



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: Follow-up (18-month)

NIAGARA COLLEGE

DATE SINCE LAST UPDATE TO OCQAS: June 20, 2017

DATE OF PREPARATION OF REPORT: February 20, 2019

May 2019 Updates in Yellow

REPORT PREPARED BY: Centre for Academic Excellence



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)	Formalize and document the College's internal academic governance procedure for cancelling and suspending programs and program intakes.
What deliverables are associated with addressing the stipulations?	Develop and implement new policy and procedure for formally cancelling and suspending programs.
What tasks are associated with addressing the deliverable?	<ol style="list-style-type: none"> 1. Define cancellation and suspension for programs and program intakes 2. Draft policy 3. Draft procedure 4. Review of draft by the College Policy and Procedure Committee (CPCC) 5. Revise from feedback 6. Review and approval of CPCC 7. Review and approval from Executive team
Who is responsible for the specific deliverable/ task?	<ol style="list-style-type: none"> 1. Registrar 2. Registrar 3. Registrar 4. CPCC 5. CPCC 6. CPCC 7. Executive
When is the completion deadline of the specific deliverable/ task?	Fall 2017



What is the current status of each specific deliverable/ task? (include a completion percentage)	Every deliverable has been 100% achieved.
* What has been identified as needing to be done? (stipulations)	Ensure all necessary consultations with internal departments have taken place, are documented, and have been substantive in nature the support the development of new programs.
What deliverables are associated with addressing the stipulations?	Develop a consultation report that must be used and considered when developing and approving a new program.
What tasks are associated with addressing the deliverable?	<ol style="list-style-type: none"> 1. Define the types of consultation that need to take place 2. Conduct review of all academic and service departments on campus to assess need for, and types of consultation that should take place. 3. Assess when consultation should take place in New Program Development Process. 4. Develop policy and modify New Program Development Process to ensure consultation is consistent and transparent. 5. Modify Pre-concept, Concept paper and Business Plan templates to reflect new consultation process.
Who is responsible for the specific deliverable/ task?	<ol style="list-style-type: none"> 1. Academic Quality 2. Academic Quality 3. Program Change and Development (PCD) Working Group 4. PCD and CPCC 5. Academic Quality and PCD
When is the completion deadline of the specific deliverable/ task?	Winter 2018
What is the current status of each specific deliverable/ task? (include a completion percentage)	Every deliverable has been 100% achieved.



* What has been identified as needing to be done? (stipulations)	Introduce additional forms of divisional and cross-institutional mechanisms for the recognition of teaching excellence, faculty peer mentorship and sharing of teaching innovations to encourage a culture of teaching excellence.
What deliverables are associated with addressing the stipulations?	Develop mechanisms to enhance the recognition of teaching excellence
What tasks are associated with addressing the deliverable?	<ol style="list-style-type: none">1. Benchmark and produce report detailing existing mechanisms for recognizing teaching excellence and sharing teaching innovations to identify important gaps and additional opportunities2. Conduct an environmental scan of other post-secondary institutions to gather and categorize various types of already successful initiatives3. Create working group, and prioritize an integrated suite of options for enhancing the recognition of teaching excellence4. Present options to various committees for feedback5. Refine options based on feedback6. Pilot projects
Who is responsible for the specific deliverable/ task?	The CAE is responsible for all deliverables.
When is the completion deadline of the specific deliverable/ task?	This project will be starting in Spring 2019 with an expected completion date of Winter 2020.
What is the current status of each specific deliverable/ task? (include a completion percentage)	May 2019 Update: The project kick-off will be scheduled as an agenda item for a Summer 2019 meeting of the Academic Affairs and Strategic Enrolment Management Committee.



