

EQ-Arts protocol for Virtual Site-Visits (VSV) for Programme or Institutional Review

1. Guidelines for scheduling and planning Virtual Site-visits (VSV)

- The Chair has to play a more strategic role in the VSV process;
- Once in receipt of the SER, the Chair briefs the Review Team on preparation for the VSV and delegation of responsibilities and drafting of questions;
- Preparation for VSV requires a minimum of two/three full Team meetings prior to the dates of the VSV;
- The Chair has to work very closely with the Secretary in the run up to the VSV;
- The Chair drafts the VSV Schedule with the EQ-Arts Liaison which is then sent to the Institution Liaison person for comment, before being finalised;
- If translation is needed for any VSV meetings add extra time in a ratio of 1:1.5;
- Avoid merging RT meetings with rest breaks or lunch breaks, and schedule a minimum of 15 minute rest break between each VSV meeting;
- Schedule a private RT meeting for 15 minutes before and after each VSV meeting;
- If the schedule allows, schedule a private RT meeting for 30 minutes in the middle of the day to summarise key points with the Secretary;
- Ideally schedule a 60/90 mins private RT meeting at the end of each day to summarise key points/draft observations/commendations/recommendations to be drawn up by the Secretary;
- Evening meetings should be kept to a minimum;
- Schedule final day feedback meeting to the Institution no earlier than 16.00 local time;
- EQ-Arts provides the institution, in advance of VSV, with a protocol and code of conduct for attendance and behaviour during meetings;
- XXXX provides meeting timings in the local time zone of the Institution, but ensure that RT members in different time zones are reminded to take account of time differences;
- Where possible schedule a day's break before the feedback to the Institution e.g. for a 2.5day VSV preferably Thurs/Fri/Monday or Mon/Tues/Thurs;
- Decisions about technical support need to be discussed early in the planning process.

(see indicative schedule below at 5)

2. Protocol for the Technical Support arranged by EQ-Arts (or other QA Agency if sub-contracted)

- Prior to the Virtual Site-Visit (VSV) the agency provides technical support to: set up and provide the meeting links for inclusion in the VSV schedule; and undertake a test run with the Review Team Chair (and Secretary?);
- During the VSV the agency provides technical support for troubleshooting and to: to manage waiting rooms and admit Programme Representatives into meetings; ensure privacy of Review Team meetings (or move RT members into private room);
- the agency provides advice to the Review Panel and Institution about ensuring names/roles are visible throughout;
- Normally meetings will not be recorded, except with permission of the Chair

3. Protocol for Review Team

- The Chair will, in agreement with the Review Team, allocate the chairing of meetings as seems appropriate (see EQ-Arts protocol for Chairs);

- All themes and questions need to be drafted and finalised for all meetings and allocated to Review Team members prior to the VSV;
- Follow-up questions, where appropriate, will be presented through the Chair;
- Review Team members will need either to print out questions, or have them visible on a different device i.e. they should not need to be read on the same screen as the meeting attendees appear;
- Any changes to questions for second day should be emailed to all Review Team members;
- Remain attentive at all times towards the programme representatives (no multi-tasking except for note-taking);
- Be present on-camera for all meetings;
- Turn microphone to mute when not speaking;
- Turn off sound on phone(s) and 'alerts' on devices.
- Set up WhatsApp group for quick/urgent communication;
- Normally meetings will not be recorded, except with permission of the Chair

4. Protocol for Institution

- Once VSV schedule is finalised Institution to provide names/role/responsibilities for each VSV meeting (and name/programme/year/specialism for students as appropriate); any changes to be communicated through the liaison person at earliest opportunity;
- Introductions should be done for all online meetings, and attendees to ensure their names appear on screen;
- Institution to ensure that their attendees have access to sufficient technology in order to attend (e.g. only one attendee per computer), and in a timely manner;
- For large meetings the Chair will invite attendees to raise a hand to speak, and/or to go through the Chair;
- The EQ-Arts Chair will encourage all attendees to contribute to the meeting;
- Normally meetings will not be recorded, except with permission of the Chair

5. Indicative meetings and VSV schedule

The number and length of meetings, and attendees will vary according to type of review i.e. Programme or Institutional Review, but normally the following meetings may be scheduled:

1. Institution Liaison Person (short for practical matters)
2. Rector (courtesy intro, short)
3. Senior Management Group
4. Faculty/Department/Programme leaders
5. Students (depending on nature of review may need more than one meeting e.g. UG/PG/PhD)
6. Teaching staff (representing and including a range of contract types, and disciplines)
7. Researchers
8. Technical staff
9. Senior Administrators (e.g. QA, finance, learning resources, HR, international, student welfare, IT, Marketing etc.)
10. Professional stakeholders/work field
11. Alumni
12. Clear-up meeting on final morning

Indicative Time Schedule for a VSV

- Order of meetings could be changed depending on priorities
- A virtual tour should be included during the VSV, with Teachers and Technicians present

CET	Day 0	Day 1	Day 2	Day 3/4	Day 4/5
09.00		1. Liaison person	1. Liaison person		1. Liaison person
09.15		Team Meeting	Team Meeting		Team Meeting
09.30					
10.00		2. Rector	6. Teaching Staff		12. Clear-up meeting
10.30		Team Meeting			
11.00					
11.30		3. Senior Management Group	Team Meeting		Team Meeting
12.00			9. Senior Administrators		
12.30		Team Lunch	Team Lunch		
13.00					
13.30		4. Faculty/Department/ Programme Leaders	8. Virtual Tour, incl. Technical Staff		Oral Feedback
14.00	Team meeting				
14.30		Team Meeting	Team Meeting		
15.00					
15.30		5. Students	11. Alumni		
16.00					
16.30		Team Meeting	Team Meeting		
17.00		7. Researchers	10. Professional Stakeholders		
17.30					
18.00		Team Meeting	Team Meeting		
18.30					