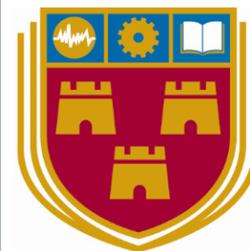


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INSTITUTE *of*
TECHNOLOGY
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Institiúid Teicneolaíochta Cheatharlach

An Evaluation of the Efficacy of a Virtual Institutional Review Process

EQAF 2020

Marie Gould – QQI (Presenter)

David Denieffe, Yvonne Kavanagh – IT Carlow

Mairéad Boland, Orlaith O'Loughlin, Kevin Henry – QQI

Questions

Fundamental Question

1. Does conducting an institutional review **virtually** impact on the **efficacy** of the institutional review process?

Supplementary Questions

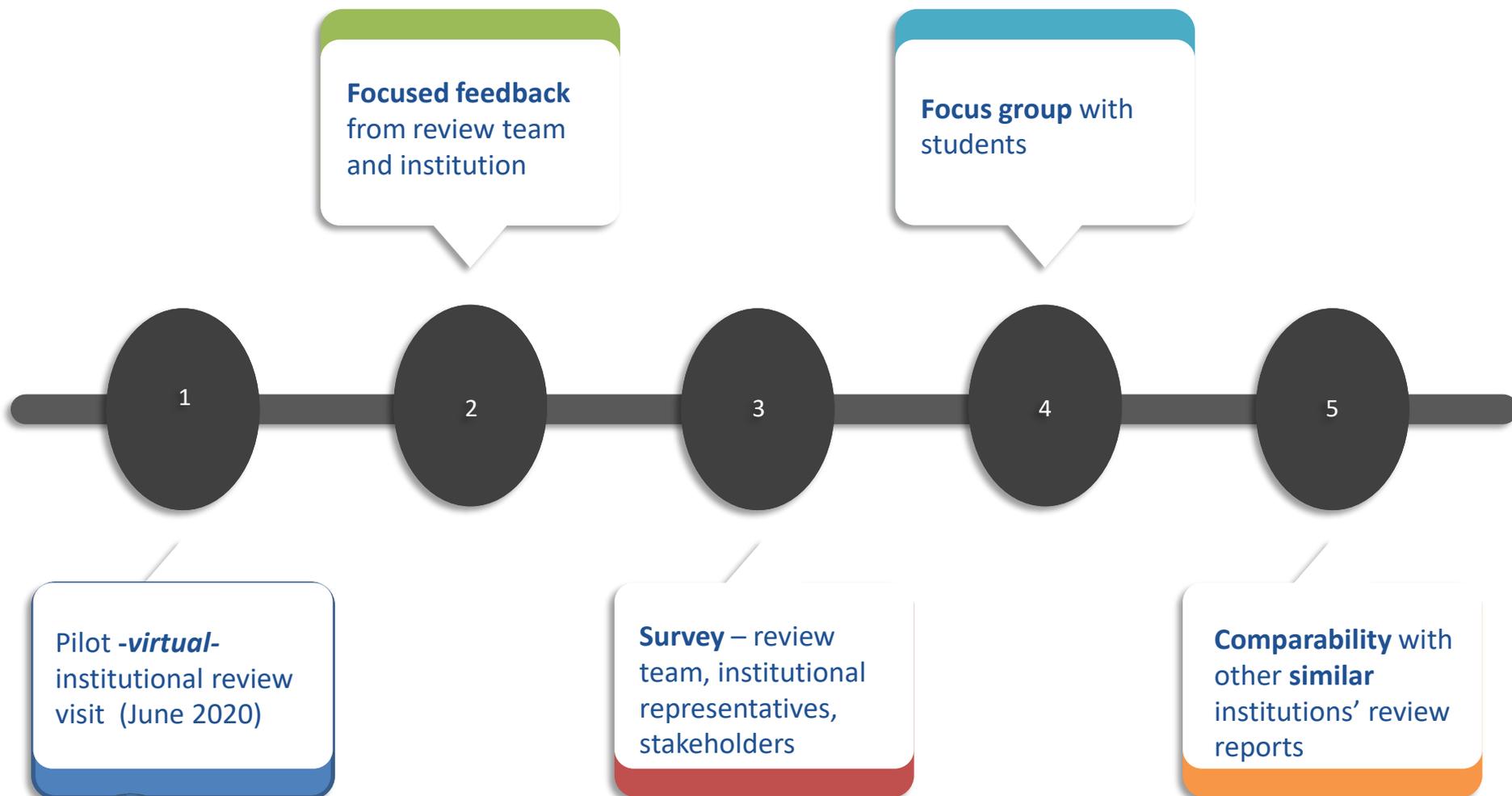
2. How does the virtual institutional review impact on:
 - the review team members' ability **to engage** and **collaborate** with each other, with institutional representatives, and with external stakeholders?
 - the capacity of **students** and other **stakeholders** to **engage** with the process?
3. What are the **design elements** that need to be considered by the QA agency and the institution in a virtual institutional review?



