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

Regional Learning and Research Institute for Distance and Open Learning Activities

1. Training Workshop

2. Learning Resources

3. Planning, Design, Development and delivery of a Short-Term Couse

4. Research commissioning process

5. Manuscript processing (in line with the WAJOFEL work-flow process)

6. Organising Retridol Monthly Webinars

7. Retridol advisory board (RAB) and Editorial Board

8. General Administration

9. Request of fund for operation

10. Commonwealth of Learning supported activity

11. Retirement of funds

12. Processing claim

13. Request of fund workshop activity

14. Commonwealth of learning supported activity.

Activities and Actions

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
1.	Training Workshop.	1. **Conduct a training needs** analysis: i. Identify target audience	90 Days		1. List of training workshops held by S/N, Workshop type, workshop objectives, verifiable workshop outcomes, beneficiaries, workshop dates. 2. Each person that contributed to the training workshop is to provide verifiable activities completed with dates in addition to the listing in '1' above.
		i. Conduct surveys or interviews			
		ii. Review previous workshops/training.			
		ii. Consult subject matter experts (SMES). Compile training needs report.			
		1. Initiate Planning i. Develop the Concept Note informed by the results of the training need analysis.			
		i. Prepare a draft of the Programme of Activities.			
		ii. Develop a tentative budge.			
		3**. Coordinate Pre-Workshop Logistics** Note: Step #3.5 not required for Online Workshops)			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		I. Confirm the time and dates with the. Facilitator and finalise the agreement.			
		i. Finalise the workshop programme with the facilitators.			
		ii. Distribute workshop notifications (via email/letter) to participants, including the programme and concept note.			
		ii. 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]. Arrange Catering Services and Confirm Details.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		iii. Publicise the workshop on the website and social media channels			
		4. **Confirm Workshop Logistics** Note: Steps #4.1 – 4.3 not required for Online Workshops) i. Arrange for workshop materials.			
		i. Collate PowerPoint slides.			
		ii. Print all necessary documents.			
		iii. Develop a post-workshop evaluation survey (deployed immediately after the workshop and to be completed within a week after the workshop).			
		5. **Finalise workshop preparations**: i. Confirm all workshop arrangements: Venue (including projector, screen, and public address system), Facilitator(s), Participants and Catering.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		ii. Organise all materials, folders, and equipment needed for the workshop.			
		iii. Confirm rapporteur arrangements			
		6. Conduct Workshop Evaluation and Prepare Report			
2	**Learning Resources**	**ODL Resources:** i. Identify ODL Resources for purchase i. Update virtual inventory – reports of workshops and courses. ii. Update physical inventory – reports of workshops and courses.	90 Days		1. List of identified ODL resources that were purchased. State the purpose, cost of purchase and date. 2. Link to the resource inventory – workshops reports. 3. Number of people that have accessed or visited the inventory with dates.
3	**Planning, Design, Developme nt and delivery of a Short-**	1. **Course Planning and Design**: i. Needs Assessment. ii. Identify the target audience, their learning needs, and objectives.	90 Days		1. Need assessment report for the course(s). 2. List of short courses ready for deployment by course, purpose, target audience, mode of delivery, and frequency of course.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
	Term Couse.	i. Conduct a survey to determine the demand and expectations of the target audience and the context in which they will apply the knowledge.			3. List of short courses delivered by course, targeted audience, number of attendees, workshop dates. 4. Attendees feedback on each workshop. *Note: In addition, to 1 to 4 above, staff are to state verifiable activity(s) performed in each. Upload any or all 1 to 4 above as it relates to your activity.*
		iii. Prepare a Report to form a basis for planning the Short Course			
		V. Develop concept note for the identified short course using the Template provided			
		ii. Develop course outline and programme			
		VII. Define clear, measurable learning objectives for the course.fine clear, measurable learning objectives for the course.			
		iii. Submit to Director RETRIDOL for vetting.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		viii. Develop a budget for approval by the Vice-Chancellor			
		2. Course development: i. Constitute a course team			
		ii. Develop a course outline that breaks down the content into weekly modules and topics.			
		i. Choose appropriate instructional methods and strategies for online facilitation.			
		iii. Identify content developers/facilitators.			
		ii. Design facilitation plan.			
		2. Content development i. Develop content, including text, multimedia, and interactive elements.			
		i. Ensure the content aligns with the learn ing objectives.			
		ii. Design quizzes, assignments, and			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		discussion forums that assess learners' understanding and engagement			
		ii. Record instructional videos.			
		3. **Technology Setup** i. Set up the Learning Management System (LMS) or online platform for course delivery.			
		i. Test all features, including content uploading and communication tools.			
		ii. Prepare facilitators (and e-tutors) on the course content, LMS, and online facilitation techniques			
		ii. Develop a communication plan that outlines how and when instructors will interact with learners.			
		v. Create resources like FAQs, technical support guides, and contact information for learners' support.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		4. Course Launch and Facilitation: i. Prepare an introductory video and disseminate information about the course to target audience			
		i. Activate the course to learners on the specified start date.			
		ii. Send welcome messages and orientation materials to learners.			
		ii. Week 1 Facilitation: Facilitators learners through the first module.			
		5. Post-Course Evaluation and Iteration: **i.** Assessment and Issuance of Certificate			
		i. Administer final assessments and develop a survey instrument to collect			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		feedback from learners about the course experience			
		List of participants and grandaunts from the course. **ii.** Issue certificates to learners who successfully complete the course and meet the requirements.			
4	**Research commissioning process.**	1. **Identification of research areas** i. Identify priority research areas aligned with the Institute's mission and objectives.	90 Days		1. List of thematic research areas by research areas, purpose, objectives, outcomes, duration. 2. List of submitted proposals by author, thematic areas, research objectives, research outcomes, selected research, date. Provide a list of criteria that guided the selection.
		2. **Inviting proposal submissions:** i. Issue a formal call for research proposals, specifying the research focus areas, criteria for selection, and submission deadlines.			
		ii. Send out call for proposals			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		3. Submission of proposals: Submit proposals			
		4. Proposal evaluation: Evaluate the proposals based on criteria such as feasibility, impact, and alignment with institute goals.			