	<p>Updated Status: As planned, at this time, the current status of each deliverable remains at 0%. The Centre for Academic Excellence will commence work on the benchmark/environmental scan report in late May.</p>
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* What has been identified as needing to be done? (stipulations)	Provide faculty with the supports and resources necessary to ensure effective formative and summative assessment methods for experiential learning opportunities in program curriculum.
What deliverables are associated with addressing the stipulations?	Guiding resources on the design and use of effective formative and summative assessments of learning for faculty teaching via forms of experiential education.
What tasks are associated with addressing the deliverable?	<ol style="list-style-type: none"> 1. Identify and categorize existing mechanisms for formative and summative assessment of the various forms of experiential learning 2. Leverage data from the program reviews to inform the baseline analysis described above 3. Review existing literature to gather effective practices. 4. Review existing faculty development offerings and opportunities to identify gaps and opportunities specifically related to the assessment of experiential learning. 5. Plan for and devise/revise faculty development resources and programming. 6. Revise new program development and curriculum mapping processes to more explicitly consider the forms, sequencing and assessment of experiential learning 7. Support programs in revising/renewing assessment practices associated with experiential learning, especially when these have been identified through the action item process



Who is responsible for the specific deliverable/ task?	The Centre for Academic Excellence is responsible for all deliverables.
When is the completion deadline of the specific deliverable/ task?	Fall 2020
What is the current status of each specific deliverable/ task? (include a completion percentage)	The current status of this deliverable is at 70%.

* What has been identified as needing to be done? (stipulations)	Maintain the current momentum and work of the College Policy and Procedure Committee in reviewing policies that are due for renewal and converting them to the policy/procedure format, as well as implementing the regular cycle for updating.
What deliverables are associated with addressing the stipulations?	Maintain schedule for policy renewal and updating.
What tasks are associated with addressing the deliverable?	<ol style="list-style-type: none"> 1. Follow terms of reference for the College Policy and Procedure Committee (CPCC) 2. Ensure CPCC follows schedule for reviewing and updating policy 3. Through various committees, ensure renewal schedule is communicated to all relevant stakeholders.
Who is responsible for the specific deliverable/ task?	<ol style="list-style-type: none"> 1. CPCC 2. CPCC 3. CPCC
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)	As the CPCC meets regularly, and policy is constantly being renewed, there is no completion percentage to attach to the tasks associated with this stipulation.



* What has been identified as needing to be done? (stipulations)	Implement and preserve common standards and procedures for publishing critically important quality assurance and student success information to the web as well as to ensure the accessibility and search-ability of such information.
What deliverables are associated with addressing the stipulations?	Publish all Vocational Learning Outcomes to program webpages.
What tasks are associated with addressing the deliverable?	<ol style="list-style-type: none">1. Develop schedule for publishing information to the web2. Publish all program Vocational Learning outcomes to program webpages
Who is responsible for the specific deliverable/ task?	<ol style="list-style-type: none">1. Marketing and Communications2. Marketing and Communications
When is the completion deadline of the specific deliverable/ task?	This project will be completed by fall 2019.
What is the current status of each specific deliverable/ task? (include a completion percentage)	<p>May 2019 Update:</p> <p>In winter 2019 our website PHP Developer had developed a solution to display the required information and a prototype that was built on the staging server for our institutional website. During Enrolment Services' review of the data/solution, our Associate Registrar and his team identified some issues with the source data and followed up with Information and Technology Services to find a solution to display the proper data. These issues have subsequently been resolved, and as a result, all program webpages now display the current VLO's for each program. As our 18 month report projected, we have met this deliverable in accordance with our planned schedule for completion of publishing information the required information to the web.</p> <p>Updated Status:</p>



	100% complete
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* What has been identified as needing to be done? (stipulations)	Formalize and document the procedure for future implementation of formative feedback mechanisms to better capture the extent to which post-probationary faculty execute their professional responsibilities.
What deliverables are associated with addressing the stipulations?	Updated policy and practice documentation.
What tasks are associated with addressing the deliverable?	<ol style="list-style-type: none">1. Undertake appropriate consultation processes internally and update the policy documentation in accordance with the policy development processes laid out by the College Policy and Procedure Committee.2. Generate associated practice and process documentation for summative and formative review processes tied to the Niagara College Faculty Competency Framework.3. Disseminate policy and process documentation and support the academic divisions in implementation.
Who is responsible for the specific deliverable/ task?	Executive Human Resources
When is the completion deadline of the specific deliverable/ task?	Summer 2020
What is the current status of each specific deliverable/ task? (include a completion percentage)	Initial consultations have taken place. A formative feedback framework has been discussed by the members of the Executive and work has commenced on drafting policy. This task is 50% complete.



