

## AA38 Program Quality Assurance

Classification:	Academic Affairs
Responsible Authority:	Dean, Academic Development
Executive Sponsor:	Senior Vice President, Academic
Approval Authority:	Algonquin College Executive Team
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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

Word/Term	Definition
Academic Administrator	Chair, Academic Manager, Course Chair, or Dean
ACR	Annual Curriculum Review
COMMS	Course Outline Mapping and Management System
SIS	The Student Information System of the College
PQA	Program Quality Assurance
PQAC	Program Quality Assurance Committee
PQR	Program Quality Review

### 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 Performance 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 Ontario College Credentials and up to seven years for degree programs. Each program is assessed against established quality criteria which include College strategic directions, and the review and analysis of curriculum, data, stakeholder input, and resources. 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 five 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, non post- secondary, apprenticeship and college certificate programs. PQR process modification is facilitated by the PQA Administrator.

## PROCEDURE

### Action

### Responsibility

#### **1. Annual Curriculum Review**

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| 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 the SIS. | Academic Development, Registrar's Office, Information Technology Services Staff   |
| 1.2. Each year, establish the Annual Curriculum Review schedule.  | Sr. Executive Assistant to the Senior Vice President, Academic, and Curriculum Administrator in consultation with the departments |
| 1.3. Update the program curriculum and narrative information in the SIS for the upcoming academic year, based on feedback gathered  | Professors/Coordinators and support staff in each   |

from survey data, advisory committees, students, and professors.

department

- 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.

Academic Administrator

- 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.

Curriculum Administrator and Academic Administrator

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

Curriculum Coordinator, Registrar's Office, in consultation with Academic Administrator

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

Marketing and Recruitment Staff

## **2. Program Performance 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, retention and enrolment statistics

Academic Operations and Planning Department Manager

- 2.2. Compile program costing data and calculate the program contribution.

Academic Operations and Planning Department Executive Director and Manager

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

Academic Administrators and Senior Vice President Academic

- 2.4. For programs not meeting the Quality Index Score and/or Program Contribution provide a remediation plan template to complete.

Academic Operations and Planning Executive Director and Manager, and Academic Administrators

- 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 recommend the program for suspension to the Dean and Senior Vice President Academic.

## **3. Program Quality Review**

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| 3.1. Coordinate the Program Quality Review as outlined in the manual <i>Program Quality Assurance at Algonquin College of Applied Arts and Technology</i> .  | PQA Administrator  |
| 3.2. Tabulate, process and provide reports on program data collected by the College over the previous five years   | Information Technology Services                                |
| 3.3. In the Spring Term, confirm programs to be reviewed during the next academic year.  | PQA Administrator in consultation with Academic Administrators |
| 3.4. Appoint a PQR Team Leader for each program under review and assign release time as defined in the manual <i>Program Quality Assurance at Algonquin College of Applied Arts and Technology</i> . | Academic Administrators  |
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| <ul style="list-style-type: none"> <li>a. Conduct the PQR as outlined in the manual <i>Program Quality Assurance at Algonquin College of Applied Arts and Technology</i>. This includes:</li> <li>b. reviewing five years of data including Key Performance Indicators, demand for the program, attrition/retention, program costs and Student Course Feedback surveys.</li> <li>c. soliciting input regarding the program from internal stakeholders including students, program councils, professors and academic administrators, and from external stakeholders including advisory committee members, employers and alumni.</li> <li>d. Reviewing data regarding similar programs in Ontario and labour market information, as available.</li> <li>e. coordinating and conducting a thorough review of the curriculum mapping for the program, including the Essential Employability Skills mapping, as appropriate.</li> <li>f. assessing the program against the stated quality criteria.</li> <li>g. writing the PQR Report which includes findings, recommendations for improvement, and an implementation plan.</li> <li>h. submitting the PQR Report to the PQA Administrator</li> </ul> | PQR Team Leader,<br>in consultation with<br>professors,<br>colleagues,<br>Academic<br>Administrator,<br>Program Quality<br>Assurance<br>Committee, and the<br>PQA Administrator |
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and Academic Administrator based on the schedule outlined in the PQR Manual.

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| 3.5. Review and approve the PQR Report and Implementation Plan.  | Academic Administrator and PQA Administrator |
| 3.6. Present the PQR Report to the Program Quality Assurance Committee, and incorporate any feedback into the Report and Implementation Plan, as appropriate.                            | Academic Administrator and PQR Team Leader   |
| 3.7. Review and sign off in acceptance of the PQR Report and Implementation Plan.  | Dean   |
| 3.8. Execute the implementation plan as documented in the PQR report   | Academic Administrator                       |
| 3.9. Each May following the review submit a status report of the progress made against the implementation plan to the PQA Administrator until all recommendations have been implemented. | Academic Administrator                       |
| 3.10. Review status report of the progress made against the implementation plan.   | Program Quality Assurance Committee          |
| 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 <i>Program Quality Review: A Guide for Team Leaders</i> 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.   | Deans/Directors/PQA Administrator            |
| <b>4. Review of General Education Elective courses</b>   |  |
| 4.1. Coordinate the review of the online elective General Education courses.   | Chair of Program Quality Assurance Committee |
| 4.2. Each semester, confirm courses to be reviewed in the next semester.   | Academic Administrator                       |
| 4.3. Seek students and professors to participate in the review process for each course. Ensure that professors are not in the same School as the course under review.                    | Chair of Program Quality Assurance Committee |
| 4.4. Review each course for overall adherence to General Education   | Program Quality Assurance                    |

## objectives

## Committee

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| 4.5. Review each course according to the practices outlined by the Program Quality Assurance Committee.   | Student Reviewer, Professor                  |
| 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.                       | Chair of Program Quality Assurance Committee |
| 4.7. Review the information provided and identify any additional areas requiring improvement in the course.   | Academic Administrator, Professors           |
| 4.8. Create and execute an implementation plan based on the review recommendations.   | Academic Administrator                       |
| 4.9. Each year, submit a status report of the progress made against the implementation plan to the PQA Administrator for distribution to the Program Quality Assurance Committee until all recommendations have been implemented. | Academic Administrator                       |

## **SUPPORTING DOCUMENTATION**

Appendix 1: [Program Quality Assurance Framework](#)

Appendix 2: [Program Quality Assurance Committee](#)

## **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](http://algonquincollege.com/acad_dev/Review.htm)

