



## QRG Feedback - Summary Report Online Review Platform

### **12 Responses**

2020

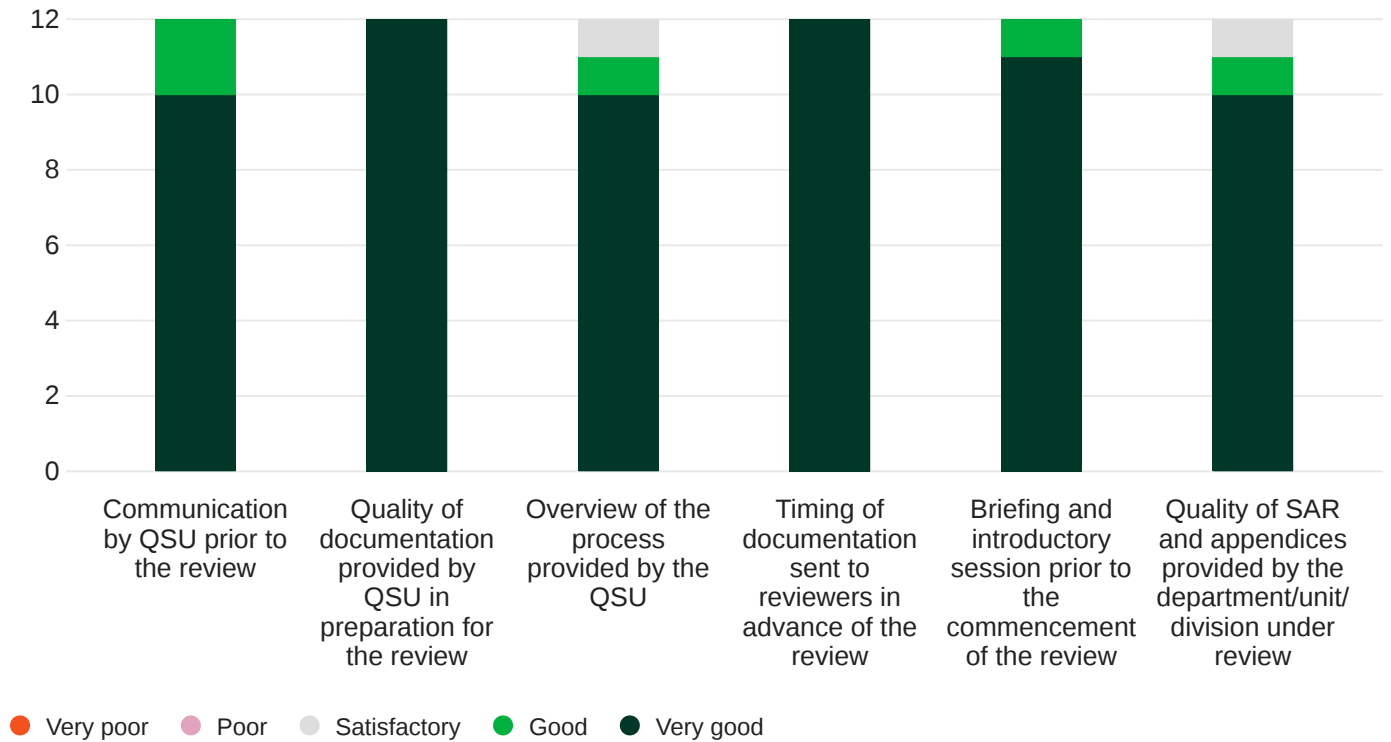
The [Quality Review Process](#) at the University of Limerick is one of the University's cornerstone quality assurance mechanisms. Cycle 3 quality reviews commenced in 2018. The cyclical review schedule, which is available [here](#), incorporates faculties, research institutes, academic and support units and affiliate units. Tailored quality review guidelines are compiled for each stream of reviews and are available [here](#).

Two reviews were held in 2020: Buildings and Estates (March) and the National Council of Exercise and Fitness (November). The review of Buildings and Estates took place on campus as it occurred pre COVID-19 pandemic. The review of the National Council of Exercise and Fitness was conducted via MS Teams as a result of remote working arrangements deployed during the pandemic. As part of our ongoing quality assurance activities, the Quality Support Unit (QSU) conducted a post-review survey with both quality review groups (QRGs). A total 13 (7 national and 6 international) reviewers were surveyed, of which 12 responded, giving an overall response rate of 92%. This brief report outlines the key survey findings and the proposed actions to address issues identified.

