

**Document Identifier:** Procedures for Virtual Reviews at Marino Institute of Education

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| <b>Policy Title:</b>               | Procedures for Virtual Reviews at Marino Institute of Education  |
| <b>Description:</b>                | Procedures for conducting quality review virtually at Marino Institute of Education when on-site reviews cannot take place |
| <b>Author (Position):</b>          | Quality Officer  |
| <b>Version:</b>                    | 1  |
| <b>Approved By:</b>                | MIE Quality Committee  |
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| <b>Date of Next Policy Review:</b> | June 2027 (or as necessary)  |

# Procedures for Virtual Reviews at Marino Institute of Education

## 1. Context

The advent of the Covid-19 pandemic and the associated travel restrictions has caused severe disruption to quality review processes across the higher education sector, nationally and internationally. The European Association for Quality Assurance in Higher Education ([ENQA statement 6 May 2020](#)) advised that *‘conducting review processes and site visits entirely online and/or extending the validity of accreditations are fully permissible under the ESG.’*

In response, Qualifications & Quality Assurance Ireland (QQI) the statutory body for quality in Ireland has piloted virtual review processes and released guidelines to assist higher education Institutions address requirements for virtual reviews. Increasingly, Irish higher education institutions are developing virtual review procedures in an effort to minimise disruption to their internal review cycles and respond to the changed environment.

As a Linked Provider of Trinity College, Dublin, the University of Dublin (hereafter referred to as Trinity), Marino Institute of Education (MIE) has established this procedure for virtual reviews which reflect Trinity’s approved procedures and accordingly reflect the national overarching guidance of QQI.

This procedure should be read in conjunction with the [Procedure for Quality Review of MIE Corporate and Student Support Services](#) and the procedures set out for [Quality Assurance Procedure for Review of Validated Programmes](#). The purpose of this document is to outline the process for the conduct of virtual reviews in Marino Institute of Education (MIE) and in particular to outline variations in practice from the current approved procedures for quality reviews.

## 2. Definitions

- Rapporteur: The Rapporteur remains the main point of contact between the Unit under review, the Quality Office and the review team as per quality review procedures at MIE.
- Co-ordinator: Virtual meetings may require a modified approach and a co-ordinator for the Unit under review may be appointed to facilitate technical and administrative duties in addition to the Rapporteur in the lead-up to and during the review. They will typically have good IT skills.

## 3. Guiding Principles

1. The decision to conduct a virtual review will be taken using a risk-based approach based on:
  - i. current public health and travel regulations at the time;
  - ii. the size and complexity of the review;
  - iii. the requirement by MIE to maintain a cycle of internal quality reviews under the *Universities Act 1997* and the *Qualifications & Quality Assurance (Education & Training) Act 2012*.
2. The MIE Quality Committee and the Dean, Programme Leader or Head of Unit and the appointed Peer Review Team agree with the decision to conduct of a virtual review process.
3. The Terms of Reference for the Review are achievable via a remote review process and there is no detriment in terms of the thoroughness and comprehensiveness of the review.
4. The review process will be conducted via MS Teams or another virtual platform that is supported MIE and is EU-GDPR compliant. As MIE has a campus-wide licence for Zoom it may be used as an alternate.

## 4. Scope

1. This procedure applies to all quality reviews (Programme, Academic Unit, Service Unit and Thematic Reviews), where conditions mitigate against the conduct of a physical on-site review.

## 5. Benefits

1. MIE maintains compliance with the requirement to conduct a cycle of reviews in accordance with the [Quality & Qualifications \(Education and Training\) Act 2012](#).
2. MIE units/departments/programmes undergoing quality reviews continue to gain the benefits of internal reflection on their quality processes, and benefit from the expertise of peer reviewers on the quality of their education/research/service provision or other specific issues as included in the Terms of Reference for their Review.

## 6. Procedure

The procedure is unchanged to those outlined in the [Procedure for Quality Review of MIE Corporate and Student Support Services](#) and the Procedure for the Review of Validated Programmes with the following supplementary amendments to:

**Section 6 'Procedure for a Programme Review'** of [Quality Assurance Procedure for Review of Validated Programmes](#)

and

**Section 6 'Procedure'** of [Procedure for Quality Review of MIE Corporate and Student Support Services](#):

### 1. Initiation (Nomination and Selection of External Review Team)

**Amendment:** MIE seeks to engage external reviewers who are leading experts in their field with suitable experience. The process for nomination and selection of the External Review team seeks to achieve a diversity of membership in terms of gender, discipline and geographical location. In the virtual review process, reviewers should be located in countries within a two-hour time zone radius of the review location in order to co-ordinate meetings within core business hours. For MIE this this means it will not be possible to engage reviewers from North/South America, Asia or Oceania yet every effort will be made to select reviewers with relevant international experience to add to the international perspective sought after in the review process.

### 2. Development of the Self- Assessment Report

**Amendment:** An additional product required to facilitate the virtual review procedures is a virtual tour of the MIE campus and the Unit under review showing the teaching and learning facilities including: small group teaching space, laboratory or equipment, learner resources and student and staff amenity available to the Unit under review. The External Review Team will decide what facilities (teaching and learning, research, staff and student amenity areas), they wish to view during the virtual briefing meeting. The Unit under review has the option to produce a short 3-5 minute video or conduct a virtual tour. If the latter is chosen, time needs to be protected in the review schedule to facilitate the virtual tour to be accommodated. Online access to the MIE Virtual Learning Environment Moodle for the External Review Team Members should be arranged well in advance of the review.

