



Quality Assurance Process

Virtual Site Visits

The [Quality Assurance Framework](#) specifies the circumstances under which a virtual site visit may occur in place of an in-person visit. This must be agreed upon by the external reviews and Provost.

Virtual Site Visits can be used to conduct all required elements of the external reviewers' site visit such as virtual meetings with students, faculty and other stakeholders using videoconferencing software. It may also include remote attendance at performances or events, and virtual facilities tours.

In addition to ensuring participants understand their role in the process, there are some special considerations when planning for a virtual site visit:



Virtual site-visits can take place over a period of two weeks.

Each virtual meeting should be no more than two (2) hours in length and no more than three (3) meetings should be scheduled in a single day.



Be sure to build breaks in between meetings to reduce screen fatigue and allow for Reviewers to step away from their computers. This time can also be used by organizers to troubleshoot technical issues.



The sequence of the meeting itinerary for an in-person visit should still be followed for a virtual visit.



Be sure to schedule time for Reviewers to discuss their findings and debrief throughout the course of the virtual site-visit.



A meeting host who is responsible for admitting participants, has access to resources for troubleshooting technical issues, and can make introductions and make reminders about housekeeping or other etiquette considerations (“mute” when not speaking, hand raising function, etc.) should be pre-determined.

- ✔ It should be clear who is chairing the meeting and whether the chat function will be monitored and by whom.



Schedule a test call to ensure features you intend to use work as anticipated. Address security concerns by utilizing available security functions (passwords for entry, waiting rooms, etc.). Figure out any logistics related to virtual tours that are planned to occur.

- ✔ If you intend on recording sessions, all participants must be made aware that this function will be utilized. Be aware that some participants may be reluctant to be recorded. It is important to be aware of privacy protocols and to be clear about the ownership and intended use of the recordings.

Click [here](#) for more guidance on planning a virtual site visit from OUCQA.

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