

2ND EDITION OF THE OPEN GOVERNANCE INDEX (OGI) REPORT ON EDUCATION SECTOR INSTITUTIONS IN GHANA

[OGI II]



The OGI Report on Education Sector Institutions is an annual publication
by Africa Education Watch.

August 2022

About Africa Education Watch

Africa Education Watch is an Education Policy Research and Advocacy Organization working with Civil Society Organizations, Governments, and the Private Sector to promote an equitable, accountable and responsive education system that assures quality and equal opportunities for all. Working with partners in Ghana, Sierra Leone, Liberia, Kenya, and Nigeria, we envision a continent with globally competitive human capital that drives economic and social development.

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ACRONYMS

1st Edition of the OGI Report on ESIs	OGI I
2nd Edition of the OGI Report on ESIs	OGI II
Africa Education Watch	Eduwatch
Civil Society Organizations	CSOs
Education Sector Institutions	ESIs
Open Governance Index	OGI
United Nations Educational, Scientific and Cultural Organization	UNESCO

EXECUTIVE SUMMARY

Introduction and Background

The Open Governance Index (OGI) Report on Education Sector Institutions (ESIs) is an annual publication by Africa Education Watch (Eduwatch), an Education Policy Research and Advocacy Organisation working with Civil Society Organizations (CSOs), Governments, and the Private Sector to promote an equitable, accountable, and responsive education system that assures of quality and equal opportunities for all. As part of our mandate to promote transparency and accountability among ESIs, Eduwatch commissioned a metric known as the OGI to assess their responsiveness to the general and stakeholder public with regard to information availability and how frequently they kept the public updated on their activities. Eduwatch publishes the OGI Report annually to assess transparency and responsiveness among ESIs towards the public and proffers recommendations to improve the adoption of Open Governance Standards.

The Second Edition of the OGI Report (OGI II) focuses on the notable progress or otherwise made by ESIs as far as the indices are concerned. The report assesses the institutions' transparency, accountability and responsiveness, reviews their progress from the maiden report, and updates the rankings and scores based on their satisfaction with the metrics. This edition concludes with some recommended ways ESIs can improve Open Governance performance.

Methodology

Sample

All 18 ESIs were assessed without sampling. They are;

1. Ministry of Education
2. Centre for National Distance Learning and Open Schools
3. Commission for Technical and Vocational Education and Training
4. Complementary Education Agency
5. Encyclopaedia Africana Project
6. Ghana Academy of Arts and Sciences
7. Ghana Book Development Council
8. Ghana Commission for UNESCO
9. Ghana Education Service
10. Ghana Education Trust Fund
11. Ghana Library Authority
12. National Council for Curriculum and Assessment
13. Ghana Tertiary Education Commission
14. National Schools Inspectorate Authority
15. National Service Secretariat
16. National Teaching Council
17. Students Loan Trust Fund
18. West African Examinations Council

Data Collection

Data for the assessment was collected using a mixed-method approach by integrating quantitative and qualitative methods of data collection. Data was collected using a checklist of 11 Open Governance indicators purposively sampled based on the WJP Open Government Index. The indicators were assessed virtually and in-person to inform the assessment, recommendations, and compilation of this report.

The 11 indicators are:

1. Availability of a Website.
2. Periodic Update of Website.
3. Availability of 2020 Annual Report on Official Website.
4. Availability of Strategic Plans.
5. Availability of Official Social Media Handles.
6. Periodic Update of Official Social Media Handles.
7. Availability of an Official Email Address.
8. Responsiveness of Official Email Address.
9. Availability of Official Telephone Numbers.
10. Responsiveness of Official Telephone Numbers.
11. Availability of an Information Officer.

There was an additional assessment of progress made by ESIs since the publishing of OGI I. This was done to evaluate efforts in implementing recommendations in OGI I.

Data collection took place from May 23 to June 24, 2022.

Summary of Findings

1

Availability of a Website:
Most (90%) institutions had official websites.

2

Periodic Update of Official Website:
Out of the 90 per cent of institutions with websites, 60 per cent were regularly updated.

3

Availability of 2020 Annual Report on Official Website:
Only 20 per cent of the institutions had their 2020 Annual Report available.

4

Availability of Strategic Plans:
Only 20 per cent of institutions had published their Strategic Plans on their Official Websites.

