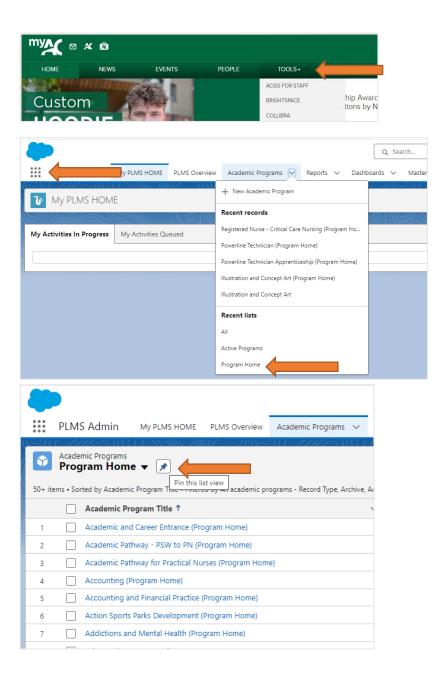
Program Lifecycle Management System (PLMS) User Guide: Program Quality Review (PQR) – Files and Actions

Last updated: October 16, 2023

You can access your PQR report and view/update your PQR actions in just a few clicks.

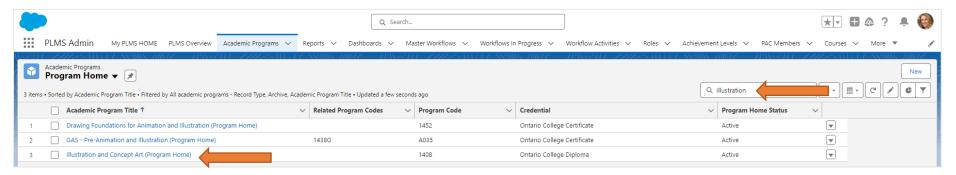
- 1. Login to Salesforce.com using your College network credentials
 - Go to myAC and select "Salesforce" under the Tools menu
 - Enter your College email address and password
- 2. Find the Program Home list view under the "Academic Programs" tab
 - If you aren't in the PLMS app, click on the app menu (dots) to access it.
 - If you don't seem to have access to the PLMS app, contact the Program Quality Assurance Team

3. Pin the Program Home list view for easy access

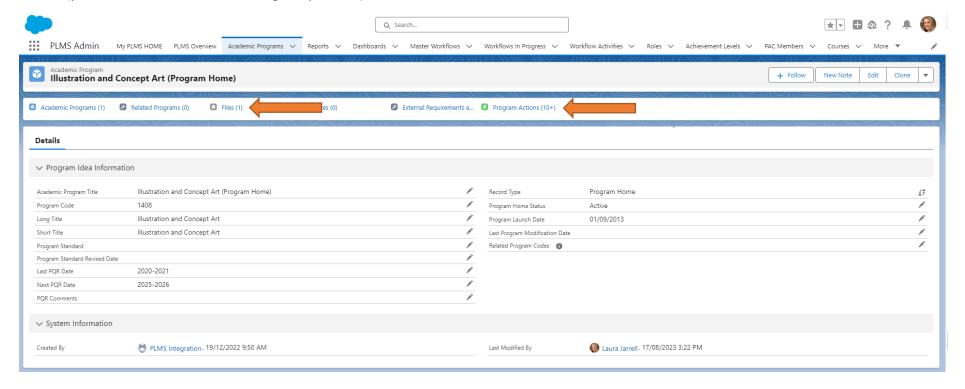


4. Find your program by scrolling through the alphabetical list (program short title) or using the list search

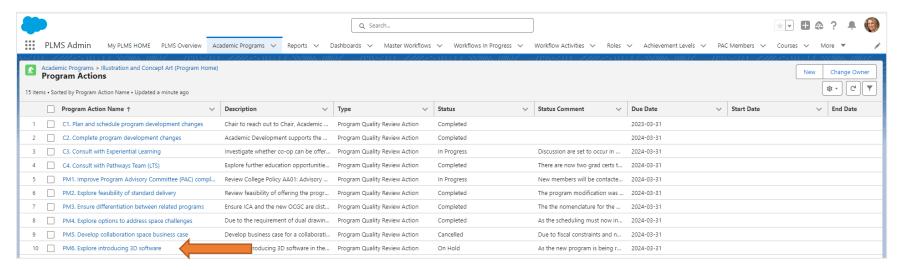
• Click the "Academic Program Title" link to go to the Program Home



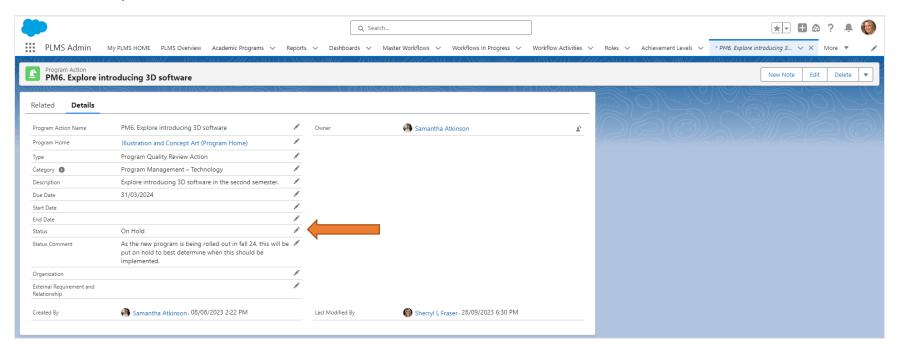
5. Click on the "Files" link to view the PQR report or click on the "Program Actions" link to view your PQR actions (you can hover over the links to get a preview)



6. From the Program Actions tab, click on the "Program Action Name" link to view the all the action details



7. Click the pencil icon to edit the "Status" and/or add "Status Comments"



Frequently Asked Questions (FAQs)

How do I know if I have a program with PQR Actions?

 Go to the <u>Program Home with Active PQR Actions PLMS report</u> for a complete list.

What do I do if I am unclear what a PQR Action means?

Refer to the PQR report for more details or reach out to the Program
Quality Assurance Team for help.

What do I do if an action is no longer feasible or is not a priority?

- You can change the status of the action to "Cancelled" or "On Hold".
- Be sure to add a brief rationale in the Status Comments.

What do I do if I am new to my role and I don't know the status of the PQR Actions?

- Try to find out the status of the actions by talking to the Dean,
 Program Coordinator, faculty, and other program stakeholders and internal departments.
- When the program goes through its next PQR, updates are required on all actions resulting from the last PQR.

When are all my PQR Actions required to be completed? What happens if my PQR Actions are overdue?

- Ideally, all actions are completed or closed two years after the PQR is completed.
- If some PQR Actions are overdue, that's ok. Talk to your Dean and other program stakeholders to see if these actions are still relevant.

How are PQR Actions tracked?

- Progress on both PQRs and PQR Actions should monitored and discussed through the Performance Management Plan (PMP) process.
- To facilitate PQR Action planning and completion, the Program
 Quality Assurance Team will send proactive reminders a few times
 per year.