

Credential Validation Service (CVS) Review

January 2021

Purpose

This purpose of this briefing note is to present the next steps CVS will take in its efforts in self-reflection and continuous improvement as a result of a service review that was undertaken in fall 2020.

Background

In August 17th, 2020, the CVS team sent out a survey to the Heads of Quality Management (HQM) and the Curriculum Developers Affinity Group (CDAG) that asked 13 questions pertaining to stakeholders' satisfaction with the current services provided by CVS and a request for concrete suggestions for improvement. Almost 80 responses were received and a qualitative analysis was done on the comments included in these responses. The qualitative analysis highlighted the following areas of focus:

1. Definition of CVS' role and scope and its relationship to the Ministry;
2. Availability of resources, specifically in French and the CVS tool;
3. Adequate capacity/staffing;
4. Expectations and requirements for CVS applications; and,
5. The quality of CVS' feedback.

The CVS team hosted two focus groups in September and October 2020 with 12 volunteer participants who contributed to the survey results. These sessions helped the CVS team verify their interpretation of the survey results and garner even more concrete recommendations for improvement.

The CVS team shared the results of this review with stakeholders at each of the 24 colleges during CVS' virtual college tour that concluded early in January 2021.

Results and Observations

In Summary:

- The survey results showed that stakeholders believe that the service CVS adds value to the Ontario College system, positively contributes to ensuring consistency amongst programs in the system, and that the feedback provided is timely and valuable.
- The survey results also identified that there is a gap in understanding the scope of CVS in relation to the Ministry, and the need to clarify expectations and requirements for CVS applications.
- There was an identified gap in available resources for the French colleges, concern about capacity of CVS staff to carry out its work, and issues with the functionality of the CVS AA tool.

Next Steps

The CVS team has already begun work on implementing positive changes in response to the CVS Review results:

1. The CVS AA Tool has been updated and moved to a new developer for more robust support.
2. Work has begun to ensure that existing resources are translated and posted on the French website.
3. An action plan for updating the website to enhance user experience has been drafted and consultation with the developer will begin in February 2021.
4. A communication strategy has been drafted and sent to stakeholders for feedback for further clarification on ways in which CVS engages with its stakeholders.
5. The virtual college tour allowed the CVS team to define its role and scope and its relationship with the Ministry to stakeholders.
6. Expectations and requirements for CVS applications are detailed in the CVS Handbook which received its first round of feedback from the colleges in January 2021. A second draft is in process.