5

Availability of Official Social Media Handles:
All institutions had official social media handles.

6

Periodic Update of Official Social Media Handles:
Most (95%) institutions kept their social media regularly updated

7

Availability of an Official Email Address:
All institutions had Official Email Addresses available on their Official Websites and Social Media Handles.

8

Responsiveness of Official Email Addresses:
Only 50 per cent of institutions responded to the test emails sent by data collectors.

9

Availability of Official Telephone Numbers:
All institutions had their Official Telephone Lines published on their Official Websites and Social Media Handles.

10

Responsiveness of Official Telephone Numbers:
Only 80 per cent of institutions had responsive telephone numbers.

11

Availability of an Information Officer:
Only 60 per cent of the institutions had Information Officers.

Recommendations

The Ministry of Education must lead and supervise its agencies' adoption and strict adherence to Open Governance Standards. Also, the Ministry of Education should consider procuring an Interactive Voice Response system with a toll-free number hosted at the Ministry and linked to all its agencies to strengthen monitoring and coordination. The Ministry of Education and its agencies must assign the responsibility to manage their official email addresses and telephone lines to designated officers accountable to specific Key Performance Indicators subject to periodic appraisals.

THE OGI

The report aims to promote the adoption of Open Governance Standards among ESIs through a periodic evaluation of 11 indices known as the OGI, which directly impact transparency, accountability, and responsiveness. The 11 indices are:

1. Availability of a Website.
2. Periodic Update of Website.
3. Availability of 2020 Annual Report.
4. Availability of Strategic Plans.
5. Availability of Official Social Media Handles.
6. Periodic Update of Official Social Media Handles.
7. Availability of an Official Email Address.
8. Responsiveness of Official Email Address.
9. Availability of Official Telephone Numbers.
10. Responsiveness of Official Telephone Numbers.
11. Availability of an Information Officer in line with Section 3(3) of the Right to Information Law (Act 989, 2019), which mandates a public institution to, among others, establish an Information Unit headed by an Information Officer who shall facilitate access to information.

OGI Score and Ranking

A maximum of 11 points is awarded to an institution that scores in all the 11 OGI indicators. The points accrued are known as The OGI Score. All indicators carry the same mark of one (1) point. A higher OGI score means the institution is highly responsive, transparent, and accountable based on policy and operational level information access and disclosure.

METHODOLOGY

Sampling

The Ministry of Education and all its 17 agencies were assessed without sampling. They are;

1. Centre for National Distance Learning and Open Schools
2. Commission for Technical and Vocational Education and Training
3. Complementary Education Agency
4. Encyclopaedia Africana Project
5. Ghana Academy of Arts and Sciences
6. Ghana Book Development Council
7. Ghana Commission for UNESCO
8. Ghana Education Service
9. Ghana Education Trust Fund
10. Ghana Library Authority
11. National Council for Curriculum and Assessment
12. Ghana Tertiary Education Commission
13. National Schools Inspectorate Authority
14. National Service Secretariat
15. National Teaching Council
16. Students Loan Trust Fund
17. West African Examinations Council

Data Collection

Data for the assessment was collected using a mixed-method approach by integrating quantitative and qualitative data collection and analysis methods. The mixed-method approach was chosen, as either quantitative or qualitative methods were inadequate to provide an in-depth understanding of the complexities of assessing Open Governance in ESIs. Also, using a mixed-method complements the strengths and weaknesses of quantitative and qualitative methods¹.

Data was collected using a checklist of 11 Open Governance indicators assessed virtually and in-person to inform this report's analysis, recommendations, and compilation.

The 11 indicators are:

1. Availability of a Website.
2. Periodic Update of Website.
3. Availability of 2020 Annual Report.
4. Availability of Strategic Plans.
5. Availability of Official Social Media Handles.
6. Periodic Update of Official Social Media Handles.
7. Availability of an Official Email Address.
8. Responsiveness of Official Email Address.
9. Availability of Official Telephone Numbers.
10. Responsiveness of Official Telephone Numbers.
11. Availability of an Information Officer.

An internet search was conducted to collect secondary data from the Official Websites and Official Social Media Handles of the Ministry of Education and its 17 agencies. The Official Email Addresses and Telephone Numbers of the institutions were also assessed for responsiveness.