		5. selection and Award:
		  i. Give formal approval to selected projects.
		  ii. Communicate the decision to the researchers.
		  iii. Disburse funds to selected projects.
			90 Days		List of approved projects communicated to the researchers and costs

		6. Progress reporting: Provide regular progress updates on their projects, including milestones achieved, challenges faced, and any deviations from the original plan.	90 Days		List of approved and ongoing projects by project, cost, duration, project Gantt chart showing activities and time of completion, completion level and quality of completion.
		7. Evaluation and impact assessment:	90 Days		Evaluation and impact assessment report showing:

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		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.			• The level the project objectives were met, • List of verifiable impact of projects, • Identified gaps, • Proposed solutions and mode of implementation for improvement.
		8. RETRIDOL Research Ethics Committee (RREC): i. Coordinates the activities of the RETRIDOL Research Ethics Committee	90 Days		Report on the various research projects with specific attention on how the following were achieved: 1. Protection of researchers with regards to rights and privacy ensuring the protection of the rights and privacy of the researchers; and informed consent. This should be supported with documents or links where the researchers were informed about the study and their voluntarily agreement to participate.
		i. Liaises with the University Research Ethics Committee on issues of Research Ethics in RETRIDOL.			
		ii. Reports to the UREC as and when due			2. Scientific integrity which deals with credibility and

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
					transparency. What are the specific outputs that could uphold credibility and reliability of the research findings? How honest and transparent are the research?
					3. To what extent were harms minimized as regard risk reduction and benefit maximization. Starting the activities that helped to minimize the potential risks and harm to the researchers, and the activities that helped to ensure the research aims were maximized to the benefit of individuals and society.
					4. Ethical standards. Checking compliance and accountability. Report on the level of adherence to ethical standards and the institution's guidelines. Also, provide documentary evidence where researchers are to be held accountable for

