



## COLLEGE QUALITY ASSURANCE AUDIT PROCESS (CQAAP)

### CURRENT STATE OF QUALITY ASSURANCE ACTIVITIES REPORT for: Follow-up (18-month)

#### HUMBER COLLEGE

**DATE OF FINAL AUDIT REPORT:** September 23, 2022

**FOLLOW-UP REPORT SUBMISSION DATE:** April 5, 2024

**REPORT PREPARED BY:** Nichole Molinaro- Dean of Program Planning, Development & Renewal  
on behalf of the Office of the Senior Vice-President Academic

## CONTENTS

STIPULATION: Affirmation 1 .....	3
STIPULATION: Affirmation 2 .....	4
STIPULATION: Affirmation 3 .....	5
STIPULATION: Affirmation 4 .....	6
STIPULATION: Affirmation 5 .....	7
STIPULATION: Affirmation 6 .....	8
STIPULATION: Recommendation 1 .....	9
STIPULATION: Recommendation 2 .....	11
STIPULATION: Recommendation 3 .....	11
Additional comments.....	12

**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.

The tables below provide updated information regarding the quality assurance activities that the college is implementing to address the identified affirmations and recommendations since the receipt of the last OCQAS report<sup>1</sup>.

STIPULATION: Affirmation 1				
Humber has implemented a strong Annual Program Quality Assessment (APQA) process; however, we recognize the need for a mechanism that integrated the data collected to identify cross-institution trends and gaps to support continuous improvement and strategic decision-making. PPDR will work to create a mechanism for increased data integration and reporting on these trends and gaps cross-institutionally for closing the loop purposes. (Standard 1- Requirement 1.5)				
DELIVERABLES	TASKS	COMPLETION DEADLINES	CURRENT STATUS (%)	RESPONSIBLE
1. Identify and implement a mechanism that integrates the APQA data collected to identify cross-institutional trends and gaps.	a. Create an Associate Dean working group to: <ul style="list-style-type: none"> <li>Review the APQA schedule and workflow.</li> <li>Review the APQA questions and reporting functionality.</li> <li>Support the development and testing of a new APQA tool.</li> </ul>	Winter 2023	100%	Lead: Dean, PPDR  Co-lead: Associate Dean, Program Quality – PPDR
	b. Consultation with Senior Deans to: <ul style="list-style-type: none"> <li>Endorse the revised APQA schedule and workflow.</li> <li>Review and provide feedback on the program quality indicators and reporting functionality.</li> </ul>	Winter 2023	100%	
	c. Consultation with Institutional Planning & Analysis (IPA) <ul style="list-style-type: none"> <li>Inform program quality indicators and benchmarks.</li> <li>Data visualization and dashboard development.</li> </ul>	Winter 2023	100%	
	d. Develop new APQA tool in consultation with external vendor.	Spring 2023	100%	

<sup>1</sup> Date of Audit Report: September 22, 2023



**STIPULATION: Affirmation 2**

Humber has consistent mapping tools and processes that enable faculty to identify Program Vocational Learning Outcomes throughout the program lifecycle. However, these mapping processes exist as excel spreadsheets and are not integrated into the COSSID software. Humber commits to integrating program maps into COSSID for increased efficiency and effectiveness. (Standard 2- Requirement 2.1).

DELIVERABLES	TASKS	COMPLETION DEADLINES	CURRENT STATUS (%)	RESPONSIBLE
1. Complete the integration of program maps into COSSID.	<b>a. Create a COSSID Steering Committee to:</b> <ul style="list-style-type: none"> <li>Define COSSID requirements.</li> <li>Complete technical analysis/SWOT.</li> <li>Develop change management plan.</li> <li>Develop and test.</li> </ul>	Fall 2022	100%	Lead: Dean, Innovative Learning Co-lead: Dean, PPDR
	<b>b. Create a COSSID User working group to:</b> <ul style="list-style-type: none"> <li>Test COSSID revisions and provide feedback.</li> </ul>	Winter 2023	100%	
	<b>c. Modify COSSID program mapping step and update user guides.</b>	Winter 2023 (April 2023)	100%	
	<b>d. Change management:</b> <ul style="list-style-type: none"> <li>Communicate modified and updated COSSID processes to Senior Deans and Associate Deans.</li> <li>Communicate expectations related to mapping in COSSID tool.</li> </ul>	April 2023	100%	



**STIPULATION: Affirmation 3**

Although we have significantly improved our PLAR processes, we recognize the need to construct a training process for the central service departments and Academic Faculties to support the implementation of cross-institutional PLAR processes. Humber commits to constructing this training process. *(Standard 2- Requirement 2.3)*