Specifically, the following activities were undertaken as part of data collection for the assessment;

1. A web search was conducted to ascertain the availability of;
 - a. Official Websites,
 - b. 2020 Annual Reports,
 - c. Strategic Plans,
 - d. Official Social Media Handles,
 - e. Official Email Addresses, and
 - f. Official Telephone Numbers of institutions,
 - g. Contacts to the Regional and District Offices/Officers on the Official Website of the Ghana Education Service.
2. A web search was conducted to ascertain the frequency of updates on;
 - a. Official Websites, and
 - b. Official Social Media Handles of institutions.
3. Test inquiry emails were sent to ascertain responsiveness of Official Email Addresses.

4. Test phone calls were made to numbers published on Official Websites and Social Media Handles of institutions. Calls were placed between 10 AM-12 PM and 2-4 PM on 25th and 26th May 2022; a maximum of three (3) phone calls were placed within a 2-hour interval to ascertain whether or not the telephone number was responsive.
5. Key Informant Interviews were held with staff of selected institutions.

There was an additional assessment of progress made by ESIs since the publication of OGI I. This was done to evaluate efforts in implementing recommendations in OGI I.

Time-frame

Data collection was conducted from May 23 to June 24, 2022.

Challenges

Data collectors encountered delayed access to information from institutions.

INSTITUTIONAL FINDINGS

1. Centre for National Distance Learning and Open Schools

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	✓	
Periodic Update of Official Website	✓	Updated Monthly
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	✓	
Periodic Update of Official Social Media Handle	✓	Updated Bi-weekly
Availability of an Official Email Address	✓	
Responsiveness of the Official Email Address	×	No Response by end of data collection [June 24 2022]. Email was sent on May 25 2020.
Availability of Official Telephone Number	✓	
Responsiveness of Official Telephone Numbers	✓	
Availability of an Information Officer	✓	
TOTAL OGI SCORE	8	

2. Commission for Technical and Vocational Education and Training

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	√	
Periodic Update of Official Website	√	Updated Monthly
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	√	
Periodic Update of Official Social Media Handle	√	Updated Bi-weekly
Availability of an Official Email Address	√	
Responsiveness of the Official Email Address	√	Responded within 24 hours
Availability of Official Telephone Number	√	
Responsiveness of Official Telephone Numbers	√	
Availability of an Information Officer	×	
TOTAL OGI SCORE	8	

3. Complementary Education Agency

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	√	
Periodic Update of Official Website	√	Updated Monthly
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	√	
Periodic Update of Official Social Media Handle	×	
Availability of an Official Email Address	√	
Responsiveness of the Official Email Address	×	No Response by end of data collection [June 24 2022]. Email was sent on May 25 2020.
Availability of Official Telephone Number	√	
Responsiveness of Official Telephone Numbers	√	
Availability of an Information Officer	√	
TOTAL OGI SCORE	7	

4. Encyclopaedia Africana Project

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	×	The agency had no Official Website
Periodic Update of Official Website	×	These indicators could not be assessed due to the unavailability of the agency's Official Website.
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	✓	
Periodic Update of Official Social Media Handle	✓	Updated Monthly
Availability of an Official Email Address	✓	
Responsiveness of the Official Email Address	×	No Response by end of data collection [June 24 2022]. Email was sent on June 21 2020.
Availability of Official Telephone Number	✓	
Responsiveness of Official Telephone Numbers	✓	
Availability of an Information Officer	×	
TOTAL OGI SCORE	5	

5. Ghana Academy of Arts and Sciences

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	✓	
Periodic Update of Official Website	✓	Updated Weekly
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	✓	
Availability of Official Social Media Handle	✓	
Periodic Update of Official Social Media Handle	✓	Updated Weekly
Availability of an Official Email Address	✓	
Responsiveness of the Official Email Address	×	
Availability of Official Telephone Number	✓	
Responsiveness of Official Telephone Numbers	✓	
Availability of an Information Officer	✓	
TOTAL OGI SCORE	9	

6. Ghana Book Development Council

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	✓	
Periodic Update of Official Website	×	Last updated in February 2022
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	✓	
Periodic Update of Official Social Media Handle	✓	Updated Weekly
Availability of an Official Email Address	✓	
Responsiveness of the Official Email Address	✓	Responded within 24 hours
Availability of Official Telephone Number	✓	
Responsiveness of Official Telephone Numbers	✓	
Availability of an Information Officer	✓	
TOTAL OGI SCORE	8	