* What has been identified as needing to be done? (stipulations)	Report on the outcomes of the changes made to the student feedback on courses survey platform and the mechanisms developed to communicate the importance of the survey process for program review and continuous improvement at the College.
What deliverables are associated with addressing the stipulations?	Implement new software and improve participation rates amongst students.
What tasks are associated with addressing the deliverable?	<ol style="list-style-type: none">1. Develop project plan to implement revised Student Feedback on Courses process2. Implement new software in fall 20173. Market new software to faculty and students4. Track participation rates5. Develop training material to help faculty and admin interpret data6. Ongoing communication to faculty and students to communicate importance of survey7. Review implementation process and assess areas for improvement
Who is responsible for the specific deliverable/ task?	The CAE is responsible for all deliverables.
When is the completion deadline of the specific deliverable/ task?	Fall 2018
What is the current status of each specific deliverable/ task? (include a completion percentage)	Each deliverable has been 100% achieved.



Ensure prorga, review policy and process is followed.* What has been identified as needing to be done? (stipulations)	The panel recognizes that the Program Review Policy is a new one. It is recommended that the college continue to implement it to maturity.
What deliverables are associated with addressing the stipulations?	Ensure program review policy and process is followed.
What tasks are associated with addressing the deliverable?	<ol style="list-style-type: none">1. Ensure Review Policy is shared and understood by all stakeholders.2. Develop checklist to be used to by AQ and other stakeholders that will serve as a reminder of policy guidelines3. Each summer, conduct a systematic audit of policy to ensure requirements are being met.
Who is responsible for the specific deliverable/ task?	The Centre for Academic Excellence is responsible for ensuring all tasks and deliverables are achieved.
When is the completion deadline of the specific deliverable/ task?	This deliverable is ongoing.
What is the current status of each specific deliverable/ task? (include a completion percentage)	Each deliverable has been 100% achieved.

* What has been identified as needing to be done? (stipulations)	The panel recommends that the college develop policy that ensures “prompt and constructive” feedback to students and that this policy is consistently applied and monitored.
What deliverables are associated with addressing the stipulations?	Develop policy.
What tasks are associated with addressing the deliverable?	<ol style="list-style-type: none">1. Develop policy2. Draft procedure



	<ol style="list-style-type: none"> 3. Consult with academic units and other stakeholders, including students 4. Revised policy based on feedback 5. Approval 6. Communicate and implement new policy
Who is responsible for the specific deliverable/ task?	The College Policy and Procedure Committee is responsible for all deliverables with the exception of communicating and implementing, which will be the responsibility of the academic divisions.
When is the completion deadline of the specific deliverable/ task?	Consultations are scheduled to commence this May 2019. The annual Program Coordinators' Forum will focus on gathering initial recommendations for policy development.
What is the current status of each specific deliverable/ task? (include a completion percentage)	<p>May 2019 Update:</p> <p>Beginning in early March, the Niagara College lead on policies conducted an environmental scan of similar policies and procedures and developed and then shared the first draft of the policy and procedure on April 9th, 2019. On Wednesday, April 10th, initial consultations on the policy were undertaken with the members of the Academic Operations Working Group. On Monday, April 29th, initial consultations on the policy and procedure was undertaken with the members of the Program Coordinator's Forum.</p> <p>Updated Status: 40% complete</p>



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2. Provide additional comments (if applicable).

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