

## EXECUTIVE SUMMARY:

### A. CONCLUSIONS

A defining feature of the Fanshawe College quality assurance processes is the importance it places on external review of programs to ensure they meet the needs of its communities. Fanshawe has also done a good job in focusing its resources on building a better learning and working environment: it operates efficiently, and regularly checks its programming and services to ensure their relevance. The results have been success in growth and KPI results.

The Audit Committee agrees with the College that the next steps in the process of quality assurance are to better link and document this external direction to the day-to-day activities of teaching and learning (through, for instance, program mapping, and more organized faculty engagement), and to complete implementation of a new program review process. The available evidence makes clear that this is happening in various parts of the college; the team believes that more support, for this internal analysis will enable similar documentation throughout the college and benefit significantly learners, faculty, and programs.

### B. OVERALL FINDINGS OF PANEL

Criterion	Met	Partially Met	Not Met
Criterion 1	√		
Criterion 2	√		
Criterion 3		√	
Criterion 4	√		
Criterion 5		√	

### **C. COMMENDATIONS**

There is much to commend at Fanshawe College and it has a solid foundation for the further development of its quality assurance framework. Its history and culture of service to the community in applied education, and the on-going direction and validation of its programs from external stakeholders have been key to Fanshawe's growth and success. Well written policies and procedures frame its quality assurance process and the reporting structure to the Board. An attitude of striving for excellence is evident in many ways, in all areas of the College and at every level.

The team was impressed with the College's infrastructure: the quality of the physical plant and the technological support. The focus in all areas on the needs of the core business (teaching and learning) was evident, and the exceptional Fanshawe On-Line portal is one notable example of that focus.

The wide range of student services, both centralized in the Student Success Centre as well as de-centralized through the Student Success Advisors, is impressive and suggests a model that other colleges might consider. The clear absence of "silos" between academic and service divisions was also noteworthy, and the relationship of Curriculum Development and Program Renewal with Organizational Development and Learning also shows that Fanshawe has a strong foundation for the evolution of its quality initiatives.

Finally, the people at Fanshawe — including the student union, the faculty, the exceptional group of Deans, all the managers in service and support areas, and the executive team — demonstrated to the audit team, both formally and informally, in scheduled and unscheduled interactions, their complete commitment to student learning and the best interests of the College.

### **D. AFFIRMATIONS**

The team affirms the recommendations the College made in its self study, and found the study to be an honest and thorough analysis of the Fanshawe College quality assurance process. The audit team concluded that the impact of the identified needs extends beyond the 2 criteria identified in the Fanshawe self study as "partially met", and it was clear that Fanshawe understands what next steps are needed to completely meet all the PQAPA criteria.

The self study identifies some important specific actions already being undertaken by Fanshawe and the audit team strongly endorses these as follows:

- professional development on evaluation and learning outcomes,
- more consistency in faculty evaluations,
- policies on field placement,
- more consistency in student evaluations (which will flow from the completion of program mapping),
- complete the implementation of the program review process to better reflect internal analysis
- better documentation of program review follow up

## **E. RECOMMENDATIONS**

- 1.** In order to achieve the goals identified in the previous section, the team recommends that more support be provided to the Curriculum Development and Program Renewal unit, to expedite the very valuable program mapping process, with a goal to complete all programs by the time of the next audit.
- 2.** The team recommends that Fanshawe increase the information available to students regarding Prior Learning and Assessment Recognition and exemptions in an effort to increase students' knowledge and use of these opportunities. The team was surprised by how little this is used in an institution focused on applied learning.
- 3.** The team encourages the academic areas of Fanshawe College to ensure that general education credits are easily transferable from one program to another, should a student change programs of study.
- 4.** The team recommends that all faculty professional development activities provide a proper grounding and common language in learning outcome-based education, especially for program and course design, and in developing course outlines and assessments.