



National Open University of Nigeria

SOP Title	Directorate of RETRIDOL
SOP No:	NQSA/SOP/CPL/001
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	RETRIDOL
Date of Approval:	
Date of Next Review:	The date will be 3 years from the date of approval (to be inserted after approval)

Purpose

The Standard Operating Procedure (SOP) is developed to guide the University on Retridol activities as regards to compliance, monitoring, and evaluation of academic and operational tasks/activities for the purpose of continuous improvement

Activities

1. Research commissioning process
2. Training (Workshops)
3. Learning Resources
4. In-House RETRIDOL Research
5. Research Ethics
6. WAJOFEL processing (in line with the WAJOFEL work-flow process)

7. Communications Plan Development and Maintenance
8. Website Management (including WAJO FEL website)
9. Social Media Management
10. ICT Support
11. RETRIDOL ADVISORY BOARD (RAB)
and EDITORIAL BOARD
12. General Administration
13. Request of fund for operation.
14. Commonwealth of Learning supported activity
15. Retirement of funds

Activities and Actions

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Timeline to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
1	Research commissioning process	1.0 Identification of research areas Identify priority research areas aligned with the Institute's mission and objectives	7days		Documented list of approved priority research areas. Internal memos or emails indicating identified research themes. Research strategy plan or internal report aligning

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			7 days		research focus with institutional goals.
		2.0 Inviting proposal submissions 2.1 Issue a formal call for research proposals, specifying the research focus areas, criteria for selection, and submission deadlines.			Draft copy of Call for Proposals
		2. Send out call for proposals			Copy of Call for Proposals
		3.0 Submission of proposals 3.1 Submit proposals	21 days		Submission log/register showing proposer names, titles, and dates.
		4.0 Proposal evaluation 4.1 Evaluate the proposals based on criteria such as feasibility, impact, and alignment with	7 days		Evaluation reports

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		institute goals	30 days		
		5.0 Selection and Award 1 Give formal approval to selected projects			Award letter
		2. Communicate the decision to the researchers			Emails or memos of communication
		3. Disburse funds to selected projects			Record of funds disbursement
		6.0 Progress reporting Provide regular progress updates on their projects, including milestones achieved, challenges faced, and any deviations from the original plan	90 days		Progress reports
		7.0 Project completion and final Report Upon project completion, submit a comprehensive final report, including findings, conclusions,	30 days		Final report

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		and recommendations	60 days		
		2. Submit financial report and receipts (Retirements)			Financial report
		3. Collate copies of receipts			Receipts
		4. Reconcile expenses with the budget			
		5. Send copies of all receipted expenses and retirement to COL			
		8.0 Evaluation and impact assessment Conduct a thorough evaluation of each research project to assess its impact on the field, relevance to the institute's goals, and potential for future applications			Evaluation report

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		9.0 Dissemination of projects reports through publication: Submission of articles generated from the report for publication in WAJO FEL 1. Generate articles from the final reports for publication in the WAJO FEL journal	60 days		Article manuscripts
		2. Review and process articles generated from the projects through the WAJO FEL manuscript processing	30 days		WAJO FEL work-flow process
2	Training (Workshops)	1.0 Conduct a training needs analysis 1. Identify target	90 days		Training needs report

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		audience			
		2. Conduct surveys or interviews			
		3. Review previous workshops/training			
		4. Consult subject matter experts (SMES)			
		5. Compile training needs report			
		2.0 Initiate Planning (Timeline: As soon as the workshop is agreed on)	60 days		The following documents approved by the Director, RETRIDOL. Concept Note
		1. Develop the <i>Concept Note</i> informed by the results of the training need analysis			
		2. Prepare a draft of the <i>Programme of</i>	20 days		Programme of Activities

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		<i>Activities</i>			
		3. Develop a tentative budget	21 days		Tentative Budget
		3.0 Coordinate Pre-Workshop Logistics (Timeline: Two weeks before the workshop) Note: Step #3.5 not required for Online Workshops) 1. Confirm the time and dates with the facilitator(s) and finalise the agreement	60 days		Engagement Letter of Facilitator
		2. Finalise the workshop programme with the facilitators	60 days		A finalized schedule or programme document showing all sessions, facilitators, time slots, and activities.
		3. Distribute workshop notifications (via email/letter) to	21 days		Notification of Participants

