



Ontario College Quality Assurance Service

Service de l'assurance de la qualité des  
collèges de l'Ontario

## **COLLEGE QUALITY ASSURANCE AUDIT PROCESS (CQAAP)**

### **CURRENT STATE OF QUALITY ASSURANCE ACTIVITIES REPORT – FOLLOW-UP (18-MONTH) REPORT**

**CONESTOGA COLLEGE**

**DATE SINCE LAST UPDATE TO OCQAS:** November 19, 2020

**DATE OF PREPARATION OF REPORT:** October 26, 2022

**REPORT PREPARED BY:** Jeff Fila



This report aims to provide updated information regarding the quality assurance activities that the college is implementing to address the identified gaps (affirmations, recommendations and other) since the college's last submitted report to the OCQAS.

**1. Provide the continuous improvement plan (action/ implementation plan) and results to date.**

\* The college must provide (at the very least) the affirmations made by the college and the recommendations made by the audit panel at the time of the last audit. These stipulations (affirmations and recommendations) should be listed, verbatim as they appear in the audit report.

AFFIRMATION 1				
Create a common login point for academic leaders to access program life cycle materials. (Standard 1- Requirement 1.7)				
DELIVERABLES	TASKS	RESPONSIBLE (Team or Role)	COMPLETION DEADLINE	CURRENT STATUS (%)
Develop framework	Identify the required program life cycle materials for each program in the current SharePoint storage system, Annual Program Reflection (APR) and Major Program Review (MPR) storage system and Student Information System (SIS)	Curriculum Operations and Planning, Program Review	December 2021	100%
	Design the access point for ease of use	Curriculum Operations and Planning, IT	December 2021	100%
	Establish parameters for access: initial access (new hire); review semi-annually; retire access; change access based on portfolio changes	Curriculum Operations and Planning, Executive Deans	November 2022	75%
Initial implementation	Create the access point	Curriculum Operations and Planning, IT	August 2022	100%



	Test the access point	Curriculum Operations and Planning, IT, focus group of Chairs	December 2022	75%
Final implementation and training	Roll out access point for all users via training with Chairs	Curriculum Operations and Planning	August 2023	0%
	Additional training as needed	Curriculum Operations and Planning	December 2023	0%

RECOMMENDATION 1				
Conestoga College should continue to prepare a tool that will enable mapping at the course level to ensure that course learning activities and assessments are consistent with and appropriate to the CLOs and PVLOs. (Standard 2- Requirement 2.3)				
DELIVERABLES	TASKS	RESPONSIBLE (Team or Role)	COMPLETION DEADLINE	CURRENT STATUS (%)
Create a Framework for PLO and CLO alignment at the course level	Display at least one program outcome supported by the course on the course outline (excluding general education courses or foundational courses belonging to a large number of programs). Faculty will review the PLO alignment each time the course outline is reviewed.	Curriculum Operations and Planning (CPO) and Business Transformation Office	November 2022	75%
	Display a matrix mapping each course outcome with the evaluation structure in the course. Faculty will review the evaluation to CLO alignment each time the course outline is reviewed.	Curriculum Operations and Planning (CPO) and IM Academic	March 2022	100%



Test implementation of the Framework	A group of faculty members will review select courses to test both functionalities and provide feedback.	Curriculum Operations and Planning (CPO), IM Academic and Chairs	February 2023	50%
Implement the framework and supporting training and resources	Training for the two functionalities will be developed in video tutorial format (the functions are similar with existing Course Outline Portal functions, such as EES mapping).	Curriculum Operations and Planning (CPO), IM Academic	February 2023	50%
	The two new requirements will be mandatory for all course outlines to be reviewed for Fall 2023 and onwards.	Curriculum Operations and Planning (CPO), IM Academic	To be available by February 2023 and completed by February 2024	0%

AFFIRMATION 2				
Create a new style guide for college policies and procedures and explore transitioning them from PDF to a new online format. (Standard 5-Requirement 5.2)				
DELIVERABLES	TASKS	RESPONSIBLE (Team or Role)	COMPLETION DEADLINE	CURRENT STATUS (%)
Create a template and style guide that allows for a transition to online format. This new template will result in a consistent flow/style for all policies/procedures with an appropriate level of flexibility.	Develop Policy and Procedure Template and Style Guide.	Institutional Quality Officer (IQO)/Academic Initiatives and Special Projects	May 2021	100%
	Create a Policy and Procedure eGlossary to support consistency as well as to support the transition of college policies and procedures to online format.	Institutional Quality Officer (IQO)	October 2021	100%
	Review the template with stakeholders to ensure clarity and usability.	Institutional Quality Officer (IQO)	October 2021	100%



	Implement use of the Style Guide as a tool for the creation and review with the Academic Policy and Procedure Committee and the College Policy and Procedure Committee.	Academic Policy and Procedure Committee College (APPC) & Policy and Procedure Committee (CPPC)	November 2021	100%
	Establish processes for sustainability/maintenance of the eGlossary.	Academic Initiatives and Special Projects Team (AISP)	December 2021	100%
	Develop supports and communication site to bolster use of the Style Guide and eGlossary.	Institutional Quality Officer (IQO)	May 2022	100%
Develop and implement an online format for all policies and procedures	Design and develop online format using Style Guide as foundation.	Academic Initiatives and Special Projects, Web Services	March 2023	20%
	Design and develop online eGlossary to be used in coordination with online policies/procedures.	Institutional Quality Officer (IQO), Web Services	March 2023	20%
	Transition new and existing Policies and Procedures to online format.	Institutional Quality Officer (IQO)	December, 2024	0%