7. Ghana Commission for UNESCO

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	✓	
Periodic Update of Official Website	✓	Updated Bi-Weekly
Availability of 2020 Annual Report	✓	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	✓	
Periodic Update of Official Social Media Handle	✓	Updated Bi-weekly
Availability of an Official Email Address	✓	
Responsiveness of the Official Email Address	✓	Responded within 24 hours
Availability of Official Telephone Number	✓	
Responsiveness of Official Telephone Numbers	×	Official Telephone number was non-responsive
Availability of an Information Officer	✓	
TOTAL OGI SCORE	9	

8. Ghana Education Service

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	✓	
Periodic Update of Official Website	×	Last updated in January 2022
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	✓	Agency had a VERIFIED Social Media Handle
Periodic Update of Official Social Media Handle	✓	Updated Weekly
Availability of an Official Email Address	✓	
Responsiveness of the Official Email Address	×	No Response by end of data collection [June 24 2022]. Email was sent on May 25 2020.
Availability of Official Telephone Number	✓	
Responsiveness of Official Telephone Numbers	✓	
Availability of an Information Officer	✓	
TOTAL OGI SCORE	7	
Eduwatch sought to find out if the Official Website of Ghana Education Service had contacts of its Regional and District Offices. This was to assess the existence of easy access to the decentralised arms of the service. However, this information was unavailable on the Service's official website.		

9. Ghana Education Trust Fund

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	×	Website was inaccessible. According to a Key Informant at the agency, its Website was down due to ongoing works, and also to sort out existing applications.
Periodic Update of Official Website	×	These indicators could not be assessed due to the temporary unavailability of the agency's Official Website.
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	✓	The agency had a Facebook account but acquired a Twitter account in May 2021 - one month after the launch of OGI I.
Periodic Update of Official Social Media Handle	✓	Updated Bi-monthly
Availability of an Official Email Address	✓	
Responsiveness of the Official Email Address	×	No Response by end of data collection [June 24 2022]. Email was sent on May 25 2020.
Availability of Official Telephone Number	✓	
Responsiveness of Official Telephone Numbers	✓	
Availability of an Information Officer	×	
TOTAL OGI SCORE	5	

10. Ghana Library Authority

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	✓	
Periodic Update of Official Website	✓	Updated Monthly
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	✓	
Availability of Official Social Media Handle	✓	
Periodic Update of Official Social Media Handle	✓	Updated Bi-Weekly
Availability of an Official Email Address	✓	
Responsiveness of the Official Email Address	✓	Responded within 24 hours
Availability of Official Telephone Number	✓	
Responsiveness of Official Telephone Numbers	✓	
Availability of an Information Officer	✓	
TOTAL OGI SCORE	10	

11. Ghana Tertiary Education Commission

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	✓	
Periodic Update of Official Website	✓	Updated Monthly
Availability of 2020 Annual Report	×	Official Website, however, had the annual reports from 2009 to 2014
Availability of Strategic Plan	×	The Official Website had a tab for Strategic Plan, but it was empty.
Availability of Official Social Media Handle	✓	
Periodic Update of Official Social Media Handle	✓	Updated Bi-monthly
Availability of an Official Email Address	✓	
Responsiveness of the Official Email Address	✓	Responded within 24 hours
Availability of Official Telephone Number	✓	
Responsiveness of Official Telephone Numbers	✓	
Availability of an Information Officer	✓	
TOTAL OGI SCORE	9	

12. Ministry of Education

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	✓	
Periodic Update of Official Website	×	Last Updated in April 2021.
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	✓	
Availability of Official Social Media Handle	✓	
Periodic Update of Official Social Media Handle	✓	Updated Bi-monthly
Availability of an Official Email Address	✓	
Responsiveness of the Official Email Address	×	No Response by end of data collection [June 24 2022]. Email was sent on May 25 2020.
Availability of Official Telephone Number	✓	
Responsiveness of Official Telephone Numbers	×	Official Telephone number was non-reachable.
Availability of an Information Officer	✓	
TOTAL OGI SCORE	7	

