



Ontario College Quality Assurance Service

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

# COLLEGE QUALITY ASSURANCE AUDIT PROCESS (CQAAP)

## AUDIT REPORT

### LAMBTON COLLEGE

**DATE OF AUDIT VISIT: March 19, 20 and 21**

**SUBMISSION DATE: April 28, 2025**

**PREPARED BY: Dr Raynie Wood**



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## APPROVAL OF THE AUDIT REPORT


This report represents the findings of the College Quality Assurance Audit Process for **Lambton College**.

This report has been prepared, reviewed, and accepted by all parties to the Audit, including the college President, members of the audit panel, and the Chair of the OCQAS Management Board. The signatures of the representative parties demonstrate their acceptance of the content of this report.




### COLLEGE PRESIDENT

Signature: 	Date: June 26, 2025
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### CHAIR- OCQAS MANAGEMENT BOARD

Signature: 	Date: June 17, 2025
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### AUDIT PANEL MEMBERS

<i>Chair Dr. Raynie Wood</i> Signature: 	Date: May 23, 2025
<i>Panelist June Raymond</i> Signature: 	Date: May 23, 2025
<i>Panelist Farzana Jiwani</i> Signature: 	Date: May 23, 2025



## STIPULATIONS

### 1. Commendations

The following commendations are areas where the college has shown exemplary practices in quality assurance and improvement:

#### **Requirement 1.1**

##### BoG Strategic Alignment

We commend the college for the Board of Governors understanding of their responsibility to ensure quality assurance is embedded in the strategic direction of the organization.

Example being, embedding themselves in the PACs and attending meetings, they gain a holistic understanding of institutional needs, and steps taken in support of continuous improvement. During the site visit, it was shared that each member of the BoG serves as a representative on at least one program advisory committee, contributing to the understanding of the relevance and quality assurance of programs.

#### **Requirement 3.3**

##### PAC Scorecard

We commend the college for monitoring the performance of the PACs to ensure they are meeting established standards and are aligned with the College's policies and strategic goals.

Examples being the PAC Scorecards used to monitor the performance and are reviewed by the Board of Governors on an annual basis.

##### PAC's Role in QA

We commend the college for making the program advisory committees a foundational mechanism for meaningful input into program relevance and quality.

Examples being that the PAC members outlined their level of understanding, engagement, and demonstrated commitment. Conversations throughout our visit consistently referenced alignment with student success and industry needs.

#### **Requirement 6.1**

##### Faculty Support

We commend the college for informal and formal mechanisms provided to support student success, as consistently shared by students and graduates.

Examples being the level of availability and responsiveness to student learning needs.



## 2. Affirmations

The following affirmations have been formulated in Lambton College's Self-Study. The content has been developed in consultation with the college to better align these statements in an actionable and measurable manner. The committee supports each of these affirmations as continuous improvement opportunities for the college, which will support quality assurance.

### **Standard 1**

#### Affirmation 1.2

Program Reactivation - The College affirms to review the program reactivation process to ensure a consistent process is followed.

#### Affirmation 1.2 and 2.3

As our **program review** transitions to an annual program reflection, we aim to incorporate a standardized curriculum review process to provide a more in-depth analysis of curriculum mapping and the alignment of assessments to VLOs.

### **Standard 2**

#### Affirmation 2.3

The College affirms to enhancing the process of creating PLAR course assessments by standardizing the inclusion of VLO and CLO mapping, ensuring that all faculty members adhere to a consistent procedure.

### **Standard 3**

#### Affirmation 3.3

As a new program review process is implemented, the College affirms to create standardized PAC agendas to ensure that all programs receive consistent feedback on program reviews and curriculum updates.

#### Affirmation 3.4

The College affirms to develop a streamlined process for program standard updates.

### **Standard 4**

#### Standard 4.1

The College affirms to standardize Course Plans to ensure students are aware of the connection of assessments to PVLOs and CLOs.

### **Standard 5**

#### Affirmation 5.2

The College is committed to implementing the automation of policy review timelines through the new JIRA process.

### **Standard 6**

#### Affirmation 6.1



Lambton College affirms to develop a standardized process for the onboarding of faculty.

### 3. Recommendations

As an organization with a mature approach to quality assurance, the following recommendations incorporate both opportunities to support requirements not fully met, as well as requirements that are fully met, but may benefit from continuous improvement.

#### **Recommendation #1:**

##### Requirement 3.4

After reviewing the Self-Study and considering additional information during the site visit, the audit panel has noted the following observation that has resulted in recommendations and a rating of partially met:

It was identified that there was inconsistency in the process related to program standard changes resulting in missed communication and potential for missed changes impacting key stakeholders, specifically the students and faculty, due to the lack of streamlined process. The recommendation is to better communicate Program Standards releases (new/revised) to ensure all stakeholders are adequately informed.

#### **Recommendation #2:**

##### Requirement 5.2

After reviewing the Self-Study and considering additional information during the site visit, the audit panel has noted the following observation that has resulted in recommendations and a rating of partially met:

While some policies were in alignment with the policy review schedule, a few of the academic policies were out of sync with the review date. The recommendation is that the college consistently execute the timeline for policy review and revision.

#### **Recommendation #3:**

##### Requirement 5.8

After reviewing the Self-Study and considering additional information during the site visit, the audit panel has noted the following observation that has resulted in recommendations and a rating of partially met:

That a mechanism be put in place to support the transparency in the establishment, tracking, and review of informal and formal arrangements. Moving forward it is recommended the process adheres to QA policies and procedures, including implementation and monitoring.



## CONCLUSION

Lambton College has demonstrated effectiveness in their approach to quality assurance, resulting in a Mature effort. The College’s demonstrated commitment to continuous quality improvement is ingrained in the institution’s culture and actions, as evidenced throughout the Self-Study and consistently reinforced across the various groups the audit panel met during the site visit. Additionally, the College addressed past audit feedback and continues to identify areas they want to strengthen QA moving forward.

The College has the required mechanisms, that include policies and frameworks to guide their practices. Ensuring that these tools are used in a consistent manner in support of QA. It was evident throughout the audit that numerous informal and formal approaches to data collection were utilized. Also, there was evidence of data collection that was part of a college-wide process embedded in a standard cycle of program reviews.

The evidence obtained through all aspects of the audit highlights the college’s commitment to its students, and ultimately industry success.

## Audit Results

Standard	Result		
1	<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Partially Met	<input type="checkbox"/> Not Met
2	<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Partially Met	<input type="checkbox"/> Not Met
3	<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Partially Met	<input type="checkbox"/> Not Met
4	<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Partially Met	<input type="checkbox"/> Not Met
5	<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Partially Met	<input type="checkbox"/> Not Met
6	<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Partially Met	<input type="checkbox"/> Not Met

## Audit Decision:

- Mature Effort
- Organized Effort
- Formal Effort