



## Appendix A

# College Quality Assurance Audit Process (CQAAP) Guidelines and Protocols for Virtual Audit Visits

### Contents

Information for the College .....	2
Virtual Meetings.....	2
When Preparing the Agenda/ Selection and Number of Individuals per session.....	2
IT and Support - ZOOM .....	2
Information for the Participants .....	3
Recording of sessions.....	3
How to be Prepare for the Virtual Audit Visit.....	3
Leading Up to the Visit.....	3
During the Meeting.....	3
Information for the Audit Panel Members How to be Prepare for the Virtual Audit Visit.....	4
During the Meeting.....	4
Information for the OCQAS Moderator .....	5
During the Meeting.....	5



## Information for the College

- The college develops the agenda and prepares/educates invested parties on the process.
- The Virtual Audit Visit duration is **two and one half-days (2.5 days)**.
- Each participant is expected to attend on a separate device, with a clear name as identification and with the camera enabled, if possible.
  - o Please note: Multiple participants are not permitted to attend interviews in one room, even if the room is equipped with advanced meeting technology.

## Virtual Meetings

- OCQAS Guidelines and Framework inform on expected length of meetings for each group.
- To reduce the effect of 'screen fatigue or screen gloom'.
  - o Breaks are added in between meetings to reduce the 'screen effect' (at minimum 15 minutes every two sessions).
    - Auditors should use this time to step away from their device and relax.
- Colleges could use this time to troubleshoot with participants that are having challenges accessing the tool.

## When Preparing the Agenda/ Selection and Number of Individuals per session

- Meeting participation/selection
  - o Balance stakeholder representation.
  - o Less than 12 people in each session.
    - The sessions will start only when all the confirmed participants are present.
  - o The Final Agenda should contain the names and representation of all participants.

## IT and Support - ZOOM

- No later than two weeks before the audit visit
  - o Develop participant instructions, manuals, and contact information.
  - o Offer to each participant the possibility of accessing a 15 minute virtual trial session, according to a published availability timetable, so that they can familiarize themselves with Zoom as well as with the protocols put into place for the sessions.
- One week before the virtual audit-visit
  - o Send virtual invitations to each participant.
  - o Hold 15 minutes sessions with participants who expressed their desire to participate in the test, according to the published availability timetable. IT participates in the test sessions to help troubleshoot and provide tips for effective video conferencing.
- **During the virtual audit visit**
  - o One member of the college admits participants and welcomes them to the meeting and ensures every participant's name and representation are showing correctly on screen.



## Information for the Participants

### Recording of sessions

Sessions will be recorded only if one or more of the panel members gets dropped off the meeting. These are the parameters that will be followed:

- Only the ongoing session will be recorded.
- The facilitator will indicate when the recording starts and when it stops.
- The recordings will be done by the OCQAS moderator only.
- The recordings will be kept on a computer by the OCQAS moderator (they will not be saved in the cloud).
- The recordings will be shared with the audit panel members only, and only for the purpose of writing the college's audit report.
- All audit panel members have signed a confidentiality agreement so that no information shared (audio, video, documents, etc.) during the audit process cannot be shared with others outside the audit panel group; this includes the meeting recordings.
- The audited college will not have a copy of the recordings; these are considered confidential and proprietary of OCQAS.
- Once the final college audit report is approved by the OCQAS Management Board, the Recordings will be destroyed by the OCQAS recording holder.

## How to be Prepare for the Virtual Audit Visit

### Leading Up to the Visit

- I. One – two weeks before the virtual audit visit.
  - a. Familiarize yourself with Zoom.
- II. The night before the virtual audit visit.
  - a. Prepare your space:
    - i. Find a quiet and private area to join the session.
    - ii. Decide on the device you will use for the session.
    - iii. Leave your headphones or earphones close.
  - b. Computer housekeeping:
    - i. Re-boot your system.
    - ii. Check all your settings, test your audio and video (if possible, check your audio and video using Zoom).
- III. The day of the meeting.
  - a. Turn off and quit other applications, especially the ones that might compete for the mic and the camera (e.g., other video conferencing, chat, and collaboration tools).
  - b. Come online five minutes early before the anticipated start time (contact the IT representative if you have any troubles logging in).

### During the Meeting

- I. Beginning of the meeting.
  - a. Leave your microphone off unless required.



- b. Use headphones or earphones to listen.
  - c. You may be placed in a “waiting room” before being admitted. Please be patient.
  - d. Your microphone will be muted upon entry. **Please stay muted unless speaking.**
  - e. **Enable the Chat window** by clicking the ‘Chat’ icon in the toolbar. The Chat window will open at the side of the screen. The audit panel will invite you to use the chat to answer questions. Please note that responses on the main area or the chat will not be attributed to individuals. The audit panel is looking for common understandings and verify how the college’s mechanisms are working.
  - f. Use the Non-Verbal feedback tools (at the bottom of the participant window) to:
    - o Raise Hand – for a turn to speak.
- II. Wait for the Panel Chair/Facilitator to call you by name to introduce yourself or speak.
  - III. Unmute microphone when asked to speak.
  - IV. Mute your microphone when you are finished speaking

## Information for the Audit Panel Members

### How to be Prepare for the Virtual Audit Visit

- I. One – two weeks before the virtual audit visit.
  - a. Familiarize yourself with Zoom.
- II. The night before the virtual audit visit
  - a. Prepare your space:
    - i. Find a quiet and private area to join the session.
    - ii. Decide on the device you will use for the session.
    - iii. Leave your headphones or earphones close.
  - b. Computer housekeeping:
    - i. Re-boot your system
    - ii. Check all your settings, test your audio and video (if possible, check your audio and video using Zoom).
- III. The day of the meeting.
  - a. Turn off and quit other applications, especially the ones that might compete for the mic and the camera (e.g., other video conferencing, chat, and collaboration tools).

Come online ten to fifteen minutes early before the anticipated start time (contact the OCQAS representative if you have any troubles logging in).

### During the Meeting

- I. Start your video camera by clicking the “Video” button on the toolbar.
- II. Unmute the microphone when you need to speak, by clicking the “Unmute” button on the toolbar.
- III. The meeting chair/facilitator will advise the moderator when to allow participants into the meeting.



- IV. The meeting chair/facilitator will review the online session etiquette with all participants at the beginning of each meeting.

## Information for the OCQAS Moderator

### During the Meeting

- I. Manage the virtual meeting (creation of the meetings and of the breakrooms, welcoming the participants, transferring the participants into the appropriate breakrooms, record the meeting when necessary) so that the chair/facilitator can fully engage in session discussions.
- II. Monitor non-verbal feedback and chat activity.
- III. Maintain speakers' queue, as per raised hands.
- IV. Alert the session Chair/Facilitator to raised hands and questions posed in chat.
- V. Share screen and documents as needed.
- VI. When needed, let the participants know when the recording of the meeting starts and when the recording of the meeting finishes.
- VII. Serve as a timekeeper, announce when there are 5 and again when there are 2 minutes left in the session.