



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 for: Self-Study

MOHAWK COLLEGE

DATE SINCE LAST UPDATE TO OCQAS: [Click here to enter a date.](#)

DATE OF PREPARATION OF REPORT: [March 20, 2019](#)

REPORT PREPARED BY: [Cebert Adamson, Dean, Continuing Education Academic Quality and Centre for Teaching & Learning](#)



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)	Implement program information policy
What deliverables are associated with addressing the stipulations?	Program curriculum policy consistently implemented across all programs and communicated.
What tasks are associated with addressing the deliverable?	The framework for the creation, approval, maintenance, storage and distribution of program information relevant to all programs and courses offered by Mohawk College.
Who is responsible for the specific deliverable/ task?	Dean, Continuing Education, Academic Quality and Centre for Teaching & Learning
When is the completion deadline of the specific deliverable/ task?	2014/15
What is the current status of each specific deliverable/ task? (include a completion percentage)	100%

* What has been identified as needing to be done? (stipulations)	Continue the FutureReady project, a key set of process improvement initiatives in Student Services
What deliverables are associated with addressing the stipulations?	Deliverables included: <ul style="list-style-type: none"> • Applicant status application • Partnership with the Ontario College Application Service (OCAS) for Tier 1 contact centre services



	<ul style="list-style-type: none">• A self-serve application launched for students to monitor progress within their Program of Studies (My Academic Progress (MAP) powered by Degree Works)• 'Virtual Square' established including migrating a number of high volume forms online• Customer relationship management tool (Clock Work) upgraded and extended to other staff groups in Student Services• Prospect capture tool (Ellucian CRM Recruit) launched to Recruitment and City School areas.• Financial assistance and accounting reconciliation tool (Banner Student Aid) soft launched to Financial Aid and Accounting areas.• Student portal (MOCOMotion at the time, now MyMohawk), modernized to provide students an easier and simplified experience when navigating numerous processes at the College.• Online web application created and piloted to support processing International student applications.• Re-organization of the Registrar's Office. Generalist/coaching model and service standards implemented and enhanced.
What tasks are associated with addressing the deliverable?	<ul style="list-style-type: none">• Comprehensive process review from an external consultant (Deloitte)• Stakeholder consultation• Communication plans• Program, project, and process management• Dedicated project resourcing• Requirements gathering, process mapping, automation, and re-engineering (current versus future state)• Application development and enhancements
Who is responsible for the specific deliverable/ task?	<ul style="list-style-type: none">• Registrar
When is the completion deadline of the specific deliverable/ task?	2014.



What is the current status of each specific deliverable/ task? (include a completion percentage)	100% complete. The completion deadline varied per deliverable but the overall completion deadline for the entire Future Ready Processes Implementation (FRPi) 'portfolio' was at the end of the 2016/17 fiscal year.
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* What has been identified as needing to be done? (stipulations)	Implement Student Assessment Policy
What deliverables are associated with addressing the stipulations?	Implementation and communication of policy
What tasks are associated with addressing the deliverable?	Complete consultation and development of policy; approval of policy by Senior Leadership team; implement and communicate policy
Who is responsible for the specific deliverable/ task?	Dean, Continuing Education, Academic Quality and Centre for Teaching & Learning
When is the completion deadline of the specific deliverable/ task?	2014
What is the current status of each specific deliverable/ task? (include a completion percentage)	100%

* What has been identified as needing to be done? (stipulations)	Implement Credit Transfer Policy
What deliverables are associated with addressing the stipulations?	Implementation and communication of policy
What tasks are associated with addressing the deliverable?	Complete consultation and development of policy; approval of policy by Senior Leadership team; implement and communicate policy
Who is responsible for the specific deliverable/ task?	Dean, Continuing Education, Academic Quality and Centre for Teaching & Learning
When is the completion deadline of the specific deliverable/ task?	2014



What is the current status of each specific deliverable/ task? (include a completion percentage)	100%
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* What has been identified as needing to be done? (stipulations)	Reviewing entrance requirements for oversubscribed programs
What deliverables are associated with addressing the stipulations?	Enhanced mechanism for ensuring proper enrolment management and eventual communication with students.
What tasks are associated with addressing the deliverable?	Clear communication on college print and web materials and through advisement services.
Who is responsible for the specific deliverable/ task?	Registrar
When is the completion deadline of the specific deliverable/ task?	Ongoing
What is the current status of each specific deliverable/ task? (include a completion percentage)	100%

* What has been identified as needing to be done? (stipulations)	Develop Human Resources Strategic Plan
What deliverables are associated with addressing the stipulations?	Enhanced partnership with Human Resources as a Strategic Partner
What tasks are associated with addressing the deliverable?	Development of a strategic plan and associated operational plans.
Who is responsible for the specific deliverable/ task?	Chief Human Resource Officer.
When is the completion deadline of the specific deliverable/ task?	2014/15.