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
					their actions and decisions especially when results are forced.
					5. Public trust regarding trust building and social responsibility. Report on the activities done that would help to build and maintain public trust on the research process and outcomes. Also, report on the level of demonstrating social responsibility and ethical conduct during the research project.
		9. Secretariat i. Provide all needed secretarial and administrative support to the Research and RETRIDOL Research Ethics Committee	90 Days		State verifiable completed secretarial and administrative tasks performed relating to RETRIDOL activities and others.
		Preparation of the reports on the activities of the Committee	90 Days		List of written reports with dates.
		Arranging for meetings of the Committee	90 Days		List of meeting arranged and outcomes with dates.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		Ensure appropriate safe keeping of the records of the Committee.	90 Days		List of committee's records kept, the mode, and life cycle of records with dates.
		10. Submission of articles generated from the report for publication in WAJOFEL: i. Generate articles from the final reports for publication in the WAJOFEL journal.	90 Days		List of articles submissions to WAJOFEL received and accepted for publication with dates.
		i. Review and process articles generated from the projects through the WAJOFEL manuscript processing.			
5	**Manuscript processing (in line with the WAJOFEL work-flow process)**	**1.Inviting submissions** I. Send out calls for papers to all platforms and through the Journal's website.	90 Days		1. List of published articles by volume and number of the journals. 2. Summary of editors' reports on each published article by article, editors report, published in, date. 3. List of assessors or editors with their qualification and article assessed.
		i. Submit manuscripts			
		ii. Acknowledge receipt of the manuscript submission on the date it is received.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
6	**Organisational RETRIDOL Monthly Webinars**	**1.** Selections of Topic: Identify proposed topic areas for the discourse series for 6 months. Prepare concept notes on the topics, where applicable	90 Days		1. List of Topics 2. Concept notes for the identified topics
		2. Identification of Speakers: Identify the proposed speakers for each of the month in agreement with the director. Communicate with proposed speaker(s) to determine their availability for the date and time	90 Days		1. List of speakers by name, institution, qualification and expertise, topic assigned, date, speaker acceptance (accepted or not accepted), reason for non-acceptance as speaker,
		3. Preparation of Poster: i. Transmit the details of the monthly discourse to the RETRIDOL communications team, to work with the graphics expert to design the poster. Evaluate and approve draft monthly discourse poster. .	90 Days		List of seminars on which postal were prepared. Attach the postal to each.
		ii. Circulate the final poster across RETRIDOL networks	90 Days		1. The method used for circulating the poster. 2. The number targeted in the circulation. You may classify the numbers into category

