

# ***"Unintended consequences"***

**An exploration of how conducting internal quality reviews online has actually increased student engagement**

Stef Black

Senior Development Consultant

sparqs



@sparqs\_Scotland @sparqs\_Stef

# Moving reviews online

- When the pandemic hit, most institutions chose to delay their interval reviews, however a small number continued, adapting them to be conducting online.
- Those who did had to consider how they would still ensure student engagement in their online reviews, and took different approaches to provide opportunities for students to engage



# What changes were made?

- Electronic surveys sent in advance of the review to all students and graduates of the programme under review
- Groups of students brought together online to discuss successes and challenges and answer questions posed by the quality team which was fed back to the review panel
- Opportunity to meet 1-2-1 with review convenor to provide feedback
- Additional support for students involved in the review



Breadth of opinion

Less daunting

**Benefits**

Ease of  
engagement  
- convenient

More accessible

Range of opportunities



Digital fatigue

Digital literacy

Additional  
support  
required

**Challenges**

Speed of change



# An emerging pattern?

Increases in engagement and attendance across a whole range of activity, not just internal reviews:

- Training events
- Network meetings
- Student staff meetings
- Sector committees

There is a significant surge in students wanting to engage...



# Why now?

- We are all online, so it is the only way?
- Students have additional worries/fears that they want to discuss?
- Students are keen to share and learn from good practice, protecting their educational experience?
- The online format is more accessible/easier to engage in?
- Students have more to say during a time of so much uncertainty?
- Students may be feeling lonely and isolated and therefore are taking the opportunities to engage in activities they would not normally engaged in?
- It is something to do?



# An interesting observation...



*"We've always had the tech, but just never thought to use it!"*





# Where do we go from here?