### 3. Schedule of Meetings

**Amendment:** The schedule of meetings should be aligned to participation via the remote technology i.e. MS Teams or Zoom. This may require fewer, smaller meetings and a remote tour of facilities. In developing the schedule of meetings, the Quality Office will ensure the following principles are followed:

- Normal review activities (generally accepted as 2.5 days) may be extended over a longer period if needed i.e. one calendar week incorporating meetings on half-days only, early starts or late finishes but where possible meetings will remain within core-business hours;
- Timing of meetings must be aligned with the geographical location of External Reviewers and GMT time zone constraints. The Schedule of Meetings will specify the time for all relevant time zones;
- Priority will be given for key meetings in accordance with the significant issues identified in the SAR and the Terms of Reference for the review; and the key personnel/representatives that can inform and respond to those issues for the review team;
- In general, the number of attendees at each meeting should be appropriate to the theme of the meeting. In the use of MS Teams attendance is limited to eight and Zoom can be used to facilitate larger attendance.
- Sufficient time should be allocated between meetings to facilitate the virtual meeting process via MS Teams or Zoom, to allow for any overrun of the meeting due to connectivity problems etc.;
- The Schedule of Meetings should facilitate debrief meetings, as required/or at the request of the External Review Team;
- Should additional meetings be requested by the review team, they will be included in the schedule;
- Time allocated on the final day of the review is protected for wrap-up meetings with the exception being any additional meeting requested by the review team;

3.1 The External Reviewers will have an opportunity to make amendments to the proposed draft Schedule of Review Meetings at the virtual Briefing Meeting hosted by the Quality Officer and Head of Unit with the External Reviewers three weeks pre-review.

3.2 Thereafter any amendments requested by the Review Team to the draft Schedule of Meetings will be actioned by the Unit or Quality Office as appropriate. The final draft of the Schedule of Meetings disseminated one week prior to the review should have the virtual links to the meeting embedded in the Schedule. A contingency contact link i.e. conference phone number and pin should also be provided on the final schedule in case of connectivity problems.

3.3 Refer to Appendix 1 *Operational Guidelines for conducting a Virtual Review* and Appendix 2 *Template Invitation* for information to be provided to meeting participants.

#### **4. Conduct of the virtual site visit/review**

**Amendment:** The Quality Office will establish a SharePoint folder to facilitate sharing of information such as review documentation in accordance with the MIE secure file transfer protocol. Access will be provided to the External Review Team, six weeks prior to the review, as per the expected timeline for physical on-site reviews.

The Unit under review should nominate a Co-ordinator, to act as a key contact point in the lead up to and during the review, in the case of technical assistance required to participate in meetings. The role of the Co-ordinator is referenced in the *Operational Guidelines* (Appendix 1). The Co-ordinator contact details should be included in the *Template Invitation* to review participants in (Appendix 2). The Co-ordinator will receive back-up from the Quality Office.

In addition to the pre-review teleconference conducted with the External Review Team, the Head of Area/Unit and Quality Office representatives that is scheduled three weeks prior to the review, the purpose of which is to review the documentation, respond to any questions/point of clarification and identify the need for any further documentation/evidence and/or changes to the review schedule, and check if the review team have gained access to the SharePoint folder and to Moodle, an additional virtual meeting will be scheduled one week prior to the review.

The purpose of the additional meeting is to test access by the External Review Team members to the virtual platform, for review team members to share any questions they propose to ask in meetings they are nominated to chair/lead and to review the Contingency Plan (Appendix 3). The Rapporteur and the Co-ordinator nominated by the Unit under review will be invited to join this meeting.

*Microsoft Teams is the preferred platform for communication for this review process and all technical guidance provided below relates to this platform but Zoom may be used as an alternative platform when EU-GDPR compliance is assured.*

Staff of the Unit under review should familiarise themselves with available MIE information on MS Teams and Zoom which will be provided to participants in preparation for the visit.

Refer to Appendix 1 of this Procedure for *Operational Guidelines for Conducting a Virtual Review* and Appendix 3 *Contingency Plan* to troubleshoot difficulties that may arise during the virtual review.

## **7. Responsibility**

Responsibility for this procedure lies with the Quality Officer.

## Appendix 1: Operational Guidelines Virtual Visit (QQI Guidelines).

### 1. General Guidelines for All Participants

#### Prior to the Meeting

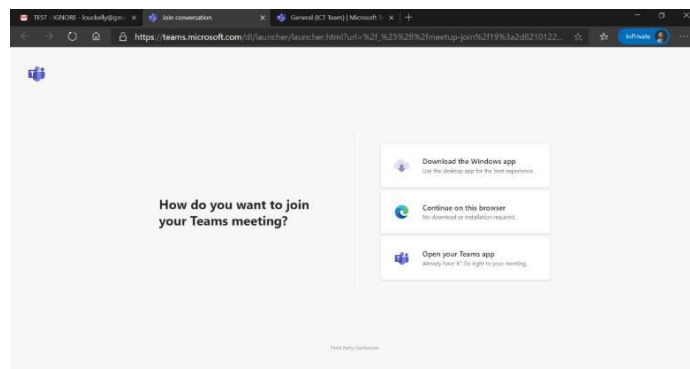
1. The example below illustrates how to join a meeting from invitation using Microsoft Teams.

- a. Click on the 'Join Microsoft Teams Meeting' hyperlink in the meeting invitation.

Click this link to bring you to the MS Teams meeting

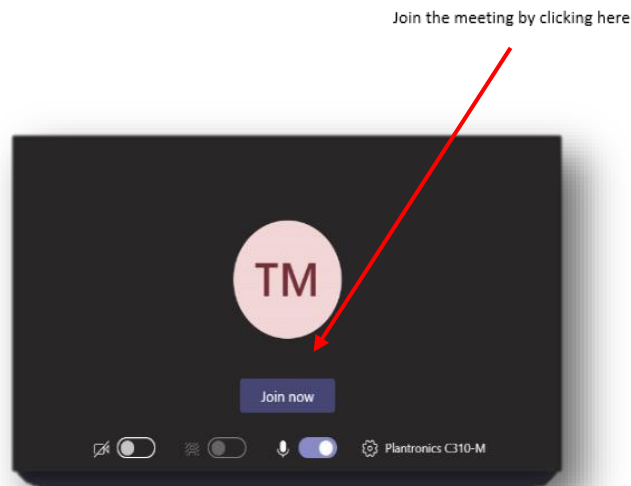
[Join Microsoft Teams Meeting](#)

- b. When issued with a meeting invitation, you will be prompted to select how you want to join the Teams meeting. It is recommended that you select '**Continue on this browser**'.