13. National Council for Curriculum and Assessment

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	√	
Periodic Update of Official Website	√	Updated Monthly
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	√	
Periodic Update of Official Social Media Handle	√	Updated Monthly
Availability of an Official Email Address	√	
Responsiveness of the Official Email Address	×	No Response by end of data collection [June 24 2022]. Email was sent on May 25 2020.
Availability of Official Telephone Number	√	
Responsiveness of Official Telephone Numbers	×	Official Telephone number was non-reachable.
Availability of an Information Officer	×	
TOTAL OGI SCORE	6	

14. National Schools Inspectorate Authority

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	✓	
Periodic Update of Official Website	×	Last updated in January 2021
Availability of 2020 Annual Report	✓	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	✓	Agency had a VERIFIED Social Media Handle
Periodic Update of Official Social Media Handle	✓	Updated Bi-Monthly
Availability of an Official Email Address	✓	
Responsiveness of the Official Email Address	✓	Responded within 24 hours
Availability of Official Telephone Number	✓	
Responsiveness of Official Telephone Numbers	✓	
Availability of an Information Officer	×	
TOTAL OGI SCORE	8	

15. National Service Secretariat

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	√	
Periodic Update of Official Website	√	Updated Monthly
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	√	
Periodic Update of Official Social Media Handle	√	Updated Bi-Monthly
Availability of an Official Email Address	√	
Responsiveness of the Official Email Address	√	Responded within 24 hours
Availability of Official Telephone Number	√	
Responsiveness of Official Telephone Numbers	√	
Availability of an Information Officer	√	
TOTAL OGI SCORE	9	

16. National Teaching Council

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	√	
Periodic Update of Official Website	√	Updated Bi-Monthly
Availability of 2020 Annual Report	×	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	√	
Periodic Update of Official Social Media Handle	√	Updated Bi-weekly
Availability of an Official Email Address	√	
Responsiveness of the Official Email Address	√	Responded after 3 days (May 27, 2022). The email was sent on May 24, 2022.
Availability of Official Telephone Number	√	
Responsiveness of Official Telephone Numbers	√	
Availability of an Information Officer	√	
TOTAL OGI SCORE	9	

17. Students Loan Trust Fund

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	√	
Periodic Update of Official Website	×	Last updated in November 2021
Availability of 2020 Annual Report	√	The Website also had the agency's 2020 Audit Report
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	√	
Periodic Update of Official Social Media Handle	√	Updated Bi-monthly
Availability of an Official Email Address	√	
Responsiveness of the Official Email Address	×	No Response by end of data collection [June 24 2022]. Email was sent on May 25 2020.
Availability of Official Telephone Number	√	
Responsiveness of Official Telephone Numbers	√	
Availability of an Information Officer	×	
TOTAL OGI SCORE	7	

18. West African Examinations Council

OGI INDICATOR	RESULT	COMMENTS (IF ANY)
Availability of an Official Website	✓	
Periodic Update of Official Website	✓	Updated Monthly
Availability of 2020 Annual Report	✓	
Availability of Strategic Plan	×	
Availability of Official Social Media Handle	✓	Agency had a VERIFIED Social Media Handle
Periodic Update of Official Social Media Handle	✓	Updated Bi-monthly
Availability of an Official Email Address	✓	
Responsiveness of the Official Email Address	✓	Responded within 24hours
Availability of Official Telephone Number	✓	
Responsiveness of Official Telephone Numbers	×	Official Telephone number was non-responsive.
Availability of an Information Officer	×	
TOTAL OGI SCORE	8	

IMPROVEMENTS SINCE THE PUBLISHING OF OGI I

This section outlines various improvements made by the Ministry of Education and its agencies since OGI I was published to advocate the need for ESIs to improve their transparency and responsiveness to the public. The improvements are highlighted below;