<p>What is the current status of each specific deliverable/ task? (include a completion percentage)</p>	<p>100%. Ongoing activities within the department have been guided by the corporate divisional plan and the wider college strategic plan.</p>
<p>* What has been identified as needing to be done? (stipulations)</p>	<p>Campus Renewal at IAHS and Stoney Creek</p>
<p>What deliverables are associated with addressing the stipulations?</p>	<p>Greater support for students and excellence in teaching and learning.</p>
<p>What tasks are associated with addressing the deliverable?</p>	<p>Classrooms and labs updates; parking and service areas upgrades.</p>
<p>Who is responsible for the specific deliverable/ task?</p>	<p>Chief Facilities officer.</p>
<p>When is the completion deadline of the specific deliverable/ task?</p>	<p>2014</p>
<p>What is the current status of each specific deliverable/ task? (include a completion percentage)</p>	<p>100%: Major renovation projects include:</p> <ul style="list-style-type: none"> • Lecture theatre room at Stoney Creek • Renovation and upgrading of the Caroline street substation • Conversion of classrooms to smart rooms, including replacing chalkboard with whiteboards • Renovations of campus facilities to include expansions to food service areas; athletic entre, study carousels etc. • Social Inc., quiet reflection and non-denominational rooms at Fennell, Stoney Creek and the IAHS campuses. • Expansion of parking lots at Stoney Creek • Development of the Centre for Simulation at the IAHS campus • Opening of the Gerald Marshall Centre for Transportation
<p>* What has been identified as needing to be done? (stipulations)</p>	<p>Continue implementation of Accessibility Plan</p>
<p>What deliverables are associated with addressing the stipulations?</p>	<p>Mohawk College is committed to providing students with disabilities fair and equal access to educational programs, services and facilities.</p>



What tasks are associated with addressing the deliverable?	<ul style="list-style-type: none"> • Review of buildings for increased accessibility features, including access to college buildings, offices, washrooms, classrooms and labs. • Implementation of Universal Design for Learning • Accessibly Awareness Day • Mandatory Employee Training on AODA standards • Protocol and procedure for the production of materials • Development of supports for campus navigation
Who is responsible for the specific deliverable/ task?	Chief Human Resource Officer and Dean of Students
When is the completion deadline of the specific deliverable/ task?	Ongoing to become compliant by 2020
What is the current status of each specific deliverable/ task? (include a completion percentage)	90%

* What has been identified as needing to be done? (stipulations)	Continue Program Prioritization process
What deliverables are associated with addressing the stipulations?	Implement Program Management System
What tasks are associated with addressing the deliverable?	Development of Program prioritization process; development and implementation of program sustainability dashboard; enrolment planning through Strategic Enrolment Management Committee meeting
Who is responsible for the specific deliverable/ task?	Academic Deans
When is the completion deadline of the specific deliverable/ task?	Ongoing
What is the current status of each specific deliverable/ task? (include a completion percentage)	100%.



	Note process and assessment document have been developed. Discussions are also ongoing especially in light of new funding model from the government, declining enrolments in college's catchment and other economic and social factors.
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* What has been identified as needing to be done? (stipulations)	Establish curriculum committees where they don't exist
What deliverables are associated with addressing the stipulations?	Establish curriculum committees in programs where none previously existed.
What tasks are associated with addressing the deliverable?	Meeting with Associate Deans and implement framework and procedure.
Who is responsible for the specific deliverable/ task?	Academic Deans
When is the completion deadline of the specific deliverable/ task?	Ongoing
What is the current status of each specific deliverable/ task? (include a completion percentage)	85%

* What has been identified as needing to be done? (stipulations)	The College has committed to a number of new initiatives in quality assurance. While acceptance and support is evidence, the panel recommends the College monitor closely the implementation of the revised annual and comprehensive review processes.
What deliverables are associated with addressing the stipulations?	Review and enhancement of the comprehensive and annual review processes.
What tasks are associated with addressing the deliverable?	Review of policy and procedures; review of documentation; use of technology
Who is responsible for the specific deliverable/ task?	Dean, Continuing Education, Academic Quality and Centre for Teaching & Learning
When is the completion deadline of the specific deliverable/ task?	Fall 2014



What is the current status of each specific deliverable/ task? (include a completion percentage)	100% - continuous improvements continues to be made.
* What has been identified as needing to be done? (stipulations)	The panel acknowledges the changes to the delivery of General Education and recommends that the College monitor the implementation and review the existing policy to ensure that it accurately reflects the changes.
What deliverables are associated with addressing the stipulations?	Implement General Education Strategy
What tasks are associated with addressing the deliverable?	Review of programs of studies to ensure compliance with policy; review of general education courses to ensure compliance to credit hours; themes etc.
Who is responsible for the specific deliverable/ task?	Vice President Academic
When is the completion deadline of the specific deliverable/ task?	2014
What is the current status of each specific deliverable/ task? (include a completion percentage)	100%

* What has been identified as needing to be done? (stipulations)	The College has identified a need to test new Course outline systems and opportunities. The panel further recommends that the College ensure that outcomes from program mapping are reflected in course outlines.
What deliverables are associated with addressing the stipulations?	Adoption and implementation of a new course outline mapping and management system.
What tasks are associated with addressing the deliverable?	Selection of system; the pilot with program areas; training; implementation across with colleges
Who is responsible for the specific deliverable/ task?	Dean, Continuing Education, Academic Quality and Centre for Teaching & Learning



When is the completion deadline of the specific deliverable/ task?	Fall 2014
What is the current status of each specific deliverable/ task? (include a completion percentage)	100%

2. Provide additional comments (if applicable).

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