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- c. Join the meeting by clicking on the **Join now** button **10 minutes before commencement**. This should allow time to identify any technical problems.



- d. Please ensure that you enter **your full name and affiliation/role** when MS Teams prompts you for your name.
- e. You can switch on and off your camera and/or microphone as set out below.



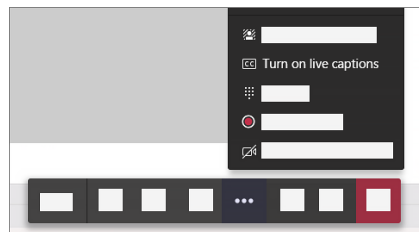
2. If you have internet connectivity issues, you should communicate this with the **Co-ordinator** by phone/text. If the connectivity issues cannot be resolved, you may need to dial into the meeting session using the phone number and PIN provided in the meeting invitation.

**During the meeting**

1. Mute your microphone once the chair has officially opened the meeting.

If you are hard of hearing or are participating from an environment that is not noise-free, you may find it useful to avail of the “live captions” function in Microsoft TEAMS.

To use live captions in a meeting, go to your meeting controls and select **More options** \*\*\* **Turn on live captions**.

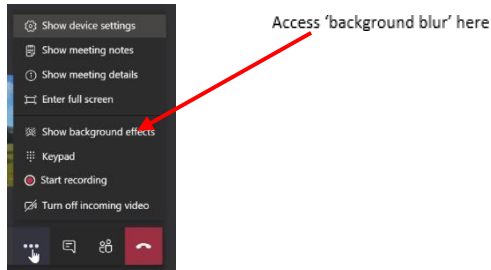





To stop using live captions, go to the meeting controls and select **More options** \*\*\* **Turn off live captions**.

*It should be noted that, depending on the version of MS Teams you are using, you may not have access to this function.*

2. If your internet connection supports it, keep your video turned on during the meeting. Turn your **microphone on when you are invited to speak** by the chair or the review team member leading the session.
3. Speak clearly and in a normal voice. **Start your comment or question by stating your name (and, if applicable, the organisation you are representing)**. This helps the review team and other participants to identify who is speaking and is particularly important if you are dialling into the meeting, as the review team members will not be able to see you.
4. When not speaking, **make sure your audio is muted**. This will prevent inadvertent noises from interrupting others.
5. Keep the chat side bar open and use it to highlight any problem that requires technical support.



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|                                 | <p>6. It is important to remember that, if your <b>camera is turned on</b>, all attendees will be able to see you and your surroundings during the meeting. It is recommended that you use background blur (accessible through 'show background effects' via the 'additional options' button) to minimise distractions.</p> <div data-bbox="794 636 1286 904">  </div> <p>7. If you wish to raise a point or add an additional response to a question during the meeting, you can indicate your intention to the chair using the 'raise hand' function:</p> <p>Select <b>Raise your hand</b> in the meeting controls.</p> <div data-bbox="496 1149 1190 1227">  </div> <p>Everyone in the meeting will be able to see that you have your hand raised.</p> <div data-bbox="496 1341 1262 1552">  </div> <p>The chair will monitor this and will invite participants to speak where appropriate.</p> <p>8. Once you have made your point, select <b>Lower your hand</b> in the meeting controls.</p> |
| <p><b>After the meeting</b></p> | <p>1. Leave the meeting when instructed to do so by the chair.</p> <div data-bbox="767 1899 1190 2004">  </div>  |

## 2. Guidelines for All Review Team Members

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| <p><b>Prior to<br/>the<br/>meeting</b></p> | <ol style="list-style-type: none"><li>1. Follow the General Guidelines (no. 1 above) in respect of joining the meeting, connectivity, etc.</li><li>2. Review team members must ensure that they have all relevant meeting links prior to commencement of the main review visit. Meeting links are accessible in the Outlook calendar invitations that you will receive from the <b>Unit</b>; if you need any meeting links to be re-sent, you should communicate this directly to the Co-ordinator or the Quality Office.</li><li>3. It is recommended that the review team establishes a means of communicating non-sensitive information with each other privately during the review (and particularly during meeting sessions). With the agreement of all team members, the Rapporteur may set up a WhatsApp group for this purpose.</li><li>4. A private meeting of the review team will be scheduled for a period of 20 minutes prior to each institutional/stakeholder session. These meetings will take place in the private review team meeting space, which will appear in your calendar as an all-day meeting invitation.</li><li>5. It is recommended that the Rapporteur take responsibility for monitoring the chat sidebar/hands-up feature. In the event that the chair/lead team member appears not to have noticed a raised hand/message, this may be communicated to the chair/lead team member via the review team WhatsApp group.</li><li>6. Once the private meeting has concluded, hang up and join the meeting session with institutional representatives/stakeholders.</li></ol> |
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| <p style="color: red; font-weight: bold; text-align: center;">During<br/>the<br/>Meeting</p> | <ol style="list-style-type: none"> <li>1. Follow the General Guidelines (no. 1 above) regarding video and microphone usage.</li> <li>2. If you are the team member assisting the chair/lead team member, you should monitor the chat and ‘raise hand’ function throughout the meeting.</li> <li>3. It may be useful to identify yourself when speaking. It is easy to forget that there are virtual participants who are not able to see (or identify) the speaker.</li> <li>4. Speak slowly and clearly – participants do not have access to body language and other non-verbal cues. Be explicit about thoughts and opinions and ensure that your questions are clearly phrased. The only way others can know a participant’s stance on something is if the participant is very clear about verbalising their opinions.</li> <li>5. You should pause and allow sufficient time for stakeholders to answer any questions posed, and invite other participants to contribute. Particularly if you are leading a session, you should be mindful to ensure that all participants are given the opportunity to share their views, including those who do not have their cameras on, or those who have joined the meeting by phone. (<b>Co-ordinator</b> will inform you at the earliest possible time if any participants have had to join a session by phone due to connectivity issues.) This may be checked several times throughout the meeting.</li> <li>6. Avoid speaking while others are talking unless an interruption is necessary to clarify/correct a participant’s understanding of a question or to curtail lengthy or circuitous responses. Ask for clarification on any point or issue that is not clear.</li> </ol> |
| <p style="color: red; font-weight: bold; text-align: center;">After the<br/>meeting</p>      | <ol style="list-style-type: none"> <li>1. Once a meeting session has ended, hang up and join the private review team meeting space.</li> <li>2. A 15-minute private review team meeting will be scheduled after each session or block of sessions.</li> </ol>   |

