



Quality Assurance Process

Site Visits

The purpose of the site visit is to allow the Review Team to follow up on matters raised by the New Program Proposal or existing program review, to interview students, staff, faculty, and others who can most appropriately provide informed comments, and to examine the physical facilities used by the program.

A site visit, typically for two full days, can be conducted on-campus and in-person, virtually, or by desk review.

The new version of QUQAP is explicit in stating that external reviewers should make on-site visits, with only a few exceptions.



Graduate Programs must have on-site visits, with only a few exceptions:

Reviews of a new doctoral and master's program proposals must incorporate an on-site visit, with the exception of certain new master's programs (e.g., professional master's programs, fully online programs, etc.), reviews for which may be conducted by a desk review or virtual site visit (QUQAP 2.5.4.2.1 and 6.7.4.2.1).



Undergraduate programs will normally have an on-site visit, with exceptions granted only by formal request:

All site visits for undergraduate programs are conducted in-person and on-campus unless an alternative method is requested by the Academic Unit and/or Faculty or School in advance of the review. Alternative methods for site-visits (e.g., virtual or desk

review) are not permitted for doctoral or master's programs (with the exception of certain master's programs as stated above.) (QUQAP 2.5.4.2.2 and 6.7.4.3).

- A clear justification for the request of an alternative review method must be provided to the Provost (or delegate), who will have final approval authority over the request (QUQAP 2.5.4.2.3 and 6.7.4.3.1).
- The Review Team must be satisfied that the review method taking place is acceptable and appropriate (QUQAP 2.5.4.2.4 and 6.7.4.3.2).
- ✔ The Review Team should visit the campus together or engage together on the same remote calls (QUQAP 2.5.4.3 and 6.7.4.4).
- ✔ The Faculty Office(s) and the School of Graduate Studies and Postdoctoral Affairs, if appropriate, will consult with members of the new program(s) or existing program(s) and with assistance from the Provost's Office, will arrange for meetings between the reviewers and appropriate individuals as outlined in the Sample Meeting Itinerary (QUQAP 2.5.4.4 and 6.7.4.5):
 - Provost or delegate;
 - Vice-Provost and Dean of the School of Graduate Studies and Postdoctoral Affairs or delegate (as applicable);
 - Dean or delegate of the faculty(ies) (as applicable);
 - Unit Head(s);
 - Unit(s) faculty members;
 - Faculty member representatives from cognate units (if applicable);
 - Undergraduate students, graduate students, and postdoctoral fellows (as appropriate) of the unit(s);
 - Staff members of the unit(s);
 - Support Service representatives such as the Librarian (or delegate) associated with the unit(s) and Information Technology Services (ITS) as applicable; and
 - Relevant members of the external community (if applicable).

- ✔ The Review Team members will be free to seek information from other sources, and, to suggest other individuals and groups with whom to meet during the site visit (QUQAP 2.5.4.5 and 6.7.4.6).

- ✔ The Provost (or delegate) will brief the reviewers on basic aspects of the review process (QUQAP 2.5.4.6 and 6.7.4.7).

- ✔ The Review Team members should not be invited to participate in academic or social events other than as required by their duties as reviewers (QUQAP 2.5.4.7 and 6.7.4.8).

- ✔ During the site visit and writing of the Review Report, the internal reviewer will provide important insights about the University so that any conclusions drawn and/or recommendations made by the external reviewers are done with an understanding of how changes are implemented at Queen's (QUQAP 2.5.4.8 and 6.7.4.9).

For additional information on this requirement or the QUQAP process, please contact quqap@queensu.ca.