction of Post-UTME examinations
- FAQs, chatbox and tracking system



02

### Orientation and matriculation

- Introduction of a physical/virtual campus tour
- Orientation week



03

### Student Records

- Issuance of transcripts
- Verification of results



04

### Graduation

- Recognition of achievements and immediate collection of certificates
- More efficient ceremonies



05

### Accommodation

- Use of various social media platforms in interacting with students
- Outsourcing of janitorial services





# Looking back and Forging Ahead

## Staff Matters



# The Task ahead



- ▶ For those of us who are more senior in the system, we need to mentor those coming behind and equip them with skills needed for a successful career.
- ▶ The older generation should teach the younger ones with patience and the younger ones should make themselves teachable.
- ▶ On another level, we cannot run away from the fact that without students, we will be redundant, let's treat them as our customers and partners.
- ▶ My charge to us is that in order to unlock and enhance your creativity, you must develop a reading culture, a thirst for knowledge and a desire to do things better.



# Closing thoughts

- ▶ Remember, “every work is a self portrait of the person who did it, autograph your work with excellence”

Anonymous.

- ▶ Remember it is you and you alone who can make a difference in your schedule

“with every posting, ask yourself what additional value can I introduce to my schedule, when taking decisions, am I fair to all concerned”

CFA Olumide 2016



Thank  
You