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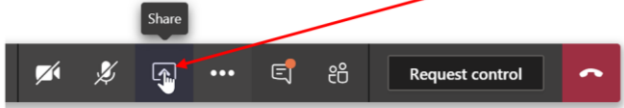

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|  | <ol style="list-style-type: none"> <li>3. Ensure that you and the other team members agree on the main points of evidence gathered in the meeting. If you are not in agreement on a particular point, it is important to voice this.</li> <br/> <li>4. Any outstanding questions, or areas that require further clarity should be identified and agreed by team members. Consider which stakeholder groups will be able to provide clarity on the point in question and plan to include questions on the topic in the relevant session.</li> </ol> |
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### 3. Guidelines for Review Team Chair

Virtual meetings create different situations that require a modified approach from the Chair.

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| <p><b>Prior to the meeting</b></p> | <ol style="list-style-type: none"> <li>1. As chair, you, along with the Rapporteur, should ensure that all relevant documentation required for the meeting is available to the review team in advance. The Quality Office will support you in this.</li> <br/> <li>2. You should confirm which team member will lead questioning during the meeting session, and who will act as support. You, as chair, should nonetheless open and close each meeting session.</li> </ol> <p>Before each meeting, you should confirm with review team members the agreed focus of the meeting. This will include topics for discussion and indicative questions.</p> |
| <p><b>During the Meeting</b></p>   | <ol style="list-style-type: none"> <li>1. You should welcome participants and endeavour to put them at their ease.</li> </ol> <p>You should highlight the focus of the meeting session (you may wish to share your screen with all participants to show the agenda/main topics for discussion during the session – if you do decide to share your screen, remember to stop sharing your screen by clicking once more on the ‘share’ button once you have finished providing the overview of topics).</p>   |

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|  | <p data-bbox="986 383 1401 416">Click here to share your screen/window</p>  <p data-bbox="459 580 1358 1048"><ol style="list-style-type: none"><li>2. Where time allows, attendees may be invited to introduce themselves, sharing their name, role and affiliation.</li><li>3. You should remind the review team and stakeholders to flag any technical issues to the <b>Co-ordinator</b>.</li><li>4. Participants who wish to contribute/add further comments can request to do so through the TEAMS 'raise hand' function. Select Show participants  to see a list of everyone in attendance. Anyone who has raised their hand will have an icon next to their name. When multiple people raise their hands, they will be listed in the order in which they raised them.</li></ol></p> <p data-bbox="515 1102 1390 1216">Along with the Rapporteur, you should alternate between the chat sidebar and 'Show Participants', and, where necessary, act upon any messages from meeting participants at the appropriate time.</p> <p data-bbox="515 1270 1337 1384">To assist in this, for each session, you should assign one review team member the task of alerting the chair to any questions/raised hands appearing.</p> <p data-bbox="515 1397 1358 1597">You should be mindful to ensure that all participants are given the opportunity to share their views, including those who do not have their cameras on, or those who have joined the meeting by phone. This may be checked several times throughout the meeting.</p> <ol style="list-style-type: none"><li>5. Time for participants to make any additional comments should be built in at the end of each session, which you, as chair, should highlight and coordinate.</li><li>6. You should clearly bring the meeting to a close and indicate that <u>all</u> participants may leave the meeting. Where a session is followed by a private review team meeting, you should instruct team members to join the subsequent private meeting session.</li></ol> |
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| <p><b>After the meeting</b></p> | <ol style="list-style-type: none"><li>1. Confirm that all team members have joined the separate private review team meeting.</li><li>2. You should ensure that all review team members agree on the main points of evidence established during the meeting.</li><li>3. Any outstanding questions, or areas that will need to be clarified further in subsequent meetings, should be identified and noted by the Rapporteur.</li></ol> |
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#### 4. Guidelines for Stakeholders

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| <p><b>Prior to the meeting</b></p> | <ol style="list-style-type: none"><li>1. Follow the General Guidelines prior to the meeting.</li><li>2. You may be using the same TEAMS/Zoom link for more than one meeting. If you are entering a new session via a link that has already been in use by a previous session, you will still need to be ready to join 10 minutes before the meeting. However, you will not be admitted until the previous session has ended.</li><li>3. If you have internet connectivity issues, you should contact the Co-ordinator by phone/text using the contact number provided. If the connectivity issues cannot be resolved, you may need to dial into the meeting session using the phone number and conference ID provided in the meeting invitation.</li></ol> |
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**During the Meeting**

1. Follow the General Guidelines (no. 1 above) regarding video and microphone usage and the 'raise hand' function.
2. Indicate any technical issues experienced through the meeting's chat facility.
3. The chair will open the meeting by introducing the review team members and the topics to be addressed during the meeting.
4. Where time allows, the chair will invite you and fellow stakeholders to introduce yourselves, sharing your names and roles/affiliations.
5. The chair/lead speaker will invite you to contribute to the meeting by addressing specific questions raised on the topic.
6. In general, it is useful to identify yourself when speaking. It is easy to forget that there are virtual participants who are not able to see (or identify) the speaker.
7. Speak clearly – virtual attendees do not have access to body language and other non-verbal cues, you should speak slowly and clearly. Be explicit about thoughts and opinions on the questions asked.
8. **Do not speak while others are talking and avoid interrupting speakers.** Ask for clarification on any point or issue that is not clear. An opportunity of time for additional comments will be built in at the end of each session. This will be controlled by the chair.