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		participants, including the programme and concept note			
		4. Arrange for a venue, ensuring availability of projector, screen, public address systems, and environmental attendants. [For online workshops, this would be setting up a Zoom meeting (registration required) and ensuring internet connectivity]	30 days		Invoices for other arrangements
		5. Arrange Catering Services and Confirm Details	7 days		
		6. Publicise the	60 days		Final workshop Programme

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		workshop on the website and social media channels			
		4.0 Confirm Workshop Logistics <i>(Timeline: One week before the workshop)</i> <i>Note: Steps #4.1 – 4.3 not required for Online Workshops)</i>	60 days		Workshop materials
		1. Arrange for workshop materials			
		2. Collate PowerPoint slides	60 days		Slide Submission Log A table showing Name of Facilitator Topic/Session Title Date of Submission File Name Confirmation (e.g., “Received” or “Pending”)
		3. Print all necessary documents	30 days		
		4. Develop a post-	60 days		Workshop surveys

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		workshop evaluation survey (deployed immediately after the workshop and to be completed within a week after the workshop)			
		5.0 Finalise workshop preparations <i>(Timeline: Day Before the Workshop)</i> 1. Confirm all workshop arrangements: Venue (including projector, screen, public address system), Facilitator(s), Participants and Catering.	30 days		Confirmation Emails or Letters
		2. Organise all	60 days		Photos showing arranged

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		materials, folders, and equipment needed for the workshop			materials (participant folders, name tags, training packs, writing materials).
		3. Confirm rapporteur arrangements	30 days		A formal memo assigning the rapporteur or a workshop schedule with the rapporteur's name listed
		6.0 Conduct the workshop (Timeline: Day of the workshop) 1. Arrange and complete registration	60 days		Rapporteurs' report
		2. Appoint a meeting rapporteur	60 days		A signed internal memo or formal letter assigning someone as the rapporteur for the meeting or workshop, including the appointee's name, the date, and the meeting or workshop title
		3. Organise photography and	60 days		Pictures on the website and social media

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		recording			
		4. Gather feedback to evaluate the workshop	60 days		Completed feedback forms or questionnaires filled out by participants
		5. Promote the event on social media	60 days		Screenshots or links to social media posts
		7.0 Conduct Workshop Evaluation and Prepare Report (Timeline: Two weeks after the workshop) 1. Analyse the workshop evaluation survey and feedback	60 days		evaluation survey and feedback
		2. Develop a workshop report incorporating workshop evaluation survey and feedback	60 days		Workshop report
3	Learning Resources	1.0 ODL Resources 1. Identify ODL Resources for	20 days		List of identified ODL resources

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		purchase/ subscription.			
		2. Update virtual inventory – reports of workshops and courses	20 days		Virtual and physical copies of ODL resources
		3. Update physical inventory – reports of workshops and courses	15 days		Memos, letters
4	In-House . RETRIDOL Research	1.0 Research grant proposals submission 1. Find a call for grant proposal	30 days		Screenshot or PDF of the grant call announcement Grant summary or tracking sheet Call for proposal
		2. Develop a proposal	30 days		Draft proposal document Final version of the proposal
		3. Submit proposals for internal reviews	10 days		Reviewer's comments
		4. Submit proposals	20 days		RETRIDOL Research Ethics

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		for RETRIDOL Research Ethics clearance			clearance form
		5. Submit to the body	30 days		Submission email or portal confirmation receipt Cover letter or submission form
		6. Carry out the research	365 days		Field activity or data collection report Research tools e.g. questionnaire, interview guide
5	Research Ethics	1.0 RETRIDOL Research Ethics Committee (RREC) 1. Coordinates the activities of the RETRIDOL Research Ethics Committee (RREC)	30 days		Letter of engagement
		2. Liaises with the University	30 days		Notice of meetings of UREC

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		Research Ethics Committee on issues of Research Ethics in RETRIDOL			
		3. Reports to the UREC as and when due	30 days		Report to UREC
		1. Secretariat 1. Provide all needed secretarial and administrative support to the Research and RETRIDOL Research Ethics Committee	90 days		Copies of the above listed documents Minutes of meetings
		2. Preparation of the reports of the activities of the Committee when required	90 days		Letters of engagement of researchers
		3. Arranging for meetings of the	90 days		letters of appointment of members of the Committee

