

# A Quality Forum at RCSI

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## Introduction

RCSI's Quality Framework sets out that the enhancement of quality is the responsibility of every member of RCSI staff. Quality enhancement activity takes place across the institution through both formal and informal engagement mechanisms. However, opportunities for interdepartmental and transnational learning are limited. During the 2021 Internal Quality Review of the Quality Enhancement Office, a recommendation was made to consider the creation of a regular forum for RCSI and its international campuses to share experiences, best practice, and to encourage shared cooperative approaches to quality enhancement. A medium to progress this recommendation was required.

## Initiative

A proposal to hold a Quality Forum was discussed and agreed at RCSI's Quality Committee. It was considered that holding the Forum as part of RCSI's annual International Education Forum (IEF) was the optimal timing.

The Office of the Deputy Vice Chancellor for Academic Affairs (DVCAA) organise the highly regarded IEF. This event is held at the end of the academic year and is attended by academic and professional services staff from both Dublin and across RCSI's international campuses. It is a forum where best practice and innovation is shared and discussed. As such both the tone of the event, and the presence of international colleagues in Dublin provided an excellent synergy. June 2023 saw the return of the IEF to in-person attendance following the pandemic; this was also four months prior to the CINNTE Review of RCSI. The Quality Enhancement Office (QEO) contacted the Office of the DVCAA to explore the possibility of holding a Quality Forum as part of this event. The DVCAA was extremely supportive of this initiative and so the QEO and DVCAA team worked collaboratively to include the Quality

Discussions took place with RCSI colleagues nationally and internationally to create an agenda. It was agreed that the Quality Forum provided an opportunity for both the dissemination of quality developments and the exploration of enhancements to quality activity at RCSI; as such a mix of lectures and workshops was planned. A programme was developed and advertised internally. All academic and professional services staff were welcome to attend, and the event was also highlighted to key quality colleagues.

As the CINNTE Institutional Review was also taking place in 2023, it was further considered that the Quality Forum provided an excellent opportunity to showcase the Quality Case Studies developed for the Institutional Self-Evaluation

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## Outcomes

This first Quality Forum took place in June 2023; attendance exceeded expectations and so a move to a bigger venue within the university was required. The programme was engaging and focused on educational quality. It included the attendance of colleagues from QQI, providing very informative presentations on Academic Integrity, the new Statutory Guidelines for Blended and Online Learning and the International Education Mark.

A member of RCSI Bahrain's Quality Office led a workshop on closing the loop on Quality Reviews. Finally, the QEO's Quality Assurance/Quality Improvement Analyst ran a workshop on Tackling Survey Fatigue. These interactive workshops provided an opportunity to seek feedback from a diverse group of colleagues and provided a rich source of ideas on approaches to further enhance engagement in quality activities. Ideas were captured by the QEO team and have since resulted in changes in survey activities and planned changes to quality reviews. For example, a suggestion was made to have a 'preview' of the survey content in a survey invitation, which will be implemented the coming academic year.

With the support of the DVCAA's office, the Case Study Exhibition began at the commencement of the International Education Forum and continued for several weeks after. Posters were displayed and rotated throughout the campus providing staff and students with the opportunity to learn about, and be inspired by, these enhancement activities. At the CINNTE Review preparation meetings, staff reported widespread awareness of the Case Studies, and interest in providing cases for the 2024 Annual Quality Report considerably grew. It is hoped that this event will be continued, providing further opportunities to staff from Dublin and International sites to collaborate and learn from each other's experiences of quality enhancement activity.



Figure 1 - Photographs taken at the 2023 edition of the Quality Forum