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| <p><b>After the meeting</b></p> | <ol style="list-style-type: none"><li>1. Follow the General Guidelines (no. 1 above) for after the meeting.</li><li>2. Please be aware that should you fail to remove yourself at the end of a meeting, the <b>Co-ordinator</b> may need to do so on your behalf.</li><li>3. If you are no longer required to access the chat facility, the <b>Co-ordinator</b> will remove access on your behalf.</li></ol> |
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## 5. Guidelines for Rapporteur

The Rapporteur remains the main point of contact between the Unit under review, the Quality Office and the review team. However, virtual meetings create different situations that require a modified approach.

An optional meeting with the **Quality Office and Co-ordinator** will be retained in the timetable at the beginning and end of each day of the virtual review. This provides the team with the opportunity to request additional documentation and (in exceptional circumstances) to request amendment to the main review visit timetable.

**The Co-ordinator** organises all meeting sessions with the exception of the Introductory Meeting with Institute staff (Day 1 – first meeting), the Finance Meeting – where applicable (Day 1 immediately follows-on after an introductory meeting with institute staff, and the wrap-up meeting with institute staff (final day).

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| <p style="color: #C00000; font-weight: bold; margin: 0;">Prior to the meeting</p> | <p>1. Ensure that the review team has all review documentation to hand. This will have been issued via SharePoint folder established by the <b>Quality Office</b> for this purpose.</p> <p>Confirm that the review team has the most up-to-date version of the Schedule of Review Meetings and advise of any last-minutes changes or apologies from stakeholders.</p> |
| <p style="color: #C00000; font-weight: bold; margin: 0;">During the Meeting</p>   | <p>The Co-ordinator or other representatives from the Unit, with the exception of agreed representation for specific meetings, will <b>not</b> be in attendance for the meetings.</p>   |

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| <p><b>After the meeting</b></p> | <ol style="list-style-type: none"><li>1. Follow up with the review team chair and the Co-ordinator on any additional documentation required and ensure that this is uploaded to the agreed SharePoint folder in good time.</li></ol> <p>If you are approached by a stakeholder who has experienced <b>connectivity issues during a meeting session</b>, you should instruct them that they may make a short written submission within <b>one hour of the session's conclusion</b>, detailing any additional, new information that they did not have the opportunity to provide during the session.</p> |
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## **Appendix 2: Guidance Notes for attendees – Sample template: meeting invitation to attendees and stakeholders (internal and external)**

### **1. Background to the quality review process**

The *[insert Unit here]* is being reviewed as part of a cycle of quality reviews of schools, programmes, administrative/service areas and research institutes that the Institute is required to undertake as a linked provider of Trinity College Dublin under the [Quality & Qualifications \(Education and Training Act\) 2012](#).

### **2. The quality review process**

An External Review Team, comprising 3-4 person members, is appointed to undertake the review. The *[insert unit here]* carried out an extensive self-assessment in advance of the review and has produced a Self-Assessment Report (SAR) which reflects our current activities and plans/strategy for the future. During the review, which will be conducted virtually via MS Teams or Zoom, and is scheduled for *[insert review dates here]*, the Reviewers meet with Institute staff, Unit staff, students (if required), and other appropriate internal and external stakeholders. The Reviewers will also be provided with a virtual tour of facilities.

### **3. The Review Team**

The Review Team for the *[insert Unit here]* comprises *[Insert Reviewers' names and here]*. The Rapporteur is *[insert Rapporteur name here]*. A note taker is also present during the meetings. This person does not have any links with the *[insert unit name here]* nor with the Quality Office. Notes are confidential and are **only** circulated to the Review Team.

### **4. Purpose of your meeting with the External Review Team**

The purpose of the meetings is to give the external reviewers an opportunity to discuss issues of interest that they have identified in the Self-Assessment Report (SAR) or in the background material provided to them by the relevant stakeholders.

You will be circulated with a link to the MS Teams/Zoom meeting in advance and are asked to join the meeting, at least 10 minutes in advance to check connectivity. You will be provided with guidelines on how to join the meeting by the *[insert Unit here]*.

If you have any connectivity issues, please contact xxxx xxxx on mobile number +353 8xx xxx xxx.

The other participants in your meeting with the Reviewers are *[insert list of names below]*.

## Appendix 3: Contingency Plan

| Issue  | Proposed Actions   |
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| <b>A. Review Team</b>  |  |
| <p>1. <b>Review team member(s)</b> (ANY) unable to connect to meeting session</p>            | <ul style="list-style-type: none"> <li>▪ Review team members should contact the <b>Rapporteur</b> by phone/text as soon as an issue becomes apparent.</li> <li>▪ The <b>Co-ordinator</b> will re-issue the session invitation to the review team member.</li> <li>▪ If the issue persists, the Co-ordinator will communicate this to the Quality Office.</li> <li>▪ The Rapporteur will communicate the issue to the chair and remaining team.</li> <li>▪ The review team member experiencing the problem should dial into the meeting. A conference pin will be required. This is included in the <b>review visit timetable</b>, as well as in the calendar invitation for the meeting.</li> <li>▪ The chair indicates to all attendees that a review team member is joining the meeting by phone.</li> </ul> |
| <p>2. <b>Review team member(s)</b> (ANY) unable to connect or dial in to meeting session</p> | <ul style="list-style-type: none"> <li>▪ The review team member affected should contact the Rapporteur by phone/text.</li> <li>▪ The Rapporteur will communicate the issue to the chair and remaining team members via their review team WhatsApp group.</li> <li>▪ Where the review team member is not the chair/lead for a session, they may communicate by email to their team colleagues any questions relevant to the session.</li> <li>▪ Where the review team member is the chair/lead for a session, an alternate team member assumes responsibility for leading questioning during the meeting session. It is important that team members leading sessions are familiar with their partners' questions.</li> </ul>  |
| <p>3. <b>Rapporteur</b> unable to connect or dial in to meeting session</p>                  | <ul style="list-style-type: none"> <li>▪ The Rapporteur should contact the Quality Office by phone/text as soon as an issue becomes apparent.</li> <li>▪ The Quality Office will liaise with the Chair and the Review Team.</li> <li>▪ The Quality Office will reissue the meeting invitation to the Rapporteur.</li> </ul>  |