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		Committee			
		4. Ensure appropriate safe keeping of the records of the Committee	90 days		letters and memos from the University Research Ethics
6	WAJOFEL processing (in line with the WAJOFEL work-flow process)	a. Inviting submissions 1. Send out call for papers to all platforms and through the Journal's website	2 days		Copy of 'Call for Papers'
		2. Submit manuscripts	2 days		Manuscripts
		3. Acknowledge receipt of the manuscript submission on the date it is received	2 days		Acknowledgement copies memos
		1.0 Desk review 1. Carry out Desk review of	2 days		Screened Manuscripts

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		manuscripts received within 24 hours, to determine if: The abstract meets the required word length, i.e. maximum of 250 words; 3-5 keywords. If not, return to the author to revise			
		2. The paper is an empirical or opinion paper. If it is an opinion paper, reject it!	2 days		Rejected manuscript
		3. The paper is ODL or TEL-related and fits within the scope of the journal. If it is neither ODL or TEL-related, request the author	2 days		Correspondence with authors

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		to submit it to another journal			
		4. The length of the manuscript does not exceed the acceptable word limit of 6,500 words. If it exceeds 6,500 words, return to the author for modification	5 days		
		2. Conduct plagiarism test for manuscripts that satisfy the conditions in step i-iv above within 48 hours of receipt	4 days		Plagiarism report
		3.0 Plagiarism check: 1. Return to authors the manuscripts whose similarity index exceeds	3 days		Reports of plagiarism test

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		30% for amendment and resubmission, within 72 hours of submission			
		2. Manuscripts with a similarity index equal to /or less than 30% are taken the next stage of processing	3 days		
		4.0 Manuscripts Accepted for processing /Double-blind review 1. Send the manuscript with acceptable similarity index to two (2) WAJOFEL reviewers for double-blind review; giving	30 days		Communication with reviewers

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		them two weeks to return their assessment reports, and allowed an extra week to return their reports			
		2. Send constant reminders (email, text messages and telephone calls) to reviewers that are unable to return their assessment reports within two weeks	14 days		Email reminder logs
		3. Reviewers that fail to complete the review assignment within 3 weeks, without adequate explanation or a request for more	30 days		Email logs

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		time, should be informed that the manuscripts have been withdrawn			
		4. Reassign the withdrawn manuscript to another reviewer	15 days		Email sent to the new reviewer – showing the reassignment of the manuscript, including the manuscript title or ID, and the date of reassignment.
		5.0 Assessment reports from reviewers 1. Send back the reviewed manuscripts with favourable assessment reports to the author to make corrections and to return the revised manuscript together with a list of corrections	7 days		Assessment reports Interaction with Authors

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		effected using the WAJO FEL Correction template			
		2. Reject manuscripts with unfavourable reports	7 days		Copy or screenshot of the rejection email sent to the author
		3. Manuscripts with contradictory assessment reports go through another desk review where the Editorial Committee headed by the Managing Editor goes through the assessment reports and decides if the publication process should	7 days		Minutes of the Editorial Committee meeting or a signed decision memo

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		continue or if the manuscript should be rejected			
		4. Send to the accountant the bank details of reviewers who have submitted their assessment reports for payment	3 days		Copy or screenshot of the email sent to the accountant, containing the reviewers' names, bank details, and confirmation that they have submitted their assessment reports
		5. Pay reviewers	2 days		Payment receipt or proof of payment (e.g., bank transfer slip, payment confirmation email,
		6. Acknowledge receipt of payments	2 days		Email or written acknowledgment from the reviewer
		6.0 In-House review 1. When a revised manuscript is received from an author, it goes through in-house	3 days		Revised manuscripts and assessment reports

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		review where the WAJO FEL Committee members (Associate Editor) go through the revised manuscript along with the assessment report to ensure that the reviewers' observations were effected			
		2. Return the manuscript to the author when it is discovered that the reviewers' recommendations were not properly effected, for further correction	3 days		Email or letter sent to the author, indicating that the manuscript is being returned for further revision due to incomplete or improper implementation of reviewers' recommendations.
		7.0 Issuance of Acceptance letter 1. Accept for publication if the	2 days		Revised manuscripts

