



Ontario College Quality Assurance Service

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

COLLEGE QUALITY ASSURANCE ACCREDITATION PROCESS (CQAAP)

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

LAMBTON COLLEGE

DATE SINCE LAST UPDATE TO OCQAS: none

DATE OF PREPARATION OF REPORT: September 12, 2016

REPORT PREPARED BY: Jim Elliott



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.*

* What has been identified as needing to be done? (stipulations)	Succession plan for the director of quality assurance: The present director of quality assurance has played an important role in Lambton College's quality assurance achievements. He will be retiring in the foreseeable future and the college is aware that it needs to plan for succession after he leaves in order to keep the quality assurance impetus going.
What deliverables are associated with addressing the stipulations?	The development and execution of a succession plan.
What tasks are associated with addressing the deliverable?	For the succession plan, the timelines, resources and structure must be identified.
Who is responsible for the specific deliverable/ task?	Vice-President Corporate Performance and Employee Relations
When is the completion deadline of the specific deliverable/ task?	June 30, 2016
What is the current status of each specific deliverable/ task? (include a completion percentage)	The succession plan, including timelines, resources and structure, has been developed, approved and implemented.



* What has been identified as needing to be done? (stipulations)	GenEd compliance: Lambton College realizes that only 60% of its programs meet the provincial GenEd requirement of having elective GenEd course offerings that do not contain required vocational learning outcomes. Though the retention of mandatory GenEd courses has been done to maintain vocational outcomes in programs, Lambton will need to continue to address this issue to be compliant with provincial requirements.
What deliverables are associated with addressing the stipulations?	All programs would offer the required number of general education courses, all on an elective basis.
What tasks are associated with addressing the deliverable?	Identify the noncompliant programs. Identify enabling curriculum changes. Implement revised curriculum with elective general education courses.
Who is responsible for the specific deliverable/ task?	Vice-President Academic through the school deans.
When is the completion deadline of the specific deliverable/ task?	September 1, 2015 June 24, 2016 September 1, 2017
What is the current status of each specific deliverable/ task? (include a completion percentage)	The noncompliant programs have been identified. Noncompliant programs are reviewing and revising curriculum to enable change where possible. Some programs have implemented changes; some have identified and scheduled forthcoming changes; some programs are facing significant challenges in meeting the elective requirement. As of September, 2016, 100% of the programs are in compliance in the number of Gen Ed courses in the program curriculum. 82% of the programs comply with the expectation that all of the Gen Ed courses will be elective. (86% of the Gen Ed courses offered across all of the programs are offered as electives.) It is expected by September, 2017 an even greater proportion of the programs will be in full compliance.



* What has been identified as needing to be done? (stipulations)	Monitoring of quality assurance at offsite locations: The College has been in the business of offsite delivery for some time and has developed many exemplary quality assurance policies and practices for offsite delivery. There are still recommendations for improvement that the college has identified and it is important for the college to be diligent in monitoring that the recommendations are followed through on and implemented.
What deliverables are associated with addressing the stipulations?	The College must receive the implementation reports following from the most recent audits of the off-site locations. The College must develop, implement and monitor detailed quality assurance requirements checklists.
What tasks are associated with addressing the deliverable?	The completion by the delivery partner of the recommendation implementation reports. The detailed quality assurance requirements must be identified; the checklists and corresponding report templates must be developed; the checklists must be implemented.
Who is responsible for the specific deliverable/ task?	The Dean - International and School of Computer Studies The Dean - International and School of Computer Studies
When is the completion deadline of the specific deliverable/ task?	-June 30, 2016 -
What is the current status of each specific deliverable/ task? (include a completion percentage)	Complete - All outstanding recommendation implementation reports have been received from the offsite delivery partners. Complete - The detailed quality assurance checklists, and associated documents, have been developed and implemented. They are now fully operationalized.



