### AA38 Program Quality Assurance

<table>
<thead>
<tr>
<th>Classification:</th>
<th>Academic Affairs</th>
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<tbody>
<tr>
<td>Responsible Authority:</td>
<td>Dean, Academic Development</td>
</tr>
<tr>
<td>Executive Sponsor:</td>
<td>Senior Vice President, Academic</td>
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<tr>
<td>Approval Authority:</td>
<td>Algonquin College Executive Team</td>
</tr>
<tr>
<td>Date First Approved:</td>
<td>1998.01.30</td>
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<tr>
<td>Date Last Reviewed:</td>
<td>2016.04.13</td>
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<tr>
<td>Mandatory Review Date:</td>
<td>2021.04.13</td>
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**PURPOSE**

To provide a process for the ongoing and cyclical formative and summative evaluation of College programs in all delivery modalities and the services that support student success and impact academic delivery.

**SCOPE**

All programs delivered by the College.

**DEFINITIONS**

<table>
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<tr>
<th>Word/Term</th>
<th>Definition</th>
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<tr>
<td>Academic Administrator</td>
<td>Chair, Academic Manager, Course Chair, or Dean</td>
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<tr>
<td>ACR</td>
<td>Annual Curriculum Review</td>
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<tr>
<td>COMMS</td>
<td>Course Outline Mapping and Management Systeme</td>
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<tr>
<td>GeneSIS</td>
<td>The student information system of the College</td>
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<tr>
<td>PQA</td>
<td>Program Quality Assurance</td>
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<tr>
<td>PQR</td>
<td>Program Quality Review</td>
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**POLICY**

1. Program Quality Assurance involves ongoing and cyclical formative and summative evaluation of College programs and ancillary services that support learning and impact academic delivery. The College Program Quality Assurance model promotes institutional learning and renewal, guides decision-making and promotes accountability. The process is designed to articulate with and support initiatives of the Ontario College Quality Assurance Service and the Postsecondary Education Quality Assessment Board.

2. The Program Quality Assurance process has three elements:
2.1 The **Annual Curriculum Review (ACR)** is the process used to review and revise curriculum based on College strategic directions, Program Quality Review (PQR) recommendations, new Program Standard releases, feedback from students, professors, advisory committee members, and program councils, analyses of various surveys, and other data. The process results in the development of a new version of the curriculum to be offered in the next academic year and assists in maintaining program currency and relevancy. Outcomes that emerge from ACR include course loading, timetabling, Course Outline Mapping and Management System (COMMS) content, and program publications.

2.2 The **Annual Program Mix Review** is a review of the Quality Index and Financial Contribution of all full-time College programs against established benchmarks.

2.3 The **Program Quality Review (PQR)** is a comprehensive cyclical program quality review process, normally conducted every five years for all programs. Building on Annual Curriculum Review activities, each program is assessed against established quality criteria which include College strategic directions. Findings, recommendations for improvement, and an implementation plan are documented in a PQR report. Accountability for implementation of the recommendations rests with the Dean.

3. The Program Quality Assurance process also includes a comprehensive review of each online elective General Education course in the College pool. Courses in the General Education pool are program independent and are not reviewed during PQR. Each pool course must be reviewed at least every three years.

4. All College programs participate in the components of the Program Quality Assurance process. The PQR process is modified for programs receiving external accreditation, degree programs, nonpost-secondary, apprenticeship and college certificate programs. PQR process modification is facilitated by the PQA Administrator.

### PROCEDURE

<table>
<thead>
<tr>
<th>Action</th>
<th>Responsibility</th>
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<tr>
<td><strong>1. Annual Curriculum Review</strong></td>
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<tr>
<td>1.1 Each Fall term, bring forward electronically the existing approved curriculum into the next academic year, creating a new version in the curriculum module of GeneSIS.</td>
<td>Academic Development, Registrar’s Office, Information Technology Services Staff</td>
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<tr>
<td>1.2 Each year, establish the Annual Curriculum Review schedule.</td>
<td>Sr. Executive Assistant to the Senior Vice President, Academic, and Curriculum Administrator in consultation with the departments</td>
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</table>
1.3 Update the program curriculum and narrative information in GeneSIS for the upcoming academic year, based on feedback gathered from survey data, advisory committees, students, and professors.

1.4 Review/approve all program curriculum and narrative changes and forward to the Curriculum Administrator with sign-off of the Annual Curriculum Review Checklist.

1.5 Review and approve the revisions to the programs of study and narrative information and forward to the Curriculum Coordinator in the Registrar’s Office.

1.6 Activate the revised programs of study, including any retro-changes, in GeneSIS.

1.7 Download the Program Narrative Information for publication as the web monographs.

2. Program Mix Review

2.1 Compile data and calculate Quality Index Scores for a program, which may include:
   a. capstone questions from KPI surveys;
   b. selected questions from student course feedback surveys,
   c. retention and enrolment statistics

2.2 Compile program costing data and calculate the program contribution.

2.3 Review the Quality Index Score and Program Contribution for a program or program cluster.

2.4 For programs not meeting the Quality Index Score and/or Program Contribution provide a remediation plan template to complete.
   a. develop a remediation plan with strategies to address the concerns; and/or
   b. request that the program undergo an in-depth program quality review in the next academic year; or
   c. recommend the program for suspension to the Dean and Senior Vice President Academic.
3. **Program Quality Review**

3.1 Coordinate the Program Quality Review as outlined in the Manual: *Program Quality Assurance at Algonquin College of Applied Arts and Technology*.  