**RECOMMENDATION 2 & AFFIRMATION 3**

**Recommendation 2: Conestoga College to work on their affirmation to develop and implement a new academic progression policy (Standard 5- Requirement 5.4)**

**Affirmation 3: Conestoga College to create and implement a new progression policy with minimum progression standards that apply college-wide. (Standard 5- Requirement 5.4)**

DELIVERABLES	TASKS	RESPONSIBLE (Team or Role)	COMPLETION DEADLINE	CURRENT STATUS (%)
Develop Progression Policy	Form Progression Policy Planning Group comprised of Academic Administration, Registrarial Services and IT.	Academic Initiatives and Special Projects (AISP)	February 2021	100%
	Consult with academic leadership teams on progression practices and processes.	Academic Initiatives and Special Projects (AISP) & Registrarial Services (RS)	May 2021	100%
	Develop a college Academic Standing framework.	Academic Initiatives and Special Projects (AISP) & Registrarial Services (RS)	June 2021	100%
	Develop and present plan to Deans to operationalize progression policy and accompanying practices.	Academic Initiatives and Special Projects (AISP) & Registrarial Services (RS)	August, 2021	100%
	In consultation with Deans, develop common principles and operational practices required to implement a college wide progression policy.	Academic Initiatives and Special Projects (AISP) & Registrarial Services (RS)	December 2022	90%
	Develop draft versions of progression policy and procedure.	Academic Initiatives and Special Projects (AISP) & Registrarial Services (RS)	December 2022	90%



Implement Progression Policy	Soft launch of IT system to support college progression policy.	IT, Academic Initiatives and Special Projects (AISP) & Registrarial Services (RS)	September 2023	0%
	Progression Policy approved and posted to college website.	Academic Initiatives and Special Projects (AISP)	May 2024	0%
	Communication and professional development to academic teams and students about new progression policy	Academic Initiatives and Special Projects (AISP)	May 2024	0%
	Progression Policy and accompanying system are launched.	IT, Academic Initiatives and Special Projects (AISP) & Registrarial Services (RS)	May 2024	0%



RECOMMENDATION 3				
Conestoga College to develop a college-wide mechanism to consistently facilitate and track PLAR. (Standard 5 - Requirement 5.5)				
DELIVERABLES	TASKS	RESPONSIBLE (Team or Role)	COMPLETION DEADLINE	CURRENT STATUS (%)
Promote PLAR to applicants, students, and staff	Include PLAR information in all Credit Transfer promotional materials (website/flyers/email campaigns).	Registrarial Services (RS) (Communications)	Ongoing	100%
	Conduct staff and faculty information sessions for Credit Transfer and PLAR.	Registrarial Services (RS) (Communications & Credit Transfer)	Ongoing	100%
Create a digital form for PLAR applications using Laserfiche to support easy online access and ongoing detailed reporting of PLAR requests	Work with Credit Transfer, Records, Curriculum Planning and Operations and academic areas to design process workflow and ensure alignment with Course Learning Outcomes.	Registrarial Services (RS) & IT Services	February 2022	100%
	Transfer workflow to Laserfiche online form.	IT Services & Registrarial Services (RS)	February 2023	70%
	Publish form online for students and applicants.	IT Services	February 2023	0%
Launch digital online PLAR form to staff and students.	Advise academic areas of new digital PLAR form.	Registrarial Services (RS) (Communications)	January 2023	0%
	Update website and Credit Transfer/PLAR materials to reflect the online PLAR application process.	Registrarial Services (RS) (Communications)	February 2023	25%
Ongoing monitoring of PLAR requests.	Create a Laserfiche report for PLAR requests, including volume of requests, courses requested and the timing of requests.	Registrarial Services (RS)	April 2023 and ongoing	0%



AFFIRMATION 4				
Conestoga College to continue to develop and refine the Quality Assurance processes for academic pathways and partnerships and the use of tools such as Pathways SharePoint. (Standard 5 - Requirement 5.8)				
DELIVERABLES	TASKS	RESPONSIBLE (Team or Role)	COMPLETION DEADLINE	CURRENT STATUS (%)
Review and update existing resources to develop and implement agreements	Update the Academic Agreements and Pathways Checklist. The new Checklist is available in fillable PDF and Word formats to enable users to document academic agreement partner contact information, type, school, program, summary of objective, purpose, and scope.	Academic Initiatives and Special Projects Consultant	January 2021	100%
	Review and update the 'Quality Site Visits' section/clause in academic agreement templates to ensure that Conestoga academic quality is adhered to in all academic partnerships.	Academic Initiatives and Special Projects Consultant	January 2021	100%
Create new tools/resources to support consistency and collaboration in developing and implementing agreements	Create new Academic Agreements and Pathways site using cloud-based Microsoft SharePoint functionality; to support the sharing and management of document storage for academic agreements.	Academic Initiatives and Special Projects Consultant	January 2021	100%
	To support consistency, create an Academic Initiatives and Special Projects Notebook in Microsoft OneNote to document AISP processes, definitions and other pertinent information for academic agreements, pathways and partnerships including: <ul style="list-style-type: none"> <li>Academic agreements</li> </ul>	Academic Initiatives and Special Projects Consultant	January 2021	100%



	<ul style="list-style-type: none"><li>• Agreement fees</li><li>• File naming conventions for document storage</li><li>• “How to” instructions</li><li>• Process steps to initiate an academic agreement</li><li>• Quality in academic agreements</li><li>• Types of agreements</li></ul>			
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**2. Provide additional comments (if applicable).**

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