IAAC
INTER-AMERICAN ACCREDITATION COOPERATION

Remote Evaluations

What to avoid in a remote evaluation

1. **Failure to provide clear instructions:** It is crucial to provide clear and detailed instructions on how to participate in the remote evaluation, including how to access the evaluation platform, what tools to use and what is expected of participants.

2. **Failure to set clear expectations:** It is important to clearly communicate expectations in terms of time, format and evaluation criteria. Participants should understand what is expected of them and how they will be evaluated.

3. **Not testing the technology in advance:** Not allowing time for participants to test the technology and become familiar themselves with the evaluation platform, can lead to technical problems during the evaluation. It is essential to conduct technology testing in advance to ensure that all participants can access and participate without problems.

4. **Failure to provide technical support:** Failure to provide technical support during the remote assessment can leave participants disoriented and frustrated if they encounter technical problems. It is important to have a contingency plan and offer technical support in case participants encounter difficulties.

5. **Failure to ensure the integrity of information and personnel:** Failure to implement measures to ensure integrity, such as real-time monitoring during testing or prevention of unauthorized access to external resources, can compromise the validity of evaluation results.

6. **Not being aware of technological limitations:** Not taking into account the technological limitations of the participants, such as the quality of the internet connection or access to compatible devices, may exclude certain groups of people and bias the evaluation results.

7. **Failure to provide adequate feedback:** Lack of timely and constructive feedback after the evaluation can make it difficult for participants to understand their areas of improvement and how they can improve in the future.

> **By avoiding these common mistakes, you can improve the effectiveness and overall experience of the remote evaluation.**

This triptych is only a recommendation guide developed by the Task Force for informative purposes.

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What is a remote evaluation?

A remote evaluation is an assessment or testing process that is conducted virtually, rather than face-to-face. This implies that both the evaluators and the evaluated persons participate in the process from separate locations, using digital tools and technologies to carry out the evaluation activities.

Some of the common tools used to conduct remote evaluations include videoconferencing platforms, learning management systems (LMS), online collaboration software, online assessment tools, and remote testing platforms that can monitor the test taker's behavior during testing to ensure academic integrity.

Remote evaluations offers advantages such as flexibility of time and location, reduced travel costs and accessibility for people with geographical or physical limitations.

However, it can also present challenges in terms of security and ensuring the integrity of the process, as well as the need to ensure a stable internet connection and access to appropriate technology for all participants.

1. **Meeting platform selection:** Use a reliable and appropriate platform for your needs, such as Zoom, Microsoft Teams, Google Meet, Skype, among others. Make sure all participants are familiar with the chosen platform.

2. **Clear agenda and objectives:** Send the meeting agenda in advance so that all participants are adequately prepared. Set clear objectives for the meeting and communicate them at the beginning.

3. **Convenient time:** Choose a time that is convenient for all participants, taking into account time zones and individual responsibilities.

4. **Technical setup:** Make sure you have a good internet connection and a quiet environment to avoid interruptions on both sides of the connection. Test your audio and video equipment in advance to ensure proper operation.

5. **Break time:** Schedule short breaks to allow participants to stretch, take a break and avoid fatigue from sitting in front of the screen for extended periods of time.

6. **Moderation management:** Designate members to lead the meeting, maintain order and ensure that the time allotted for each agenda item is met.

7. **Acces to information:** This involves obtaining remote access to the systems and data to be audited. This may involve the use of remote access tools, such as VPN (Virtual Private Network) or secure connections through the cloud.

8. **Data collection:** Data relevant to the audit is collected, such as activity logs, documents, policies and procedures. This may include review of electronic documents, remote interviews with staff and review of audit logs.

9. **Courtesy and respect:** Foster an atmosphere of mutual respect and courtesy among participants. Establish basic rules of etiquette, such as mute the microphone when not speaking and wait your turn to speak.

10. **Evaluation and feedback:** At the end of the meeting, solicit feedback from participants to identify areas for improvement and make adjustments for future remote meetings.

By following these recommendations, you can improve the efficiency and overall experience of your remote evaluations.