1. In OGI I, 90% of institutions had their Official Social Media Handles and Email Addresses available on their websites. This increased to 100% in OGI II.
2. In OGI I, only 45% of the institutions periodically updated their Official Websites. This increased to 60% in OGI II.
3. In OGI I, only 5% of institutions had their Annual Reports published on their Websites. This increased to 20% in OGI II.
4. In OGI I, only 45% of institutions periodically updated their Official Social Media Handles. This increased to 95% in OGI II.
5. In OGI I, only 50% of institutions kept their Official Telephone Lines responsive. This increased to 80% in OGI II.
6. In OGI I, only 5% of institutions responded to our test inquiry email. This increased to 50% in OGI II.
7. In OGI I, only 10% of institutions had Information Officers. This increased to 50% in OGI II.
8. In OGI I, the Ghana Education Service was the only institution with a verified Social Media Handle. However, the West African Examinations Council and the Ghana Academy of Arts and Sciences also secured verified Social Media Handles in OGI II.
9. In OGI I, the Ghana Tertiary Education Commission had one of the least OGI Scores (3) and ranked 7th. The Commission's performance improved with a score of nine (9) to rank 2nd in OGI II, due to the regular updating of its Official Social Media Handles. The institution also had an Official Email Address that responded to our test inquiry email in less than 24 hours, and a responsive Official Telephone Number.
10. In OGI I, the Ghana Library Authority had an OGI score of six (6) to rank 4th. The Authority's performance improved with a score of ten (10) to rank 1st in OGI II, due to the regular updating of its Official Website and Social Media Handles, and responsiveness to email and telephone calls. Though it did not have a 2020 Annual Report, it had a Strategic Plan and the 2021 Annual Report.

CONCLUSION

Citizens' access to relevant and timely information from public institutions is critical for any democratic government committed to transparency, accountability, and responsiveness in improving Open Governance Standards. The report acknowledges the significant progress made by the Ministry of Education and its agencies to implement and promote Open Governance Initiatives, by enhancing the effectiveness of their virtual public interfaces through frequent updating of their websites and periodic updates of their Social Media Handles, while improving the responsiveness of their telephone access systems. The Ministry of Education must strengthen Open Governance Standards internally, and adopt information management systems that aim to disclose with minimal exemptions rather than the current system, which essentially aims to restrict information access with minimal disclosure. The report encourages the Ministry to lead the adoption and strict adherence to these standards and supervise the adoption of same among its agencies.

RECOMMENDATIONS

Leadership of the Ministry of Education and its departments and units must renew their commitments to Open Governance Standards. The Ministry should supervise improvements to Open Governance standards internally and among its 17 agencies per the recommendations below;

Specifically;

1. Management of the **Ministry of Education** should ensure the Official Website is regularly updated and contains its 2020 Annual Report. The Ministry must also ensure its Official Email and Telephone Lines are responsive.
2. The **Ministry of Education** should procure an Interactive Voice Response system with a toll-free number. This system must be hosted at the Ministry and linked to all its agencies, to strengthen monitoring and coordination.
3. Management of the **Centre for National Distance Learning and Open Schools** should ensure the Institutional Strategic Plan and 2020 Annual report are available on the Official Website, and ensure its Official Email Address is responsive.
4. Management of the **Commission for Technical and Vocational Education and Training** should ensure its Institutional Strategic Plan and 2020 Annual report are available on the Official Website and either designate or engage an Information Officer as mandated by the RTI Law.
5. Management of the **Complementary Education Agency** should ensure its Institutional Strategic Plan and 2020 Annual report are available on its Official Website, periodically update its Official Social Media Handles and ensure the Official Email Address is responsive.

6. Management of the **Encyclopaedia Africana Project** must expedite action on acquiring an Official Website and ensure its Website is periodically updated with its activities, Annual Reports, and Institutional Strategic Plan. The institution should also ensure its Official Email Address is responsive and either designate or engage an Information Officer as mandated by the RTI Law.
7. Management of the **Ghana Academy of Arts and Sciences** should ensure its 2020 Annual report is available on the Official Website, and ensure its Official Email Address is responsive.
8. Management of the **Ghana Book Development Council** should ensure its Institutional Strategic Plan and 2020 Annual report are available on its Official Website.
9. Management of the **Ghana Commission for UNESCO** should ensure its Institutional Strategic Plan is available on its Official Website, and ensure the Official Telephone line is responsive.
10. Management of the **Ghana Education Service** should ensure its Institutional Strategic Plan and 2020 Annual report are available on its Official Website, and ensure the Official Email Address is responsive. Management must also ensure contacts to the Regional and District Offices are available on the Official Website.
11. Management of the **Ghana Education Trust Fund** should expedite action on the maintenance of its Official Website and ensure that it is periodically updated. The institution should also ensure its Institutional Strategic Plan and 2020 Annual report are available on the Official Website, and its Official Email address is responsive. Management must also designate or engage an Information Officer as mandated by the RTI Law.
12. Management of the **Ghana Library Authority** should ensure its 2020 Annual report is available on the Official Website.
13. Management of the **Ghana Tertiary Education Commission** should ensure its Institutional Strategic Plan and 2020 Annual Report are available on the Official Website.
14. Management of the **National Council for Curriculum and Assessment** should ensure its Institutional Strategic Plan and 2020 Annual Report are available on the Official Website. The institution must also ensure its Official Email Address and Telephone lines are responsive, and either designate or engage an Information Officer as mandated by the RTI Law.
15. Management of the **National Schools Inspectorate Authority** should ensure its Official Website is periodically updated, publish its Institutional Strategic Plan and either designate or engage an Information Officer as mandated by the RTI Law.

