



## Appendix A

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

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## Guidelines and Protocols for Virtual Audit Visits

### Information for the College

- The college develops the agenda and educates all invested parties on the process.
- The Virtual Audit Visit lasts for **two and a half days (2.5 days)**.
- Each participant should join the **audit visit interview** on a separate device, clearly identified by name and with their camera enabled if possible.  
Please note: Multiple participants are not allowed to attend interviews from the same room, even if the room has advanced meeting technology.

### Audit Visit Interviews

- CQAAP Guidelines and Framework inform on expected length of **audit visit interviews** for each group.
- To reduce 'screen fatigue or screen gloom':
  - o Breaks are scheduled between interviews (at minimum 15 minutes every two sessions or every 2 hours).
    - Auditors should use this time to step away from their devices and relax.
    - Colleges can use this time to assist participants experiencing technical issues.

### Preparing the Agenda/ Selection and Number of Individuals per Session

- **Audit visit interviews** participation/selection
  - o Balance participant representation.
  - o 12 participants are ideal but in certain cases, up to 16 participants is acceptable, colleges may discuss this with OCQAS.
  - o Although the schedule allocates two interview slots for specific representative groups, plan 2 groups only if the number of participants is as prescribed. If the college anticipates fewer participants, making one large group is preferable (i.e., instead of 2 groups of 7 students, one group of 14 students is preferable)
    - The sessions will start only when all the confirmed participants are present.
  - o The final agenda should list the names and representation of all participants.

### IT and Support - ZOOM

- Two weeks before the audit visit
  - o Share IT instructions with participants and IT support contact information.
  - o Offer to each participant a 15-minute virtual trial session, according to a published availability timetable, to familiarize them with Zoom and session protocols. (OCQAS can provide a practice link if required.)
- One week before the virtual audit-visit
  - o Send invitations to each participant.



- Hold 15 minutes sessions with participants who requested a trail, according to the published timetable. IT staff will assist with troubleshooting and provide video conferencing tips.
- During the audit visit
  - A college member will admit participants, welcomes them, and ensure their name and representation are correctly displayed on screen.

## Information for the Participants

### Leading Up to the Audit Visit

- I. One – two weeks before the audit visit.
  - a. Familiarize yourself with Zoom.
- II. The night before the 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.
    - iii. Keep your headphones or earphones nearby.
  - b. Computer housekeeping:
    - i. Reboot your system.
    - ii. Check all settings and test your audio and video (preferably using Zoom).
- III. The day of the **audit visit interview**
  - a. Turn off and quit other applications, especially those that might compete for the mic and camera (e.g., other video conferencing, chat, and collaboration tools).
  - b. Log in five minutes early (contact IT if you have trouble logging in).

### During the Audit Visit Interviews

- a. **Video:** Start your video camera by clicking the “Video” button on the toolbar.
- b. **Microphone:** Leave your microphone off unless required.
- c. **Audio:** Use headphones or earphones to listen.
- d. **Waiting Room:** You may be placed in a “waiting room” before being admitted. Please be patient.
- e. **Session Etiquette:** The interview chair/facilitator will review the online session etiquette with all participants at the beginning of each meeting.
- f. **Mute on Entry:** Your microphone will be muted upon entry. Please remain muted unless speaking.
- g. **Chat window:** 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.
- h. **Non-Verbal Feedback tools:** Use the Non-Verbal feedback tools (at the bottom of the participant window) to:
  - **Raise Hand:** Indicate your desire to speak.



- **Speaking:** Wait for the Panel Chair/Facilitator to call you by name to introduce yourself or speak. Unmute your microphone when asked to speak and mute it again when you are finished.

## Recording of sessions

- Sessions will be recorded only if a panel member gets dropped from the **audit visit interviews**. The following parameters will be followed:
  - Only the ongoing session will be recorded.
  - The facilitator will indicate when the recording starts and when it stops.
  - Recordings will be done by the OCQAS moderator only.
  - Recordings will be stored on a computer by the OCQAS moderator (not in the cloud).
  - Recordings will be shared only with audit panel members for the purpose of writing the college's audit report.
  - All audit panel members have signed a confidentiality agreement to ensure no information (audio, video, documents, etc.) is shared outside the audit panel, including interview recordings.
  - The audited college will not receive a copy of the recordings, they are confidential and proprietary to OCQAS.
  - Once the final audit report is approved by the OCQAS Management Board, the recordings will be destroyed by the OCQAS recording holder.

## Information for the OCQAS Moderator

### During the Audit Visit Interviews

- I. **Meeting Management:** Manage the virtual meetings (creation of the **audit visit interviews** and of the breakrooms, welcoming the participants, transferring the participants into the appropriate breakrooms, record the interview when necessary) so that the chair/facilitator can fully engage in session discussions.
- II. **Monitoring:** Monitor non-verbal feedback and chat activity.
- III. **Speaker's Queue:** Maintain the speakers' queue, as per raised hands.
- IV. **Alerts:** Alert the session chair/facilitator to raised hands and questions posed in chat.
- V. **Screen Sharing:** Share screen and documents as needed.
- VI. **Recording:** Inform participants when the recording of the interview starts and finishes.
- VII. **Timekeeping:** Serve as a timekeeper announcing when there are 5 and again when there are 2 minutes left in the session.
- VIII. **Store recording:** Store the recording to the OCQAS private folders.