3.2 Tabulate, process and provide reports on program data collected by the College over the previous five years.  

3.3 In the Spring Term, confirm programs to be reviewed during the next academic year.  

3.4 Appoint a PQR Team Leader for each program under review and assign release time as defined in the manual *Program Quality Assurance at Algonquin College of Applied Arts and Technology*.  

3.5 Conduct reviews of mandatory General Education courses in each program under review as identified each year by the PQA Administrator. Provide the review report to the PQA Administrator, the Academic Administrator and the PQR Team Leader.  

3.6 Conduct Essential Employability Skills (EES) reviews for courses in each program under review, excepting online elective general education courses, as identified by the PQA Administrator. Submit the review report to the PQA Administrator, the Academic Administrator and the PQR Team Leader.  

3.7 Conduct the PQR as outlined in the the Manual: *Program Quality Assurance at Algonquin College of Applied Arts and Technology*. This includes:

   a. reviewing five years of data including Key Performance Indicators, demand for the program, attrition/retention, program costs and Student Course Feedback surveys.  

   b. soliciting input regarding the program from internal stakeholders including students, professors and academic administrators, and from external stakeholders including advisory committee members, employers and alumni.  

   c. coordinating and conducting a thorough curriculum mapping for the program.
d. assessing the program against the stated quality criteria.

e. writing the PQR Report which includes findings, recommendations for improvement, and an implementation plan.

f. submitting the PQR Report to the PQA Administrator and Academic Administrator based on the schedule outlined in the PQR Manual.

3.8 Review and approve the PQR Report.  
        Academic Administrator and PQA Administrator

3.9 Execute the implementation plan as documented in the PQR report.  
        Academic Administrator

3.10 Each May submit a status report of the progress made against the implementation plan to the PQA Administrator until all recommendations have been implemented.  
        Academic Administrator

3.11 Retain PQR reports and associated status reports for consultation. Reports must be kept on file for two full review cycles.  
        PQA Administrator

3.12 Update the PQR Manual Program Quality Review: A Guide for Team Leaders prior to the training of team leaders for the upcoming academic year.  
        PQA Administrator

3.13 Report annually to the Board of Governors on the status of PQR activities and recommendation implementation follow-up.  
        Deans/Directors/PQA Administrator

4. **Review of Online Elective General Education Courses**

4.1 Coordinate the review of the online elective General Education courses.  
        Chair, General Education Committee

4.2 Each semester, confirm courses to be reviewed in the next semester.  
        Academic Administrator

4.3 Seek students and professors as volunteers to participate in the review process for each course. Ensure that professors are not in the same School as the course under review.  
        Chair, General Education Committee

4.4 Review each course for overall adherence to General Education objectives.  
        General Education Committee

4.5 Review each course according to practices outlined by the Student Reviewer,
General Education Committee.

4.6 For each course under review, collate the review material, and compile a summary report identifying areas for improvement. Submit the report to the Academic Administrator responsible for the course.

4.7 Review the information provided and identify any additional areas requiring improvement in the course.

4.8 Create and execute an implementation plan based on the review recommendations.

4.9 Each year, submit a status report of the progress made against the implementation plan to the PQA Administrator until all recommendations have been implemented.

SUPPORTING DOCUMENTATION
Appendix 1: Program Quality Assurance Framework

RELATED POLICIES
AA26 Course Outlines and Course Section Information
AA13 Evaluation of Student Learning
AA06 Prior Learning Assessment and Recognition
AA14 Grading System
AA03 Program Councils
AA27 General Education
AA28 Essential Employability Skills
AA30 Suspension of Programs

RELATED MATERIALS
Program Quality Assurance at Algonquin College of Applied Arts and Technology- A Guide for Team Leaders

http://algonquincollege.com/acad_dev/Review.htm
See next page - Program Quality Assurance Framework
PROGRAM QUALITY ASSURANCE FRAMEWORK

ANNUAL CURRICULUM REVIEW

- Curriculum Rollover by Registrar’s Office/ITS
- Review of Curricula for Relevance/Currency by Program Faculty
- Updates Identified on Curriculum Reports
- Updates to Program of Study and Program Narrative Entered into GeneSIS
- Changes Reviewed and Approved by Curriculum Administrator and Chairs/Academic Managers Sign Off via Checklist
- New Program Version Activated for:
  - Course Loading/Scheduling
  - Publication Production
  - Registration/Timetables
  - COMMS Rollover

ANNUAL PROGRAM MIX REVIEW

- Quality Index Measures
- Review of Program Mix Data
- Review by Senior Vice President Academic, Dean and Academic Administrator
- Analysis of Remediation Plans (if applicable)
- Programs with <70% Quality Index or <25% Net Contribution Identified
- Ongoing Program Delivery
- Remediation Plan to Improve Quality Index/Program Costing
- Recommendation for Suspension

*CYCLICAL PROGRAM QUALITY REVIEW

- Confirm Programs (~20% per year)
- Orientation to Process and Templates
- Assign Team Leader
- Team Leader/Academic Administrator Review Survey Data and Conduct SWOT Analysis
- External Stakeholder/Advisory Committee Focus Group
- Faculty Focus Group - Curriculum Review - Feedback on Quality
- Review Program Performance and Costing Data
- Revision and Editing
- Sign-off by PQAA, Academic Administrator & Dean
- Implementation of Recommendations
- Annual Follow-up of Implementation Plan

*Normally conducted on a 5 year schedule