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		revised manuscript is certified okay by the Committee (Associate Editor),			
		2. Issue Acceptance Letter to the author	2 days		Acceptance Letter
		8.0 French Translations 1. Translate to French abstracts of accepted manuscripts along with the preliminary pages of the journal	5 days		Copy of translated abstracts
		2. Translate to French abstracts of accepted manuscripts along with the preliminary pages of the journal	4 days		Copies of the translated French abstracts and preliminary pages,

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		9.0 Production Editing process 1. All the manuscripts accepted for publication in the volume have to go through Production Editing process	3 days		Copy of the edited manuscripts
		2. Send the edited manuscripts to the printing press for publication	5 days		Email or delivery receipt confirming the submission of edited manuscripts to the printing press
		10.0 Printing of WAJOFEL 1. Print a single copy for members of the Committee to peruse and make amendments/adjustments	10 days		Copy of sample publication
		2. Effect all necessary	5 days		Revised version of the journal volume with tracked changes

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		amendments/adjustments for the volume			or a summary of amendments made
		3. Produce 250 copies of the journal	30 days		250 copies of WAJO FEL produced
		4. Follow-up on production	30 days		
		11.0 Uploading of softcopies of WAJO FEL Upload the soft version of the volume on the journal's open-access platform (www.wajofel.org).	2 days		Link to Softcopies available on WAJO FEL online platform
		12.0 Distribution Distribute complimentary copies of the journal to authors; NOUN Principal Officers, Deans, Directors of Special Units; all NOUN study centres; NOUN Library;	5 days		Distribution list and signatures of receivers

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		all Distance Learning Institutes in Nigeria, and National Library. Copies are also given to special guests at RETRIDOL Programmes, and also distributed at every event that RETRIDOL is invited to, both nationally and internationally.			
		13.0 Inventory and storage Copies of the journals are kept in a storage room under the charge of a WAJO FEL Committee member	7 days		WAJO FEL storage
		14.0 Other actions taken by the Administrative Staff 1. Keep tabs on the website and WAJO FEL emails	2 days		WAJO FEL emails
		2. Prepare notices of	2 days		Copies of notices of

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		meetings of the Committee and send out same at least 5 days before the date of the meeting			WAJOFEL Committee meetings
		3. Secretariat to WAJOFEL Committee meetings	7 days		Copies of the Agenda, list of matters arising and documents for the meetings of the WAJOFEL Committee
		4. prepare for meetings of the Committee	7 days		Memos to Catering Unit
		5. Prepares decisions extracts from the meetings of the WAJOFEL Committee meetings at least 5 days after the date of the meetings	7 days		Copies of decision extracts of WAJOFEL Committee Meetings
		6. Ensures immediate	7 days		Email or memo containing the decision extracts sent to the

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		dispatch of the decisions extracts to affected personnel			affected personnel, showing the date and time of dispatch, recipient details, and the specific decision or instruction communicated
		7. Takes and develops minutes of the meetings of WAJO FEL Committee one week after the day of the meeting	7 days		Copies of Minutes of Meetings of WAJO FEL
		8. Any other directive given by the Chairperson of the Committee	7 days		Written directive or memo from the Chairperson outlining the specific instruction or action to be taken, including the date, content of the directive, and any follow-up actions required
7	Communications Plan Development	1. Gather input on communication goals, target	30 days		Communication Plan Meeting minutes

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	and Maintenance	audiences, and preferred channels.			
		2. Assess current communication efforts and identify areas for improvement	20 days		
		3. Develop a comprehensive communications strategy that includes key messages, goals, and performance metrics	21 days		documented communications strategy plan outlining the key messages, goals, and performance metrics, demonstrating a structured approach for effective communication
		4. Create detailed action plans, assign responsibilities, and set timelines for execution	7 days		detailed action plan that outlines specific tasks, assigns individuals to each responsibility, and includes clear timelines for completion
		5. Present the Communications	14 days		meeting minutes or email confirming the presentation of