## Quantitative results

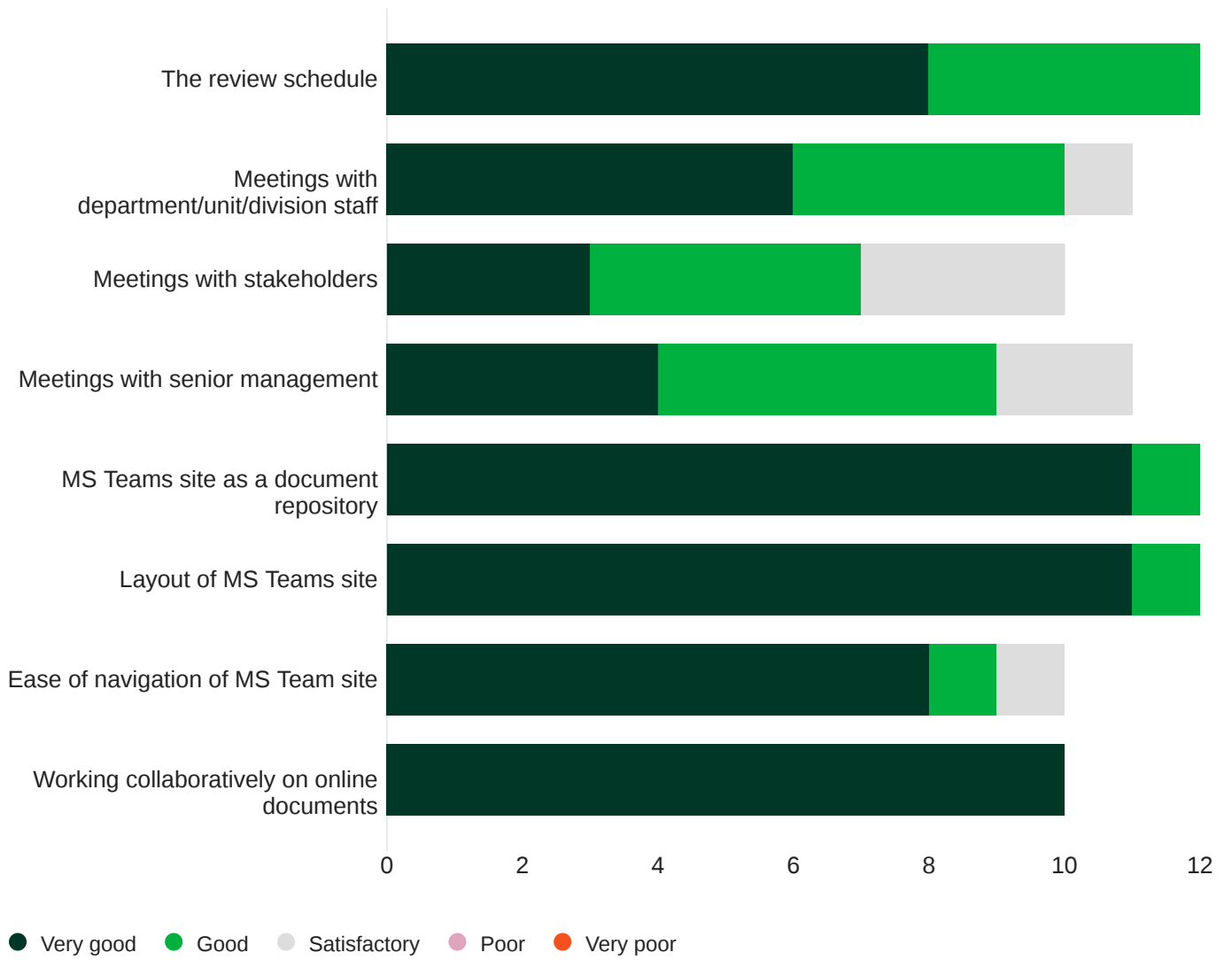
Prior to the review - Please indicate how you found the following:

12 Responses



### Virtual Quality Review Questions

12 Responses





## Suggestions for Improvement - Key Themes:



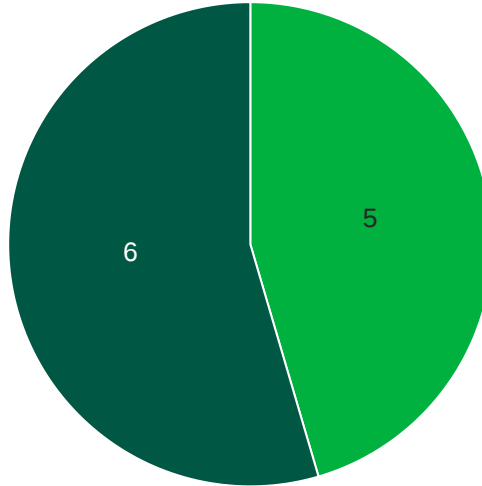
### Sample qualitative comments on suggested improvements:

- "Perhaps more time to speak with the stakeholders would have been appreciated but with smaller numbers in each meeting."
- "Not much to be honest as it is a well designed and thought through process. Perhaps more time with the review team and senior managers. I would have liked to have met the President for a discussion. However, I appreciate that C-19 challenges were a priority."
- "Loved to have had a proper discussion with senior management about how they perceive the department. (didn't occur due to current circumstances)"
- "Because of the structure of the review process, it is possible that a Unit may have a serious current problem that goes unmentioned in the QRG's work. This is particularly true of matters that may be contentious within the Unit. It is worth considering whether the guidelines for the Chairman should include advice to ask the senior management if there are any such issues (i.e. issues of concern not specifically dealt with in the SAR)."
- "The preparation by the teams took a lot of time - this made the review easier but is this level of effort justified. The real benefit was stakeholder feedback, interaction with teams. Most of the required answers could have been extracted during meetings with team."
- "Meeting with stakeholders - the attendees were helpful but there was a rather narrow range of representatives."
- "It was a shame we didn't get the perspective from a few Executive colleagues."
- "Could the meeting with stakeholders happen before meeting the teams - I think it would better to have this feedback first."

## Overall effectiveness of the quality review process

Respondents were asked "As a quality assurance tool, how effective did you find the review process". 92% of respondents answered this question and considered the review process to be either very effective or effective as a quality assurance tool.

As a quality assurance tool, how effective did you find the review process?



● Effective ● Extremely effective

## QSU process enhancements on foot of reviewer feedback

### Schedule:

- Where practicable, allow more time to make the meeting notes available to the QRG as they finalise their contributions to the final QRG report.
- Allow more time in the schedule for discussion with senior management.

### Process:

- Work with unit under review to ensure key stakeholder representatives are in attendance.
- Ensure the number of attendees at stakeholder meetings is not excessive.

Timeframe: The actions outlined above will be incorporated into all future quality reviews, commencing in September 2021.

The Quality Support Unit would like to thank all of the reviewers who took the time to provide such comprehensive feedback.