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| <b>B. Academic/Professional Services Unit</b>   |   |
| 1. <b>Stakeholders/participants</b> (ANY) unable to connect to meeting  | <ul style="list-style-type: none"> <li>▪ The stakeholder/participant contacts the <b>Co-ordinator</b> by phone/text as soon as the issue becomes apparent.</li> <li>▪ The Co-ordinator re-issues the meeting invitation to the stakeholder/participant.</li> <li>▪ If the issue persists, the Co-ordinator will communicate with the stakeholder/participant and instruct them to dial into the meeting, reminding them that a conference pin, available in the calendar invitation for the meeting, will be required.</li> </ul>   |
| 2. <b>Stakeholder/participant</b> (ANY) unable to connect to or dial into meeting   | <ul style="list-style-type: none"> <li>▪ The affected stakeholder/participant should contact the <b>Co-ordinator</b> by phone/email.</li> <li>▪ The stakeholder/participant affected may make a short-written submission to the review team <b>up to one hour after the meeting</b> session has concluded.</li> </ul>   |
| 3. <b>Key institutional personnel</b> unable to connect to or dial into meeting   | <ul style="list-style-type: none"> <li>▪ As per Section 2</li> </ul>  |
| <b>C. Co-ordinator</b>  |   |
| 1. <b>Co-ordinator</b> unable to connect to meeting session   | <ul style="list-style-type: none"> <li>▪ <b>Unit Co-ordinator</b> should contact the Quality Office.</li> </ul>   |
| <b>D. All</b>   |   |
| 1. Microsoft Teams outage or similar prevents <b>all participants</b> from joining/remaining in meeting session                                     | <ul style="list-style-type: none"> <li>▪ <b>Co-ordinator</b> or <b>Quality Office</b> will create a new MS Teams/Zoom meeting session for the same time as the original session and circulate its link to review team members, the Rapporteur and meeting participants.</li> <li>▪ Co-ordinator will contact the Rapporteur by phone/text to confirm receipt of new link by review team members. The Rapporteur will request confirmation of receipt via the review team WhatsApp group.</li> <li>▪ The Rapporteur will contact the Co-ordinator by phone/text to confirm receipt of the link.</li> <li>▪ The Co-ordinator will circulate the new MS Teams meeting link to all stakeholders/participants.</li> <li>▪ Zoom can be used as alternate platform; the Quality Office and Coordinator will issue a Zoom meeting to participants.</li> </ul> |
| 2. Microsoft Teams outage or similar prevents <b>all participants</b> from joining/remaining in meeting session. New meeting links do not function. | <ul style="list-style-type: none"> <li>▪ After consulting with the review team members and the Quality Office, the <b>Co-ordinator</b> will reschedule a meeting session via MS Teams at the earliest possible time.</li> <li>▪ Alternatively, a Zoom meeting request can be sent to all meeting participants.</li> </ul>   |

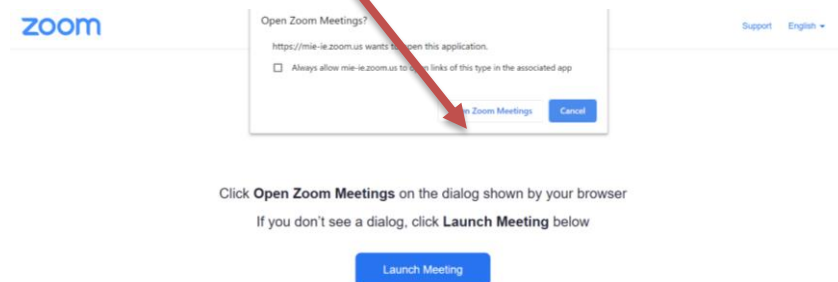
## Appendix 4 Operational Guidelines Virtual Visit (Use of Zoom as virtual meetings application)

MIE holds an education/college Zoom account which adheres to the highest level of GDPR compliance. Any MIE virtual reviews taking place via Zoom must be hosted through the MIE Zoom account. Zoom GDPR statement available here <https://zoom.us/gdpr>

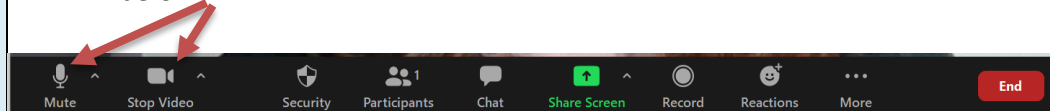
### 1. General Guidelines for All Participants

#### Prior to the Meeting

1. An invitation to a Zoom meeting will be generated by a member of staff in Marino Institute of Education. The Institute pays for a Zoom licence which ensures that it is a secure environment for discussing sensitive information. You will be sent a meeting link and a password to enter in order to join the meeting.
2. The example below shows how to join a meeting from a Zoom invitation.
3. Prior to the meeting it is recommended to ensure that you have the Zoom application ([https://zoom.us/download#client\\_4meeting](https://zoom.us/download#client_4meeting)) downloaded and that it is up to date on the device in use for the review.
4. Click on the Zoom hyperlink meeting invitation.
5. Click 'Open Zoom Meeting'



6. Please access the meeting 10 minutes before the stated commencement time to allow time to identify and resolve any technical problems.
7. Please select 'Join by computer audio' and 'Join by computer video' for the commencement of the meeting.
8. You can switch on and off your camera and/or microphone as set out below.