DELIVERABLES	TASKS	COMPLETION DEADLINES	CURRENT STATUS (%)	RESPONSIBLE
1. Construct a training process for the central service departments and Academic Faculties to support the implementation of cross-institutional PLAR processes.	a. Create a PLAR ideal state process map that outlines the major actions at each milestone for both learners, faculty and staff.	Fall 2024	100%	Lead: Associate Dean, Program Planning – PPDR
	b. Hold training session with the academic division on PLAR processes	Fall 2025	0%	Co-lead: Associate Dean, Teaching Excellence – Innovative Learning
	c. Communication Plan ( <a href="#">see affirmation 5</a> ).			



**STIPULATION: Affirmation 4**

**Humber will review the Student Feedback Questionnaire (SFQ) process to reflect an Equity, Diversity, and Inclusion lens. (Standard 6- Requirement 6.2)**

DELIVERABLES	TASKS	COMPLETION DEADLINES	CURRENT STATUS (%)	RESPONSIBLE
1. Renew SFQ process and questions to reflect an EDI lens.	a) Convene an SFQ working group to review and update the SFQ questions.	Fall 2023	100%	Lead: Co-chairs of SFQ Working group  Co-lead: Associate Vice-President Academic
	b) Update SFQ questions to focus on student experience in the classroom and to remove any potential harms that may impact individuals from equity-deserving groups.	Fall 2023	100%	
	c) Complete a pilot project in the winter 2023 term using the revised SFQ.	Winter 2023	100%	
	d) Gather data and analyze data from Fall 2023 pilot; facilitated by SFQ Working Group	Winter 2024	50%	
	e) Submit report to the SVPA, documenting recommendations for implementing cross-institutionally.	Winter 2024	0%	
	f) Broader implementation of revised SFQ process.	Fall 2024	0%	

STIPULATION: Affirmation 5				
Humber recently developed a Recognition of Prior Learning Guide. However, there is a need for a communication plan and training resources to support the implementation of the Guide. Humber will develop the plan and training resources. (Standard 5- Requirement 5.5)				
DELIVERABLES	TASKS	COMPLETION DEADLINES	CURRENT STATUS (%)	RESPONSIBLE
1. Develop training resources to support the implementation of the Recognition of Prior Learning Guide.	A) Develop a new pathway development process map and accompanying workflow resource and hold training session with academic division on new process.	Winter 2024	100%	Lead: Associate Dean, Program Planning – PPDR
	B) Develop RPL Blackboard training modules.	Winter 2025	30%	
	C) Ensure that training resources are incorporated into the communication plan. (deliverable 1, task b)	Fall 2026	0%	Co-lead: Associate Dean, Teaching Excellence – Innovative Learning
2. Communication plan to support the awareness of the Recognition of Prior Learning Guide and associate resources.	Develop a communication plan that will foster an awareness of the RPL Guide and take into account the need for future communication about additional training resources.	Winter 2026	0%	



**STIPULATION: Affirmation 6**

Humber has developed a competency framework for all employee groups. Humber commits to building further awareness of this competency framework and constructing the competencies specific to the faculty Group. (Standard 6- Requirement 6.1 & 6.4)

DELIVERABLES	TASKS	COMPLETION DEADLINES	CURRENT STATUS (%)	RESPONSIBLE
1. Develop the faculty group category of the competency framework.	a) Complete environmental scan of best practices.	Winter 2023	100%	Lead: Associate Vice President, Teaching & Learning  Co-leads: Associate Vice President Academic and Dean, Innovative Learning
	b) Stakeholder consultation, including: <ul style="list-style-type: none"> <li>• Faculty</li> <li>• Students</li> </ul>	Fall 2023	100%	
	c) Draft faculty competency framework.	Fall 2023	100%	
	d) Centre for Innovative Learning - review and revisions to framework.	Winter 2024	100%	
	e) Final version of the faculty group category of the competency framework developed.	Summer 2024	0%	
2. Create a change management plan.	a) Communicate the new competency framework category to the Humber community.	Fall 2024	0%	
3. Develop a competency assessment process.	See <a href="#">recommendation 2</a> .			