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		Plan to Director RETRIDOL, incorporate feedback, and finalise			the Communications Plan to Director RETRIDOL
		6. Execute Communication Plan: Publicise RETRIDOL activities on the website and social media handles	10 days		screenshots or links to website and social media posts showcasing the publicized RETRIDOL activities, demonstrating that the communication plan was executed through these channels
		7. Review and adjust the Communications Plan to align with the institute's goals	10 days		revised version of the Communications Plan with documented changes that reflect adjustments made to align with the institute's goals, along with a summary of the review process
8	Website Management (including WAJOFEL)	1. Collaborate with experts to develop and review website content	7 days		Logbook of website updates including date, and other metrics

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	website)	for accuracy, reflecting the institute's brand and identity			
		2. Conduct routine checks for website performance, security, and functionality. Perform necessary updates, patches, and backups	2 days		website maintenance logs or system reports showing the checks performed
		3. Improve website visibility on search engines through strategies such as keyword optimisation, meta tags, and alt text for images	2 days		search engine optimization (SEO) reports or analytics screenshots showing improvements in website ranking, keyword usage, and the implementation of meta tags and alt text for images
		4. Evaluate and enhance website user interface,	3 days		user feedback surveys or usability testing reports

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		navigation, and overall user experience			
		5. Address usability issues and visitor feedback	2 days		a report or log detailing specific usability issues identified through visitor feedback, along with the actions taken to resolve those issues and improve the website's user experience.
9	Social Media Management	1. Develop a diverse, engaging schedule for social media posts aligned with institute messaging	10 days		Logbook of social media updates including date, content and other metrics
		2. Respond promptly and professionally to comments, messages, and enquiries to foster engagement and a sense of	2 days		email or message response logs showing timely, professional replies to comments, messages, or inquiries, demonstrating active engagement with the audience.

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		community			
		3. Use analytics to track post reach, engagement, and conversion rates, assessing campaign effectiveness	2 days		analytics reports
		4. Plan and implement targeted social media campaigns to promote institute events, initiatives, or achievements	5 days		campaign planning documents or social media posts showcasing the planned strategy, targeted audience, and content used to promote the events, initiatives, or achievements, along with analytics showing the campaign's reach and engagement.
10	ICT Support	Provide ICT support to the institute as needed. i.e. 1. providing assistance with troubleshooting	2 days		Logbook documenting ICT support requests, resolutions, and equipment inventory

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		technical problems			
		2. providing assistance with troubleshooting technical problems	2 days		
		3. setting up new equipment			installation logs or photographs showing the setup process of the new equipment, including any configuration details, and the final working condition of the equipment once it is operational.
		4. providing training on new software applications			training materials (e.g., presentation slides, manuals, or handouts) and attendance records or feedback forms from participants, showing that the training session was conducted and that attendees engaged with the content
		5. Setting up Zoom			Zoom link

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		meetings			
11	RETRIDOL ADVISORY BOARD (RAB) and EDITORIAL BOARD	1. Approval of the date of the meeting of the Board from the Vice-Chancellor	21 days		Copy of the memo or notice (in special occasions) to the Vice-Chancellor
		2. Preparation and dissemination of notice of meeting to members via e-mail, WhatsApp, SMS and physical	14 days		Notice of meetings
		3. Preparation of Agenda and list of matters arising from the minutes of meetings	14 days		Copies of Agenda and matters arising
		4. Confirmation of the venue and arrangement of the refreshments for the meeting	7 days		Copies of memos on refreshments, invoice

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		5. Preparation and collation of other documents for the meeting	7 days		Copies of other documents considered at the meeting
		6. Reminders for the meeting via WhatsApp and SMS	2 days		WhatsApp platform
		7. Arrangement of the venue for the meeting	1 day		
		8. Development of the Extract of the decisions taken at the meeting, submission for the Director's signature and dispatch of same to members	90 days		Copy of decision extract
		9. Preparation of minutes of the meeting and vetting	90 days		Copies of the minutes of meetings

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		10. Submission of invoices for refreshments to the Chief Accountant (when applicable)	90 days		Copy of invoices
		11. Ensure proper storage and retrieval of the records of the Board and its meetings	90 days		Record Files
		12. Manages the WhatsApp Group Chat by posting relevant information and ensuring that no irrelevancies are posted or retained	2 days		RAB WhatsApp Platform
		13 Disseminates information to the Board via email, etc	7 days		RETRIDOL email box