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Methodology



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Survey Results

- Participants in the survey represented the **various stakeholders** involved
- Questions focused on the **efficacy and efficiency of the virtual process**
- Participants were asked for **comments and suggestions to improve the virtual process**

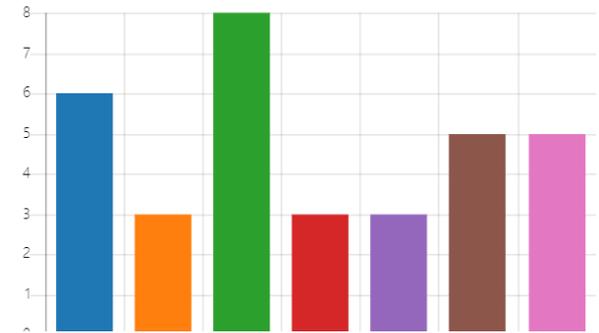


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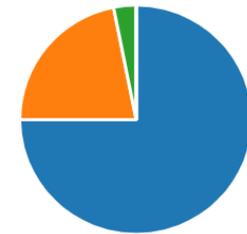
1. Please indicate your role within the review:

Review Team Member	6
Senior Management Team IT ...	3
Academic Staff IT Carlow	8
Professional Support Staff IT C...	3
Current/former student	3
External/Industry Representati...	5
Other	5



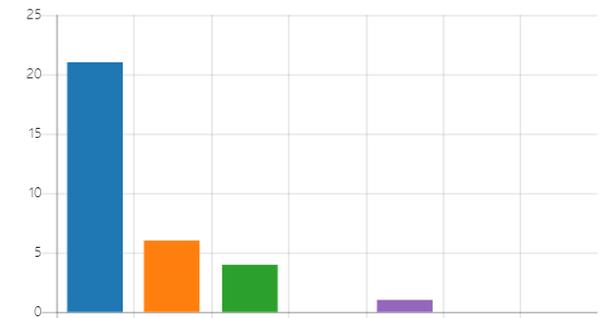
2. I found the virtual review to be effective and robust.

Strongly Agree	24
Somewhat Agree	7
Neutral	1
Somewhat disagree	0
Strongly disagree	0



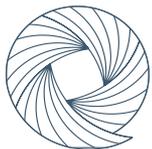
4. The online delivery of the process briefing was effective.

Strongly Agree	21
Somewhat Agree	6
Agree	4
Neutral	0
Somewhat disagree	1
Strongly disagree	0
Not Applicable	0



Survey Results

- Feedback was very **positive**
- Majority of participants confirmed they were **able to engage with the review team**
- Participants allowed to be **open and honest** during the virtual process
- **97%** expressed **confidence in the efficacy of the process** and its outcomes.

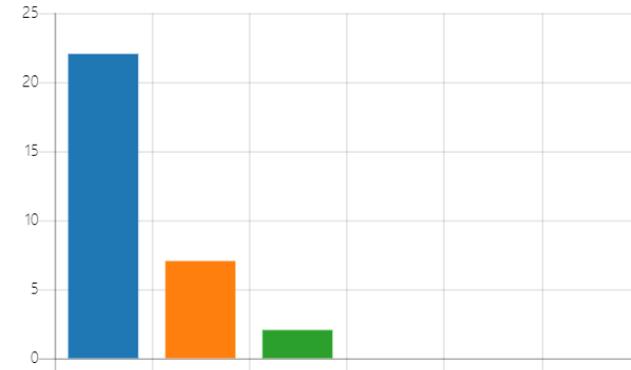


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6. I was able to establish effective engagement with the review team during the online process.

Strongly Agree	22
Somewhat Agree	7
Neutral	2
Disagree	0
Somewhat disagree	0
Strongly disagree	0



8. The virtual review process allowed for open and honest discourse.

Strongly Agree	22
Somewhat Agree	9
Neutral	1
Somewhat disagree	0
Strongly disagree	0



10. I have confidence in the efficacy of this institutional review and in the outcomes of the process.

Strongly Agree	26
Somewhat Agree	5
Neutral	1
Somewhat disagree	0
Strongly disagree	0



Design Elements - What worked well?

- Detailed advanced **planning and preparation**
- More **frequent meetings** with review team prior to virtual visit
- **Lead and supporting reviewers** for each session
- **Targeted lists of questions** devised by review team in advance
- **Weekend break in** review schedule
- **Daily morning meeting** with **Institutional Co-ordinator**
- **Advanced briefing** for students on the process (Provided by NStEP)
- **Advanced briefing** for staff and other stakeholders (Provided by IT Carlow)
- **Library/central repository** for documentation (OneDrive)
- Using **multi-media** – institution tour
- Allowing **submission of comments** up to one hour after the session

Design Elements – Some lessons learned

- **Dedicated virtual meeting space** for review team
- Mechanism needed for **review team to communicate** informally - WhatsApp
- Frequent **private review team meetings** essential during the review
- **Condensed timeline**
- Need a **contingency plan** for technology failings
- **Small stakeholder groups** – run parallel meeting sessions if needed
- **Meeting support** essential for each stakeholder session – Agency
- Meeting **protocols** and **guidelines for all stakeholders** (on utilising Chat facility for example)
- **Time Zones** – impact on schedule...and review team selection



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THANK YOU AND QUESTIONS?

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