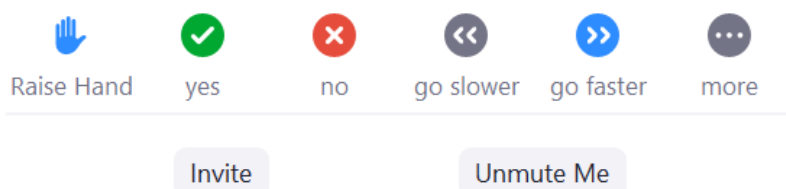
9. In the top right corner of the screen, you can click on "Gallery View" to ensure that you can see as many participants as possible.
10. If you have internet connectivity issues, please communicate this with the Co-ordinator by phone/text. If the connectivity issues cannot be resolved, you may need to dial into the meeting session using the phone number and PIN provided in the meeting invitation.

## During the Meeting

1. Mute your microphone once the chair has officially opened the meeting.

If you are hard of hearing or are participating from an environment that is not noise-free, it may find it useful to avail of the chat function on Zoom when necessary.

2. If your internet connection supports it, keep your video turned on during the meeting. Turn your **microphone on when you are invited to speak** by the Chair or the review team member leading the session and keep it off at other times.
3. Speak clearly and in a normal voice. **Start your comment or question by stating your name (and, if applicable, the organisation you are representing)**. This helps the review team and other participants to identify who is speaking and is particularly important if you are dialling into the meeting, as the review team members will not be able to see you.
4. When not speaking, **make sure your audio is muted**. This will prevent inadvertent noises from interrupting others.
5. Keep the chat side bar open and use it to highlight any problem that requires technical support.
6. It is important to remember that, if your **camera is turned on**, all attendees will be able to see you and your surroundings during the meeting. It is recommended that you use background blur (accessible through 'show background effects' via the 'additional options' button) to minimise distractions.
7. If you wish to raise a point or add an additional response to a question during the meeting, you can indicate your intention to the chair by raising your hand or by using the 'raise hand' function:



Select **Raise hand** in the meeting controls. The chair will monitor this and will invite participants to speak where appropriate.

## After the Meeting

1. Leave the meeting when instructed to do so by the chair.



## 2. Guidelines for All Review Team Members

### Prior to the meeting

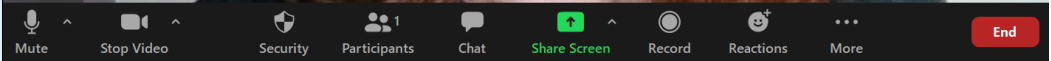
1. Follow the General Guidelines (no. 1 above) in respect of joining the meeting, connectivity, etc.
2. Review team members must ensure that they have all relevant meeting links prior to commencement of the main review visit. Meeting links are accessible in the Outlook calendar invitations that you will receive from the Unit; if you need any meeting links to be re-sent, you should communicate this directly to the Co-ordinator or the Quality Office.
3. It is recommended that the review team establishes a means of communicating non-sensitive information with each other privately during the review (and particularly during meeting sessions). With the agreement of all team members, the Rapporteur may set up a WhatsApp group for this purpose.
4. A private meeting of the review team will be scheduled for a period of 20 minutes prior to each institutional/stakeholder session. These meetings will take place in the private review team meeting space, which will appear in your calendar as an all-day meeting invitation.
5. It is recommended that the Rapporteur take responsibility for monitoring the chat sidebar/hands-up feature. In the event that the chair/lead team member appears not to have noticed a raised hand/message, this may be communicated to the chair/lead team member via the review team WhatsApp group.
6. Once the private meeting has concluded, hang up and join the meeting session with institutional representatives/stakeholders.



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| <p><b>During the Meeting</b></p> | <ol style="list-style-type: none"> <li>1. Follow the General Guidelines (no. 1 above) regarding video and microphone usage.</li> <li>2. It may be useful to identify yourself when speaking. It is easy to forget that there are virtual participants who are not able to see (or identify) the speaker. This is especially true if someone is sharing a document.</li> <li>3. Speak slowly and clearly – participants do not have access to body language and other non-verbal cues. Be explicit about thoughts and opinions and ensure that your questions are clearly phrased. The only way others can know a participant’s stance on something is if the participant is very clear about verbalising their opinions.</li> <li>4. You should pause and allow sufficient time for stakeholders to answer any questions posed, and invite other participants to contribute. Particularly if you are leading a session, you should be mindful to ensure that all participants are given the opportunity to share their views, including those who do not have their cameras on, or those who have joined the meeting by phone. (The Co-ordinator will inform you at the earliest possible time if any participants have had to join a session by phone due to connectivity issues.) This may be checked several times throughout the meeting.</li> <li>5. Avoid speaking while others are talking unless an interruption is necessary to clarify/correct a participant’s understanding of a question or to curtail lengthy or circuitous responses. Ask for clarification on any point or issue that is not clear.</li> </ol> |
| <p><b>After the meeting</b></p>  | <ol style="list-style-type: none"> <li>1. Once a meeting session has ended, hang up and join the private review team meeting space.</li> <li>2. A 15-minute private review team meeting will be scheduled after each session or block of sessions.</li> <li>3. Ensure that you and the other team members agree on the main points of evidence gathered in the meeting. If you are not in agreement on a particular point, it is important to voice this.</li> <li>4. Any outstanding questions, or areas that require further clarity should be identified and agreed by team members. Consider which stakeholder groups will be able to provide clarity on the point in question and plan to include questions on the topic in the relevant session.</li> </ol>   |

### 3. Guidelines for Review Team Chair

Virtual meetings create different situations that require a modified approach from the Chair.

