



*Ontario College Quality Assurance Service*  
*Service de l'assurance de la qualité des*  
*collèges de l'Ontario*

# **Program Quality Assurance Process Audit**

## **CAMBRIAN COLLEGE**

### **FINAL AUDIT REPORT**

#### **JANUARY 2009**

This report represents the findings of the Program Quality Assurance Process Audit for **Cambrian College** conducted **December 1-3, 2008**.

This report has been prepared, reviewed, and accepted by all parties to the Audit, including the college personnel, members of the Review Panel, and the Management Board of the OCQAS.

## **EXECUTIVE SUMMARY:**

### **A. CONCLUSIONS**

This Audit Team concludes that Cambrian College has set in place the foundations of a viable and comprehensive academic quality assurance program. An extension of a long-standing program review process, it is based on a foundation of annual and systematic data collection and curriculum renewal, the setting of goals and objectives, as well as the identification of Program Improvement Plans (PIPs), reviewing annual variance reports, and culminating in a comprehensive Balanced Scorecard reflecting indicators across four quality quadrants. This new Process should effectively meet Ministry requirements and see the College through its next phase of development.

The Audit Team met with members of Senior Management, Academic Managers, Support Service Managers and Support Staff, faculty, students, Advisory Committee Members/Chairs. It also met with Program Teams who have undergone or are currently undergoing formal reviews or who are developing new programs as well as the Teams that developed the Program Renewal Process and the Self-Study Report.

We were impressed by the enthusiasm, pride and sense of collegiality that the employees expressed about their College. Likewise, the students who were interviewed expressed satisfaction with their programs of study and the perceived quality of teaching, services, and future prospects. They enjoyed the relationships they fostered with their faculty and program staff and indicated that they felt comfortable bringing issues to the attention of their faculty and respective Co-ordinators as needed. To a person, they indicated that they would recommend Cambrian College to friends and relatives.

The Audit Team was able to extensively tour the main campus in Sudbury. The facilities and unique learning environments seen were noteworthy. It is evident that the learners' needs have been given due consideration as facilities are enhanced or added to the campus. Of particular note, both the Glenn Crombie Centre for Disability Services and the e-Dome installation are examples of how Cambrian College has differentiated itself as a learning institution. The overall cleanliness of the facility represents the pride evident in both the students and staff at Cambrian College.

The Audit team unanimously assesses Cambrian College's quality assurance and improvement processes and policies as fitting the **Organized Effort** category. This means that quality process initiatives are being planned and tracked, work methods are systematically rooted in the quality criteria, and the college has begun to develop performance metrics and norms.

**B. OVERALL FINDINGS OF PANEL**

<b>Criterion</b>	<b>Met</b>	<b>Partially Met</b>	<b>Not Met</b>
Criterion 1	X		
Criterion 2	X		
Criterion 3	X		
Criterion 4	X		
Criterion 5		X	

Explanations for **PARTIALLY MET** ratings:

5.1 It is felt that the MTCU requirements regarding General Education are not being fully or adequately met. Specifically, issues of choice and transferability as well as the lack of consistent, discrete General Education courses contribute to this situation. Students, in fact, could not satisfactorily relate to the concept of “General Education” courses within their various curricula.

**C. COMMENDATIONS**

The Audit Team makes the following commendations:

- a. The Dynamic Course Outline software is comprehensive, interactive, user-friendly, and home-grown to meet the needs of Cambrian College.
- b. The e-grades software received accolades from faculty, administrators and students and is broadly appreciated and valued as a commendable academic accoutrement.
- c. We commend the tremendous and harmonious support to the academic areas by these three areas, in particular: Institutional Planning and Research, Information Technology, and the Registrar’s Office.

**D. AFFIRMATIONS**

The Audit Team affirms the insight evident in the “Areas of Improvement” noted by the Self-Study Team. This level of introspection and self-analysis speaks to the rigor with which this process was undertaken and to the realities of current practice at Cambrian. The Audit Team applauds this honesty and candor.

**E. RECOMMENDATIONS**

The Audit Team respectfully makes the following recommendations:

- a. That the MTCU General Education guidelines be reviewed with a goal of developing a Cambrian College General Education policy that entails elements of choice and cross-program transferability as well as yielding discrete General Education courses that will enhance cross-institutional credit transfer.
- b. That within the new Program Management Process clear accountability mechanisms be developed so as to ensure that any action stemming from the assessment and data-gathering efforts are duly followed-up or completed. Further, we suggest that such accountability might be systematically tied to the Deans' annual performance goals.