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		13. Liaise with the Director on any other necessary task towards the success of the Boards' assignments	3 days		
12	General Administration	Administrative Staff: 1. Coordinates all administrative duties of the Institute.	90 days		List of administrative duties coordinated with dates. State the relevance of each duty to the output of the Institute
		2. Liaises with the Director on the activities of the Institute and assigns responsibilities to the non-teaching staff in the Institute	5 days		State the major advice given to the Director and the advice impact on the outcome of the institute
		3. Oversee the running of the	7 days		List of documents verified for dispatch with dates

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		office in the absence of the Director			
		4. Advising the Director on all administrative matters	7 days		List of memos, letters, and report written or reviewed in the period under review with dates
		5. Editing and making inputs on all draft documents prepared by the administrative staff	7 days		revised draft documents with tracked changes or comments, showing the edits and inputs made to improve the quality of the documents
		6. Assessment and evaluation of staff annual performance and appraisal forms	7 days		completed performance appraisal forms with feedback and evaluation results, along with a summary report outlining the assessment process and any performance outcomes or recommendations
		7. Writing of letters, memos,	2 days		copies of the written documents (e.g., letters,

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		proposals, reports and other official documents			memos, proposals, or reports), demonstrating that the required official correspondence and reports were properly drafted and finalized.
		8. Minuting documents to appropriate officers	3 days		copies of the minutes or email logs showing that the documents or meeting minutes were properly sent to the relevant officers, with details of recipients and date of dispatch
		9. Supervision and monitoring of staff responses and attitude to work	7 days		supervision reports or performance logs documenting observations of staff responses and behavior, along with any corrective actions or feedback provided to improve work attitude and performance.
		10. Follow-up on repairs and every request made by	10 days		follow-up emails, memos or reports documenting communication with service

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Timeline to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		the Institute on infrastructure and supplies			providers or suppliers, including dates, details of the request, and progress updates on repairs or supply orders
13	Request of fund for operation	Prepare Budget: 1. Send to VC for Approval	20 days		Approved budget for RETRIDOL with date
		2. Send to Bursar with supporting documents	10 days		Report of budget implementation with date
		3. Follow up with approval from Bursary	7 days		email, memos or approval documents from the Bursary, showing the request made, approval granted, and any related communication confirming the approval status.
		4. Fill Advance form from Bursary	2 days		completed Advance form submitted to the Bursary, along with any acknowledgment or confirmation of receipt from the Bursary office

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Timeline to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
14	Commonwealth of Learning supported activity	Accessing Funds for COL Supported activity: 1. Joint signing of Contribution Agreement (CA) by NOUN and COL	90 days		List of contribution agreements between NOUN and COL by S/N, agreement description, agreement duration, agreement performance level with dates
		2. Prepare an invoice representing request for funds in line with the COL approved budget and submit to COL for approval and disbursement	7 days		COL approved invoice for funds request and disbursement with dates
		3. COL remit fund into NOUN Account.			
		4. Request to VC for approval to authorize use of fund with copy of	7 days		Copies of memo and invoice

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Timeline to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		invoice attached			
15	Retirement of funds	Retirement of Funds for COL Supported and NOUN Supported activities: 1. Collate receipt of all expenses	90 days		List of retired expenses with dates
		2. Reconcile expenses with budget	5 days		List of all receipted expenses and retirement sent to COL with dates
		3. Send copies of all receipted expenses and retirement to COL	7 days		
		4. Fill Retirement of Purchase/Touring Advance form.	7 days		a completed Retirement of Purchase/Touring Advance form submitted to the appropriate department, along with any receipts or supporting documents that account for the advance expenditure
		5. Submit to Bursary	7 days		submission receipt or

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Timeline to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
					confirmation from the Bursary acknowledging the receipt of the Retirement of Purchase/Touring Advance form and any associated documentation
16	Ad Hoc Activities	The nature of activity will determine the steps	In line with the time frame for the activity		The outcome of the activity

Team of Developers

1. Prof. Christine I. Ofulue (Director Retridol)
2. Mr. Okolo Ozoemene. C (Quality Assurance Compliance Officer)