LOYALIST COLLEGE **PROCEDURE**

Procedure Number: **AOP 219**	Procedure Title: **Program Quality Assurance**
Supersedes Existing Procedure? Y	Procedure Owner: **Senior Vice President Academic**
Associated Policy: Y	Date Last Approved by CET: August 12, 2020

1   Purpose

The purpose of this procedure is to outline Loyalist College's program quality assurance process, that ensures that the content and delivery of programs are responsive, current and relevant in meeting employer, community, student and government needs.

2   Application

This procedure applies to all programs leading to an Ontario College credential (certificate, diploma, advanced diploma, graduate certificate and degree) or local certificate.

3   Formative Assessments

3.1 Academic areas and teams will complete the formative review in the College's Learning Management System (LMS), consisting of a self-assessment, with input from coordinators and faculty, as required.

3.2 Under the guidance of the Program Quality Assurance Committee, the program teams will reflect on each of the eight Quality Assurance criteria and provide answers to the following questions:

- What are our processes?
- What is the evidence from our processes?
- What improvements can we make to our programs, processes, and learning environment based on the analysis of this evidence?

3.3 The Program Quality Committee will provide the Chair with qualitative and quantitative data (analysis of KPI data, focus groups, etc.) on an annual basis for analysis and reflection. Where appropriate, program clusters will be analyzed together.

3.4 The program will disseminate the information to stakeholders, including faculty, staff and Program Advisory Committees (PACs).

3.5 The formative review may lead to program revisions; the Chair will document these revisions and receive approval from the Dean or designate. The formative review may prompt an expedited summative review when program indicators suggest that a deeper review and analysis are required to maintain the quality of the program. Program teams who have demonstrated acceptable or better quality processes will be asked to present an

annual form summarizing their ongoing program quality management work until the next formal presentation.

3.6 All formative reviews will be approved and signed by the Dean or designate. It is expected that the reviews are completed by May.

3.7 Digitized copies of formative reports will be kept on file by the Chair and Program Quality Committee.

3.8 On an annual basis, the Committee will produce a summary report of the College's program quality activities for the College Executive Team. The Committee will also oversee the production of the documentation and validation required by OCQAS.

4 Summative Review

4.1 The summative review will consist of a self-assessment supported by an internal Program Review team that includes at least one external member to the program (e.g., a faculty member from another school or faculty). The review will provide an in-depth analysis consisting of cumulative quantitative and qualitative data and informed by the formative review process.

4.2 The vocational and general education outcomes at the program level will be reviewed. Additional data from stakeholders (e.g., students, faculty, employers and Program Advisory Committee) will be collected and analyzed to contribute to recommendations arising from the review process.

4.3 Academic and student support services (e.g., libraries, learning centres, work-integrated learning, career services, student advising, counselling services, technological infrastructure and applied research) are included in each summative review.

4.4 The program teams will receive an orientation and/or training in the program review process by the Program Quality Committee. The Program Review team is responsible for preparing a final report of the findings, including recommendations, in collaboration with the program.

4.5 The Chair, in consultation with faculty and staff, will provide recommendations to the Dean; the Chair will present the final recommendations for approval and resource allocation to the Senior Vice President Academic.

4.6 The Chair will disseminate the final report with approved recommendations and an implementation plan to stakeholders. Digitized copies of the report will be kept on file by the Chair and Program Quality Committee.

4.7 The Chair is responsible for providing regular reports on the progress of the implementation of the approved program review action plan to the Dean; Senior Vice President, Academic; and Academic Quality, as well as relevant stakeholders.

4.8 The Dean or designate will present regular reports of program review activities to the Academic Committee, a committee of the Board of Governors.

5   External Program Evaluation Committee

5.1 For degree programs, the program review process will include a review by an External Program Evaluation Committee (EPEC). The EPEC will comprise senior academic peers, both scholars and administrators with relevant expertise, who are external to Loyalist College. The College will appoint a member to serve on the EPEC, from outside the program under review, with no conflict of interest.

5.2 The program team, consisting of faculty members, administrators and students, will commence the review by undertaking a self-study. Once completed, the self-study is given to the EPEC for its review.

5.3 The EPEC review will include a site visit. At the conclusion of its review, the EPEC will prepare a program quality report addressed to the Senior Vice President Academic. The Senior Vice President of Academic will present the report and an action plan to the College Executive Team. Any follow up action plans and response reports will be kept on file and referenced as needed for future program quality assurance reviews.

6   Related Documents or Links

- AOP 219 Program Quality Assurance Policy
- AOP 219 Appendix A – Loyalist College Program Quality Committees
- AOP 221 Prior Learning Assessment and Recognition, Transfer Credit/Advanced Standing, Articulation Agreements and Exemption
- AOP 204 Course Outlines

7   References
- *Ontario Colleges of Applied Arts and Technology Act, 2002*
- Postsecondary Education Quality Assessment Board (PEQAB) Manual for Ontario Colleges
- Ontario College Quality Assurance Service (OCQAS) website