* What has been identified as needing to be done? (stipulations)	Counselling services: The college has identified that there seems to be an increase in identified mental health issues among students and that this is something it will want to address. The panel encourages the college to monitor how well its counselling services are meeting demand and, respond as it is able, to meet the demand.
What deliverables are associated with addressing the stipulations?	A formal plan for comprehensive monitoring and reporting of counseling services. The implementation of monitoring tools and the reporting process.
What tasks are associated with addressing the deliverable?	The development of a plan for the monitoring and reporting of counseling services. The identification, development and implementation of monitoring tools and a reporting process.
Who is responsible for the specific deliverable/ task?	Director - Student Success Director - Student Success
When is the completion deadline of the specific deliverable/ task?	May 1, 2016 September 1, 2016
What is the current status of each specific deliverable/ task? (include a completion percentage)	<p>A plan has been developed and implemented to provide for more detailed tracking, closer monitoring and fuller reporting of counselling services provided, and of associated wait times.</p> <p>The full implementation of the Clock Work tracking application has resulted in the logging of all counseling activities including the time spent and the nature of the counseling activity. For example, the Counselling department is now able to track the number of personal appointments for mental health counseling, the number of drop-in counseling sessions and the nature of them, and the wait time for a particular type of counseling.</p> <p>As well, the College has now developed an effective working relationship with the Canadian Mental Health Association (CMHA) to provide longer-term mental health counseling and services for the students in need.</p>



* What has been identified as needing to be done? (stipulations)	Systematic review and evaluation of “college-wide” policies: Though the college has policy and practice regarding its “board” policies, these are not in place for its “college-wide” policies. This is one area in which Lambton College did not fully meet the OCQUAS requirement (2.7). It is recommended that the college put in place policy governance that requires regular review and evaluation of “college-wide” policies. Also, the college should examine when all of these policies have last been reviewed and undertake a process of updating all of the policies that are not current and create a master tracking document for this policy activity.
What deliverables are associated with addressing the stipulations?	The development of a College policy establishing parameters of processes for the development, review and revision of college-wide policies.
What tasks are associated with addressing the deliverable?	The development of the policy. Approval and implementation of the policy.
Who is responsible for the specific deliverable/ task?	Vice-President - Corporate Performance and Employee Relations President
When is the completion deadline of the specific deliverable/ task?	-June 30, 2016 -
What is the current status of each specific deliverable/ task? (include a completion percentage)	Complete. The policy has been developed, approved, published and implemented. The policy establishes the process is for the development and revision of college policies. The policy also establishes rolling scheduled reviews, and updating if necessary, for all college policies.



* What has been identified as needing to be done? (stipulations)	Enhanced tracking of professional development: Lambton demonstrated satisfactory professional development and tracking to for its teaching staff. Though the college had supported very significant industry-related professional development for full-time staff (e.g. participation in esthetics industry event in the United States, and completion of job related credentials), this PD activity appears not to be tracked. The panel recommends enhanced tracking of PD activity.
What deliverables are associated with addressing the stipulations?	The implementation of a PD tracking information system and processes.
What tasks are associated with addressing the deliverable?	The development of a PD information system. The development and implementation of standard processes for gathering and inputting the PD information.
Who is responsible for the specific deliverable/ task?	Director, Information Technology Dean, Community Services and Learning Innovation Centre
When is the completion deadline of the specific deliverable/ task?	September 1, 2016
What is the current status of each specific deliverable/ task? (include a completion percentage)	The expanded AS system for tracking PD will be complete and in operation by July, 2016 The processes for gathering the data will be implemented effective September, 2016, at which point the enhanced tracking of PD activity will be fully operational.



* What has been identified as needing to be done? (stipulations)	Governance of the incorporation of facility, service and infrastructure components into the annual planning and budget cycle: Although Lambton has commendable annual processes and practices for involving and considering facility, service and infrastructure needs and components in its annual planning and budgeting processes, it appears that the college does not have very explicit policy requiring these good processes and practices. The audit panel recommends that the college elaborate and provide more specific policy direction regarding the processes and practices for incorporating facility, service and infrastructure components into the annual planning and budget cycle
What deliverables are associated with addressing the stipulations?	The development of a college policy establishing and formalizing the planning and budget processes and cycle.
What tasks are associated with addressing the deliverable?	The development of the policy. Approval and implementation of the policy.
Who is responsible for the specific deliverable/ task?	Vice-President - Corporate Performance and Employee Relations President
When is the completion deadline of the specific deliverable/ task?	- May 31, 2016
What is the current status of each specific deliverable/ task? (include a completion percentage)	Complete. The policy, and associated planning documents, have been developed, approved, published and implemented.

Add (copy and paste from above) additional tables as required to complete the exercise.

2. Provide additional comments (if applicable).

As may be noted from the description above of the College activities in response to the auditors' report, the College has unhesitatingly addressed the areas for improvement identified by the auditors. The audit, the subsequent identification of quality weaknesses and, now, the College's remediation efforts have led to qualitative improvements in the operations of the College. The institutional value of the CQAAP is obvious. Thank you.