



COMMUNICATIONS UNIT

UNIVERSITY OF LAGOS
AKOKA, LAGOS
NIGERIA

COMMUNICATION & INFORMATION DISSEMINATION

ANNEXURE TO UNILAG ICT POLICY

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Staff: These include all academic and non-teaching staff of the university, employed on permanent and pensionable, contractual or part-time terms.

Stakeholder: A person, group or organisation with a stake in the university.

Students: All students enrolled in the university, including those enrolled in off Akoka-campus college and schools e.g. College of Medicine, Idi-Araba, University of Lagos Business School, etc.

University Community: The University Council, Senate, academic, administrative, technical and support staff, and students.

Official University Position: The University Council and the Management may take positions or have an established guideline toward issues concerning the university as an institution or the University Community as a whole. These positions may affect operations of schools, colleges, divisions or departments and their respective heads.

Personal Opinions: As citizens of Nigeria or duly registered expatriates, everyone has the right to form and express opinions about public issues. A distinction must be drawn, however, when an individual (employed by the University or a member of a University-supported student group) is in the role of representing the University as an institution. As an employee speaking for the University institution, employees' comments must reflect the University's position on programmes, services and issues. Personal opinions may not be the same as positions taken by the University as a whole, and they should not be used when speaking on behalf of the University.

Public Dissemination of Information: Providing information to the public may include the release of information regarding a specific gift, donation or donor, placement of advertisements in newspapers, interviews with news reporters, speeches to community groups, public service announcements or announcements made during University sporting events, letters to the editor,

List of Acronyms and Abbreviations

CITS	Centre for Information Technology and Systems
FOIA	Freedom of Information Act
IT	Information Technology
SERVICOM	Service Charter
UNILAG	University of Lagos

GUIDELINES STATEMENT

The Communication Unit has been designated by the Vice Chancellor, on behalf of the University Management, as the primary contact for dissemination of information to the public. This office is also responsible for ensuring University-wide compliance with this guideline. All due diligence must be taken to ensure that information originating from the University is accurate, complete, reflects the official position of the University of Lagos, and is released to the media and target publics in a timely manner.

1.0 Introduction

The University of Lagos and its faculty, administrative, technical and support staff actively pursue opportunities to inform the public about all aspects of the University's programmes and services which are outside of the areas protected by state and federal privacy laws, and other areas exempted by the Freedom of Information Act (FOIA).

This guideline document serves as an *annexure* to the University of Lagos ICT Policy document which in part on page 2 states; the ICT Policy scope encompasses being a document that acts as "safeguard for the university's integrity, image and reputation by prescribing guidelines and standards designed to ensure that the contents of the university's website are accurate, up-to-date, consistent, and reflect UNILAG's vision and mission".

Consequently, the document is designed to ensure the University's compliance with the Freedom of Information Act and other regulations of the kind.

This guideline

3.0 Legal Framework

Several regulations have a bearing on the University's communications work, in particular the Freedom of the Press Act and the Fundamental Law on Freedom of Expression, which contain provisions concerning all people's right to freedom of expression, freedom of information and freedom of the press, among other rights.

The Freedom of Information (FOI) Act also contains a provision on the right to access public documents.

4.0 University of Lagos Information Dissemination

The right to speak on behalf of the University is dictated by the staff member's functional responsibility in the institution. For all matters, unless otherwise agreed, the following hierarchy applies to information dissemination:

Procedure for information dissemination

i). Faculty, staff, university-supported student organisations and/or individual university employees who release information to the public through mass produced publications, brochures, news reporters or other mass communication channels must provide this information to the Communication Unit in advance of distribution or as soon after the release of information, as quickly as possible.

ii). In the case of releasing information via news releases or other channels regarding a gift, donation or donor, the Director or Head of University Advancement or designee in the University Advancement Office is responsible for ensuring that all information is correct. It is the responsibility of the Communication Unit to prepare a news release regarding the gift, donation or donor for dissemination to media outlets.

iii). Each faculty, college, school, department and/or unit head assumes primary responsibility for any official public statements, announcements or advertisements issued through their areas of responsibility or their personnel. This responsibility may be delegated ac(nne)-5(48.21 121 125a)-17(y)20(

department and/or unit head and the Communication Unit prior to such dissemination or, if that is not possible, immediately thereafter.

iv). University employees should never give personal opinions as official University positions on particular issues. If asked by a news reporter to give an opinion about particular issues, services or programs, such employees should explain that giving personal opinions on behalf of the University is not appropriate or not a part of their responsibility. It is, therefore, advisable to decline comment and offer to direct the news reporter to the Head of Communication Unit.

v). It is appropriate for University employees involved in a newsworthy event to respond to news reporters about facts surrounding an event, such as a professional conference (sponsored by the University), sporting events and student athletes, convocation and matriculation exercises, or scholarship fundraising events, etc. However, the information provided to reporters should be released in coordination with the person in charge of the event or the person designated as the public information officer for the event.

Unit at least seven (7) working days before the event to ensure proper publicity and engagement.

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ii) Engaging in a topic that promotes, fosters, or perpetuates discrimination on the basis of race, age, religion, gender, marital status, national origin, physical or mental status, or other grounds protected under the Nigerian Law.

iii) Posting or using material that is, or might be construed as threatening, defamatory, harassing, bullying or discriminatory.

iv) Posting or using material that is, or might be construed as, encouraging of any illegal activity.

v) Releasing any confidential or personal information obtained in their capacity as an employee of the university.

vi) Disclosing information that might compromise the safety or security of members of the University community.

vii) Using content that violates a legal ownership interest of any person, including breach of copyright or intellectual property rights.

9.0 University of Lagos Contacts for Information Dissemination

Information may be obtained from the following offices or by contacting the Office of the Vice-Chancellor: vcoffice@unilag.edu.ng

• Admissions Information: Admissions Office Admissions@unilag.edu.ng.

• Student Financial Support: Financial Aid Office helpdeskbursary@unilag.edu.ng

• Institutional Information: Office of the Registrar registrar@unilagedu.ng

• Accreditation: [creditat](#) [b](#) [c/](#)

10.0 Guidelines Infractions

Infractions of this guidelines will be determined by the appropriate head, dean or any officer in charge of any individual college, school, division and/or department and University-supported student association. Hence, any disciplinary actions will follow existing University guidelines for such a process.

11.0 Monitoring and Evaluation

The University of Lagos Communication Unit shall:

- i) Develop appropriate strategies for monitoring and evaluation of the UNILAG Communications and Information Dissemination Guidelines.
- ii) Carry out annual evaluation on the implementation of the guidelines.
- iii) Define the short-term, mid-term and long-term interventions based on the outcomes of the evaluation reports.

12.0 Guidelines Implementation

The Vice-Chancellor shall, in consultation with colleges, schools, institutes, directorates and other relevant academic and administrative units, develop an implementation strategy to give effect to this Guidelines.

13.0 Guidelines Review

The University Senate shall, in consultation with colleges, schools, institutes, directorates and other relevant academic and administrative units of UNILAG, review this Guidelines after every three to five years of implementation, or after any other duration as it may deem necessary, and forward the outcome of the review process to the University Council for approval.

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