**STIPULATION: Recommendation 1**

It is noted that work on the development of a formal academic accessibility policy to enhance the College community's understanding and consistent application of policies and procedures related to accommodation is ongoing. The audit panel recommends that the College complete the development and implement the formal academic policy and procedures regarding accommodation in a timely manner. (*Standard 5- Requirement 5.6*)

DELIVERABLES	TASKS	COMPLETION DEADLINES	CURRENT STATUS (%)	RESPONSIBLE
Develop a formal academic policy and procedures regarding accommodation.	Associate Dean working group draft Academic Accommodations Policy <ul style="list-style-type: none"> <li>drafted in alignment to Human Rights Policy, AODA Postsecondary Education Standards, Ontario Human Rights Code</li> </ul>	Fall 2023	100%	Lead: Associate VP, Learner & Career Success and Dean of Students  Co-lead: Associate Dean, Student Wellness & Equitable Learning
	Review draft policy and procedure documents with Academic Learning Services (ALS) team.	Fall 2023	100%	Partners: Associate Director and Director, Academic Learning Services
	Submit draft to Associate Director and Director, ALS.	Fall 2023	100%	
	Collect stakeholder feedback, including: <ul style="list-style-type: none"> <li>online feedback</li> <li>faculty focus groups</li> <li>learner focus groups</li> <li>Associate Dean feedback</li> </ul>	Winter 2024	100%	
	Review draft policy and procedure with Student Success and Engagement department.	Winter 2024	100%	
	Incorporate stakeholder feedback and finalize version 2 of the Policy and Procedure document.	Winter 2024	85%	

	<p>Share version 2 of the Policy and Procedure with senior leadership for review, including:</p> <ul style="list-style-type: none"> <li>• Associate VP, Learner &amp; Career Success and Dean of Students</li> <li>• Associate Dean, Student Wellness &amp; Equitable Learning</li> <li>• Centre for Human Rights, Equity, and Diversity</li> <li>• Office of the Chief Legal, Risk and Privacy Officer</li> </ul>	Winter 2024	0%	
	Finalize academic accommodations policy and procedures documents.	Spring 2024	0%	
Implement a formal academic policy and procedures regarding accommodation.	Publish academic accommodations policy and procedure.	Spring 2024	0%	
	Prepare communications strategy to notify the Humber/Guelph-Humber community.	Spring 2024	0%	



**STIPULATION: Recommendation 2**

The audit panel recommends that the College takes all necessary steps to ensure that the College's Faculty Evaluation Policy and Faculty Evaluation Procedures and the evaluation modules of the HRMS that is projected to be implemented in 2023 are in alignment to ensure that all faculty are appropriately evaluated. (Standard 6- Requirement 6.1)

DELIVERABLES	TASKS	COMPLETION DEADLINES	CURRENT STATUS (%)	RESPONSIBLE
1. Revise the faculty evaluation policy and procedure.	a. Work with the HR department to assess and test the platform to be used for implementing the review process identified in Affirmation 6.	Spring 2024	50%	Lead: Associate Vice President, Teaching & Learning  Co-leads: Associate Vice President Academic and Dean, Innovative Learning
	b. Update Humber's current faculty evaluation policy and procedure, to ensure alignment with deliverables in affirmation 6.	Winter 2024	0%	
	c. Develop a communication plan.	Fall 2025	0%	

**STIPULATION: Recommendation 3**

While the panel acknowledges the College's affirmation to review the SFQ process to reflect an Equity, Diversity and inclusion lens, the audit panel recommends that this review also includes an examination of how this and other strategies can effectively increase the level of SFQ completion by students. (Standard 1 & 6- Requirement 1.3 & 6.2)

DELIVERABLES	TASKS	COMPLETION DEADLINES	CURRENT STATUS (%)	RESPONSIBLE
Examine strategies to effectively increase the level of SFQ completion by students.	a) Winter 2023 pilot: focus on delivering the SFQ during class time ( <a href="#">see affirmation 4</a> ).	Winter 2023	100%	Lead: Co-chairs of SFQ Working group

	b) Pilot delivery model expanded to all six academic Faculties.	Fall 2023	100%	Co-lead: Associate Vice-President Academic and Dean, Innovative Learning.
	c) Student focused institutional campaign and communication strategies to increase awareness of SFQs.	Fall 2023	100%	
	d) Faculty focused communication strategy.	Winter 2024	50%	

**Additional comments (if applicable).**

The 2022 CQAAP process provided Humber with an opportunity to reflect on the substantial progress made in the development, review, and implementation of systems that enhance and support quality assurance activities and practices. As noted by the audit panel, the College has made substantial structural changes that are innovative and effective, developed and implemented new quality tools and processes, and enhanced existing policies, processes, and tools, all to support their renewed commitment to a culture of continual quality improvement. The affirmations and recommendations in the audit report were welcomed and support Humber's commitment to continuous improvement and providing students and the broader community with high quality programming and services.

We are pleased with the progress we have made to date to implement the tasks and deliverables within the outlined recommendations and affirmations.