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
					such as university, industry etc.
		4. Setting up of Zoom platform and link: i. Set up the Zoom Link for the seminar date/time.	90 Days		1. Number of people the zoom link was sent to. 2. Number that acknowledges the link. 3. Number that participated in the presentation by institution, country, gender, and date. 4. Provide two minutes video clips or photos for each webinar.
		5. Dissemination of Information on the Discourse: Circulate Poster and Webinar details to email and WhatsApp networks - 3 weeks to the date; 2 weeks to the date; 1 week to the date; 3 days to the date; 24 hours to the date and 2 hours to the date.			
		6. Hosting of the webinar: i. Launch Zoom platform about 25 Minutes before. .			
		ii. Perform sound and video checks with speaker(s) - 15 minutes before, if it's a panel; and, 10 minutes before if it's a lone speaker			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		7. Post webinar Activities: i. Prepare a letter of appreciation for the Director's signature and send it to the speaker	90 Days		1. Number of speakers that received letter of appreciation. 2. Feedback from participants. 3. List of reports sent to COL and VC by title, speaker, date, number in attendance, outcome(s).
		ii. Prepare report and submit a draft report to the coordinator; (not later than two weeks after the webinar) edit report and submit to the director; and Send report to COL and VC on a quarterly basis.			
7	**Retridol Advisory Board (RAB) And Editorial Board.**	1. Approval of the date of the meeting of the Board from the Vice-Chancellor	90 Days		1. List of approved board meetings with dates. 2. Board meetings held by S/N, meeting type (regular or impromptu), Expected number to be in attendance, number in attendance, Extract decisions, and date held. 3. The board approved work plan for RETRIDOL with dates.
		2. Preparation and dissemination of notice of meeting to members via e-mail, What Sapp, SMS and physical			
		1. Preparation of Agenda and list of matters arising from the minutes of meetings			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		2. Confirmation of the venue and arrangement of the refreshments for the meeting			*Note: staff to present the activities completed relating to the outputs listed in 1 to 3 above.*
		3. Preparation and collation of other documents for the meeting			
		4. Reminders for the meeting via WhatsApp and SMS			
		5. Arrangement of the venue for the meeting			
		6. Development of the Extract of the decisions taken at the meeting, submission for the Director's signature and dispatch of same to members (at least 1 week after the meeting).			
		7. Preparation of minutes of the meeting and vetting			
		8. Submission of invoices for refreshment to the Chief Accountant.			
		9. Ensure proper storage and retrieval of the records of the Board and its meetings.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		10. Manages the WhatsApp Group Chat by posting relevant information and ensuring that no irrelevances are posted or retained.			
		11. Disseminate information to the Board via email, etc when required.			
		12. Liaise with the Director on any other necessary task towards the success of the Boards' assignments.			
8	General Administration	**Administrative Staff:** 1. Coordinates all administrative duties of the Institute.	90 Days		1. 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.			2. State the major advice given to the Director and the advice impact on the outcome of the institute. 3. List of documents verified for dispatch with dates.
		3. Oversee the running of the office in the absence of the Director.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		4. Advising the Director on all administrative matters.			4. List of memos, letters, and report written or reviewed in the period under review with dates.
		5. Advising the Director on all administrative matters.			5. List of the institute's equipment and infrastructure. State the usage and maintenance strategy.
		6. Editing and making inputs on all draft documents prepared by the administrative staff.			
		7. Assessment and evaluation of staff annual performance and appraisal forms.			
		8. Writing of letters, memos, proposals, reports and other official documents.			
		9. Minuting documents to appropriate officers.			
		10. Supervision and monitoring of staff responses and attitude to work.			
		11. Follow-up on repairs and every request made by the Institute on infrastructure and supplies.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
9	**Request for fund for operation**	**Prepare Budget:** 1. Send to VC for Approval. 2. Send to Bursar with supporting documents. 3. Follow up with approval from Bursary. 4. Fill Advance form from Bursary.	90 Days		1. Approved budget for RETRIDOL with date. 2. Report of budget implementation with date.
10	**Commonwealth of Learning supported activity**	Accessing Funds for COL Supported activity: 1. Joint signing of Contribution Agreement (CA) by NOUN and COL. 2. Prepare an invoice representing request for funds in line with the COL approved budget and submit to COL for approval and disbursement. 3. COL remit fund into NOUN Account.	90 Days		1. List of contribution agreements between NOUN and COL by S/N, agreement description, agreement duration, agreement performance level with dates. 2. COL approved invoice for funds request and disbursement with dates.
11	**Retirement of funds**	Retirement of Funds for COL Supported and NOUN Supported activities: 1. Collate receipt of all expenses. 2. Reconcile expenses with budget.	90 Days		1. List of retired expenses with dates. 2. List of all receipted expenses and retirement sent to COL with dates.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		3. Send copies of all receipted expenses and retirement to COL.			
		4. Fill Retirement of Purchase/Touring Advance form.			
		5. Submit to Bursary.			
12	**Processing claims**	1. Account to put up claims for processing (out-of-pocket expenses)	90 Days		List of claims by Claim description, claimant, designation of claimant, purpose, amount requested, amount paid, and date.
		2. The Director approves the claim to the accountant specifying the designation of both the director and the accountant.			
		3. The director approves the claims of the accountant specifying name of the director and signature.			
		4. The accountant is to raise a payment voucher (PV) and send the document to bursar's office.			
		5. Bursar minutes to expenditure and control unit for further processing. Note:			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		i. The claimant's name and designation level should be on the claim ii. The approving officer is the director with approval limit of 200,000 NAIRA.			
13	**Request of fund for workshop activities.**	1. Prepare budget 2. Send to VC for approval 3. Send VC approval to bursar with supporting documents 4. Follow up with approval from bursary 5. Fill advance form from bursary	90 Days		List of workshop budgets by S/N, workshop title, workshop objectives, workshop outcomes, target audience, expected number of participants, location, mode of delivery, workshop date, and amount.
14	**Commonwealth of learning supported activity.**	1. Prepare and send to COL 2. Join signing of NOUN and COL signed agreement 3. Prepare an invoice and submit it to COL 4. COL remit fund into NOUN account 5. Request to VC for approval to release approved funds with copy of wired transfer receipt.	90 Days		1. List of signed agreements on COL support activities by Activity, purpose, and duration. 2. List of invoices approved by COL on COL support activities by activity, invoice number, purpose, amount.

Team of Developers

Prof. Christine I. Ofulue (Director Retridol)

Mr. Okolo Ozoemene. C (Quality Assurance Compliance Officer)