



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

ST-CLAIR COLLEGE

DATE OF SITE VISIT: June 15 - 17, 2021

PREPARATION DATE: June 20, 2021

SUBMISSION DATE: June 27, 2021

PREPARED BY: Raynie Wood



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APPROVAL OF THE AUDIT REPORT

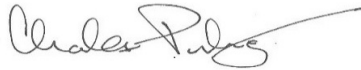
This report represents the findings of the College Quality Assurance Audit Process for **St. Clair College**.

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: September 27, 2021
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CHAIR- OCQAS MANAGEMENT BOARD

Signature: 	Date: September 21, 2021
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AUDIT PANEL MEMBERS

<i>Chair Raynie Wood</i> Signature: 	Date: August 16, 2021
<i>Panelist: Alice Clark</i> Signature: 	Date: August 16, 2021
<i>Panelist: Tracy Gedies</i> Signature: 	Date: August 16, 2021



EXECUTIVE SUMMARY

1. Conclusions

General comments and summary of the findings of the audit panel.

Upon completion of the site visit, the audit panel confirmed that St. Clair College has established quality assurance systems, policies, processes, and aligning practices. The college clearly demonstrates commitment to quality assurance. Reasons for the college's success include:

A commitment to the Program Quality Assurance process for programs which includes:

- Continuous improvement mindset as demonstrated in affirmations
- Significant support from the Center for Academic Excellence (CAE).
- A systems approach to the documenting and monitoring of program action planning, including dedicated resources and roles of accountability.
- Data driven decision-making.

Collaboration on behalf of all college stakeholders:

- Demonstrated through the Service Charter Agreement
- A focus on "a student is a student"

The college submitted a comprehensive Self-study report, including supporting evidence/documentation in alignment with the CQAAP Standards and Requirements. The Self-study report outlined a systems approach to meeting standards, providing reflections in the form of affirmations that clearly demonstrated a continuous improvement approach and mindset to quality.

The site visit was comprehensive, the schedule met audit requirements, and the visit was well organized. The panel found the site visit provided the opportunity for clarification and verification of alignment between evidence and standards as required.

During the site visit, the audit panel met with a broad group of college stakeholders: students, recent/imminent graduates, faculty/program coordinators, Program Advisory Committee members, Board of Governors, deans/associate deans and directors, chairs and academic managers, student support service staff, program/curriculum leads, and senior leadership etc. There was a high level of engagement with all groups, and the participants were forthcoming and helpful in providing information.



2. Results

a. 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: *(select one)*

- Mature Effort
- Organized Effort
- Formal Effort



STIPULATIONS

1. Commendations

Provide clear statements that articulate areas where the college has shown exemplary or leadership in the field of quality assurance and improvement. These are mechanisms that are especially good and may be worthy of emulation by other colleges in the system.

The audit panel recognizes that the Self-study (SS) report documents St. Clair's Affirmations. Some of the standards highlighted in the commendations are aligned with these affirmations, yet the strengths in leadership and exemplary practices around continuous improvement within these standards were clearly identified throughout the audit.

- Standard 1 and 2: Cohesive institutional approach to quality - demonstrated through the Self-study report, interviews and established mechanisms. The commitment by CAE related to all aspects of quality assurance, while still leveraging the professional autonomy and experiential aspects of teaching and learning. Additionally, the commitment to establishing a role that has a systems approach to leading quality.
- Standard 1.5 Action Item Database – establishment of mechanisms that in their entirety holistically monitor actions arising from the program QA process, including accountability.
- Standard 3.3 – PAC (Program Advisory Committee) consistent understanding of their role and participation in the quality assurance process of the college. Additionally, consistent use of mechanisms (including templates) for the benefit of collecting evidence, to provide meaningful input contributing to program relevance and quality.
- Standard 6.3 Service Charter Agreement – an established framework that governs practices around how academic and support areas integrate operations, working together in support of students.
- Standard 6.6 – The overall quality assurance approach to recognizing that, "a student is a student is a student".

2. Affirmations

Provide clear statements that articulate areas where the college itself has found a weakness, identified the weakness, and intends to correct it (a plan of action has



already been articulated). In effect, this is affirming the college's judgment and findings of its own self-study.

The areas of improvement that were presented by St. Clair in its Self-study report (described in each section) are summarized below in italics as they were presented in the Self-study and the inclusion here expresses the audit panel's affirmation for each of them.

They are presented in order of requirement.

STANDARD 1

Requirement 1.2: Implement Sustainability Model

- Communicate/increase awareness of the new sustainability tool.
- Develop better process checkpoints.
- Attach due dates to check points.
- Add dates to the College Planning Calendar.

STANDARD 2

Requirement 2.3: Enhance documentation of links between T&L activities with other components of program's curriculum

- Conduct an inventory of learning activities in course outlines
- Research information on best-documentation practices
- Identify feasible solutions for implementation and communication

STANDARD 3 – no affirmations

STANDARD 4

Requirement 4.4: Enhance documentation of Capstone/EL/WIL in program's curriculum.

- Complete the tagging of EL/Capstone/WIL assessment in the course outlines
- Investigate effective reporting practices for decision making in providing more opportunities for students.

STANDARD 5

Requirement 5.1: Review and revisions of program specific handbooks and guides.

- Design a system to monitor revisions and updates to departmental guidelines and handbooks.
- Develop a formal time frame and process for review of Departmental Handbooks and orientation materials.

STANDARD 6 – no affirmations



3. Recommendations

Provide clear statements that articulate areas as needing improvement.

Recommendations may also be made in relation to areas of concern identified by the college in its self-study, and for which no plan of action has been articulated by the college.

- RECOMMENDATION #1 (Requirement 4.4) – As confirmed in the Self Study Affirmations and during our site visit, we recommend the college continue their 'pilot' work to *'enhance documentation of Capstone/Experiential Learning/Work Integrated Learning in program's curriculum'*.
- RECOMMENDATION #2 (Requirement 5.1) – As confirmed in the Self Study Affirmations and during our site visit, we recommend the college continue their work to *'review and revise program specific handbooks and guides'*.