16. Management of the **National Service Secretariat** should ensure its Institutional Strategic Plan and 2020 Annual report are available on the Official Website.
17. Management of the **National Teaching Council** should ensure its Institutional Strategic Plan and 2020 Annual report are available on the Official Website.
18. Management of the **Students Loan Trust Fund** should ensure the Official Website is periodically updated with news on its activities, and has the Institutional Strategic Plan. The institution must also ensure its Official Email Address is responsive, and either designate or engage an Information Officer as mandated by the RTI Law.
19. Management of the **West African Examinations Council** should ensure its Strategic Plan is available on the Official Website, ensure its Official Telephone line is responsive, and either designate or engage an Information Officer as mandated by the RTI Law.

OGI SCORES AND RANKING

INSTITUTION	INDICATORS											OGI Score	RANK
	Avail of Web site	Web site Up date	Avail of 2020 Ann Rep	Avail of Strategic Plan	Avail of SMH	SMH Up date	Avail of Email Add	Resp of Email	Avail of Tel. No.	Resp of Tel. No.	Avail of RTI Officer		
Ghana Library Authority	✓	✓	×	✓	✓	✓	✓	✓	✓	✓	✓	10	1
Ghana Academy of Arts and Sciences	✓	✓	×	✓	✓	✓	✓	×	✓	✓	✓	9	2
Ghana Commission for UNESCO	✓	✓	✓	×	✓	✓	✓	✓	✓	×	✓	9	2
Ghana Tertiary Education Commission	✓	✓	×	×	✓	✓	✓	✓	✓	✓	✓	9	2
National Service Secretariat	✓	✓	×	×	✓	✓	✓	✓	✓	✓	✓	9	2
National Teaching Council	✓	✓	×	×	✓	✓	✓	✓	✓	✓	✓	9	2
Centre for National Distance Learning and Open Schools	✓	✓	×	×	✓	✓	✓	×	✓	✓	✓	8	3
Commission for Technical and Vocational Education and Training	✓	✓	×	×	✓	✓	✓	✓	✓	✓	×	8	3

Ghana Book Development Council	√	×	×	×	√	√	√	√	√	√	√	8	3
National Schools Inspectorate Authority	√	×	√	×	√	√	√	√	√	√	×	8	3
West African Examinations Council	√	√	√	×	√	√	√	√	√	×	×	8	3
Complementary Education Agency	√	√	×	×	√	×	√	×	√	√	√	7	4
Ghana Education Service	√	×	×	×	√	√	√	×	√	√	√	7	4
Ministry of Education	√	×	×	√	√	√	√	×	√	×	√	7	4
Students Loan Trust Fund	√	×	√	×	√	√	√	×	√	√	×	7	4
National Council for Curriculum and Assessment	√	√	×	×	√	√	√	×	√	×	×	6	5
Encyclopaedia Africana Project	×	×	×	×	√	√	√	×	√	√	×	5	6
Ghana Education Trust Fund	×	×	×	×	√	√	√	×	√	√	×	5	6
Total Institutional Indicator	16	11	4	3	18	17	18	9	18	14	11		

2ND EDITION OF THE OPEN GOVERNANCE INDEX (OGI) REPORT ON EDUCATION SECTOR INSTITUTIONS IN GHANA [OGI II]

The OGI Report on Education Sector Institutions is an annual publication by Africa Education Watch.

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