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| <p><b>Prior to the meeting</b></p> | <ol style="list-style-type: none"><li>1. As chair, you, along with the Rapporteur, should ensure that all relevant documentation required for the meeting is available to the review team in advance. The Quality Office will support you in this.</li><li>2. You should confirm which team member will lead questioning during the meeting session, and who will act as support. You, as chair, should nonetheless open and close each meeting session.</li></ol> <p>Before each meeting, confirm with review team members the agreed focus of the meeting. This will include topics for discussion and indicative questions.</p>  |
| <p><b>During the Meeting</b></p>   | <ol style="list-style-type: none"><li>1. At the outset of meetings, welcome participants and endeavour to put them at their ease.</li></ol> <p>Highlight the focus of the meeting session (you may wish to share your screen with all participants to show the agenda/main topics for discussion during the session – if you do decide to share your screen, remember to stop sharing your screen by clicking once more on the ‘share’ button once you have finished providing the overview of topics).</p> <p>Click here to share your screen/window</p>  <p>The screenshot shows a meeting control bar with the following buttons from left to right: Mute, Stop Video, Security, Participants (with a '1' icon), Chat, Share Screen (highlighted with a green square and a red arrow), Record, Reactions, and More. A red arrow points from the text 'Click here to share your screen/window' to the 'Share Screen' button.</p> <ol style="list-style-type: none"><li>2. Where time allows, attendees may be invited to introduce themselves, sharing their name, role and affiliation.</li><li>3. Remind the review team and stakeholders to flag any technical issues to the Co-ordinator.</li><li>4. Participants who wish to contribute/add further comments can request to do so through the ‘raise hand’ function. Along with the Rapporteur, please monitor the ‘Participants’ sidebar, and, where necessary, respond to any messages from meeting participants at the appropriate time.</li></ol> <p>Be mindful to ensure that all participants are given the opportunity to share their views, including those who do not have their cameras on, or those who have joined the meeting by phone. This may be checked several times throughout the meeting.</p> |

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|   | <ol style="list-style-type: none"> <li>5. Time for participants to make any additional comments should be built in at the end of each session, which you, as chair, should highlight and coordinate.</li> <li>6. You should clearly bring the meeting to a close and indicate that all participants may leave the meeting. Where a session is followed by a private review team meeting, you should instruct team members to join the subsequent private meeting session and remind them how to do so.</li> </ol> |
| <p style="text-align: center;"><b>After the meeting</b></p> | <ol style="list-style-type: none"> <li>1. Confirm that all team members have joined the separate private review team meeting.</li> <li>2. Ensure that all review team members agree on the main points of evidence established during the meeting.</li> <li>3. Any outstanding questions, or areas that will need to be clarified further in subsequent meetings, should be identified and noted by the Rapporteur.</li> </ol>  |

#### 4 Guidelines for Stakeholders

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| <p style="text-align: center;"><b>Prior to the meeting</b></p> | <ol style="list-style-type: none"> <li>1. Follow the General Guidelines prior to the meeting.</li> <li>2. You may be using the same Zoom link for more than one meeting. If you are entering a new session via a link that has already been in use by a previous session, you will still need to be ready to join 10 minutes before the meeting. However, you will not be admitted until the previous session has ended.</li> <li>3. If you have internet connectivity issues, you should contact the Co-ordinator by phone/text using the contact number provided. If the connectivity issues cannot be resolved, you may need to dial into the meeting session using the phone number and conference ID provided in the meeting invitation.</li> </ol> |
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| <p><b>During the Meeting</b></p> | <ol style="list-style-type: none"> <li>1. Follow the General Guidelines (no. 1 above) regarding video and microphone usage.</li> <li>2. Indicate any technical issues experienced through the meeting's chat facility.</li> <li>3. The chair will open the meeting by introducing the review team members and the topics to be addressed during the meeting.</li> <li>4. Where time allows, the chair will invite you and fellow stakeholders to introduce yourselves, sharing your names and roles/affiliations.</li> <li>5. The chair/lead speaker will invite you to contribute to the meeting by addressing specific questions raised on the topic.</li> <li>6. In general, it is useful to identify yourself when speaking. It is easy to forget that there are virtual participants who are not able to see (or identify) the speaker.</li> <li>7. Speak clearly – virtual attendees do not have access to body language and other non-verbal cues, you should speak slowly and clearly. Be explicit about thoughts and opinions on the questions asked.</li> <li>8. <b>Do not speak while others are talking and avoid interrupting speakers.</b> Ask for clarification on any point or issue that is not clear. An opportunity of time for additional comments will be built in at the end of each session. This will be controlled by the chair.</li> </ol> |
| <p><b>After the meeting</b></p>  | <ol style="list-style-type: none"> <li>1. Follow the General Guidelines (no. 1 above) for after the meeting.</li> <li>2. Please be aware that should you fail to remove yourself at the end of a meeting, the Co-ordinator may need to do so on your behalf.</li> <li>3. If you are no longer required to access the chat facility, the Co-ordinator will remove access on your behalf.</li> </ol>   |

#### 4. Guidelines for Rapporteur

The Rapporteur remains the main point of contact between the Course/Unit under review, the Quality Office and the review team. However, virtual meetings create different situations that require a modified approach.

An optional meeting with the Quality Office and Co-ordinator will be retained in the timetable at the beginning and end of each day of the virtual review. This provides the team with the opportunity to request additional documentation and (in exceptional circumstances) to request amendments to the main review visit timetable.

The Co-ordinator organises all meeting sessions with the exception of the Introductory Meeting with Institute staff (Day 1 – first meeting), the Finance Meeting – where applicable (Day 1 immediately follows-on after an introductory meeting with institute staff, and the wrap-up meeting with institute staff (final day)).

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| <b>Prior to the meeting</b> | <ol style="list-style-type: none"><li>1. Ensure that the review team has all review documentation to hand. This will have been issued via SharePoint folder (or other agreed means) established by the <b>Quality Office</b> for this purpose.</li><li>2. Confirm that the review team has the most up-to-date version of the Schedule of Review Meetings and advise on any last-minutes changes or apologies from stakeholders.</li></ol>  |
| <b>During the Meeting</b>   | The Co-ordinator or other representatives from the Unit, with the exception of agreed representation for specific meetings, will <b>not</b> be in attendance for the meetings.  |
| <b>After the meeting</b>    | <ol style="list-style-type: none"><li>1. Follow up with the review team chair and the Co-ordinator on any additional documentation required and ensure that this is uploaded to the agreed SharePoint folder in good time.</li><li>2. If you are approached by a stakeholder who has experienced <b>connectivity issues during a meeting session</b>, suggest to them that they may make a short written submission within <b>one hour of the session's conclusion</b>, detailing any additional, new information that they did not have the opportunity to provide during the session.</li></ol> |