

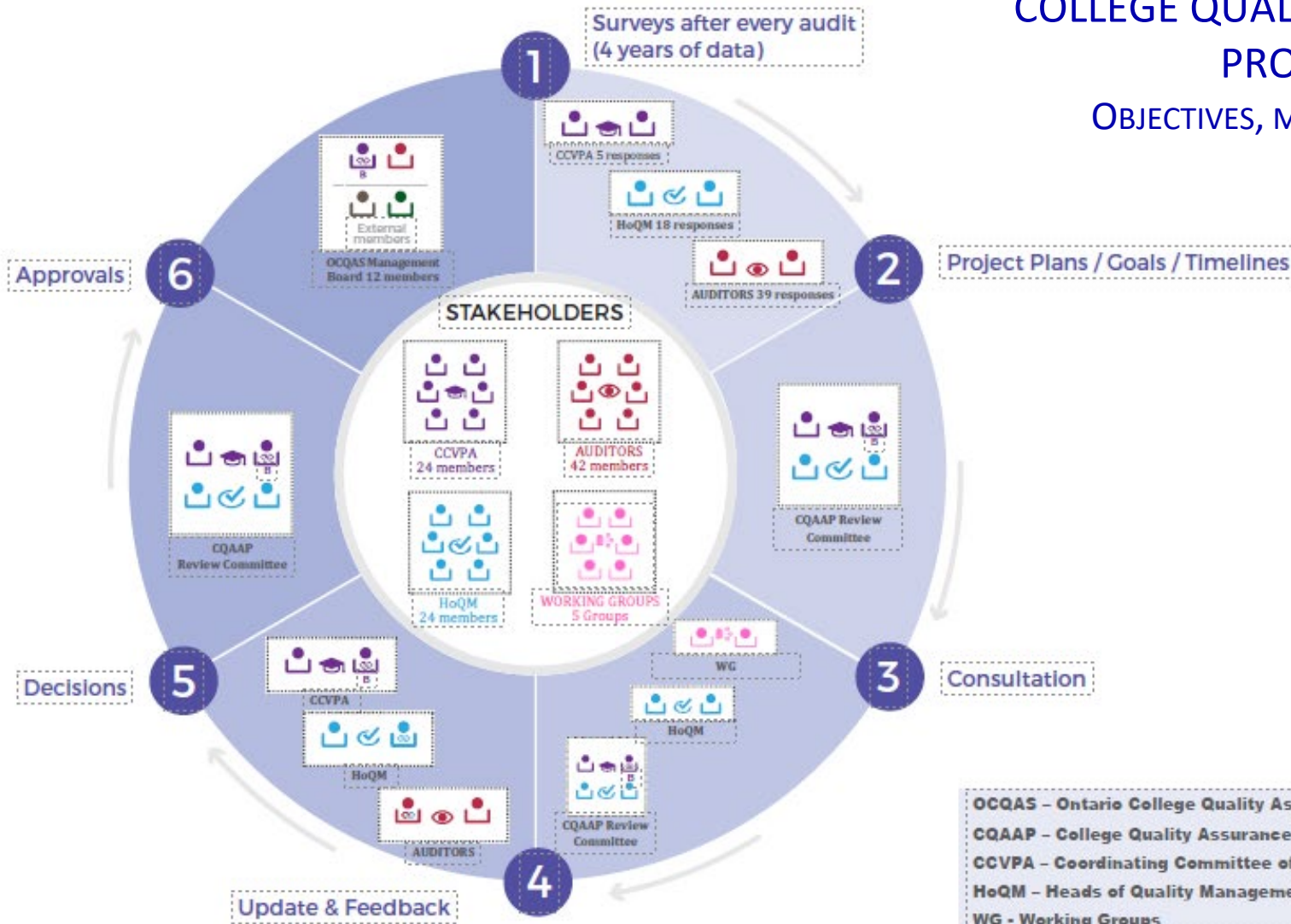


Ontario College Quality Assurance Service

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

COLLEGE QUALITY ASSURANCE AUDIT PROCESS (CQAAP) REVIEW OBJECTIVES, METHODOLOGY AND TIMELINES

2022-2023



INTRODUCTION

OCQAS undertakes a quinquennial review of the CQAAP process. The last review was completed in 2017 using various stakeholder groups with a cross-pollination of representatives that allowed for maximum outreach and information sharing. Since the last process was successful, the CQAAP Review Plan for 2022-2023 will adopt the same process style while including even more stakeholders through smaller working groups that focus on specific requirements. Once again, the involvement of individuals who will act as links, sharing information with other groups and stakeholders is expected to be a winning element of the process.

The OCQAS Strategic Plan 2021-2024 has highlighted the need to streamline processes and enhance relationships with stakeholders. It recognizes that to meet its vision to be acknowledged as a leading post-secondary education quality assurance (QA) agency in Canada, it needs to continue to invest in relationship building and strengthen linkages with internal collaborators.

SITUATIONAL ANALYSIS

Based on a deep dive of the last four years of audits, OCQAS has gathered data (see table) and prioritized the elements of CQAAP that are most urgent to review or those for which the review will provide the biggest impact.

Audit Process	Issue	Source
International Code	- Relation with CQAAP	- Colleges Ontario
Program Selection	- Is 4-8 the right number - PPP	- Auditor General Recommendations
Agenda for the site-visit	- Add PPP representation	- Auditor General Recommendations
Standards and Requirements	- Requirements that are causing concern: R1.2, R1.5, R2.3, R3.3, R4.3, R4.4, R5.2, R5.8, R6.1, R6.4 - Redundancies: 1.3&1.4	- Audit Results 2019-2022 - Analysis of Recommendations from the last four years of audits. - CQAAP working groups
Site Visit	- Continue Virtual - Duration of site-visit	- Surveys 2019-2022

		- College Leads and Auditors meeting with the OCQAS Management Board
Fifth Cycle/maturity of the system	- Enhancement themes	- International best practices
Self-study Package	- Define submission methods or let colleges decide - Lacking evidence - Template (not easy to work with)	- Surveys 2019-2022 - College Leads and Auditors meeting with the OCQAS Management Board
Recommendations from last audit	- Uncompleted work	- Surveys 2019-2022 - Auditors meeting with the OCQAS Management Board
Release of updates	- 2023/2024 or later	

CQAAP that are positive highlights that provide the biggest impact:

Audit Process	Highlights	Source
CQAAP	- Well organized process	- Surveys 2019-2022
Self - Study	- OCQAS support and guidance	- Surveys 2019-2022 - College Leads and Auditors meeting with the OCQAS Management Board
Site- Audit	- Observation of the process	- Surveys 2019-2022
Site-Visit	- Professional behavior of auditors	- Surveys 2019-2022 - College Leads meeting with the OCQAS Management Board
	- Virtual, is going well	- Surveys 2019-2022 - Consultations Summer 2021, 2022 (College Leads/Auditors)
	- OCQAS Oversight/Support	- Surveys 2019-2022

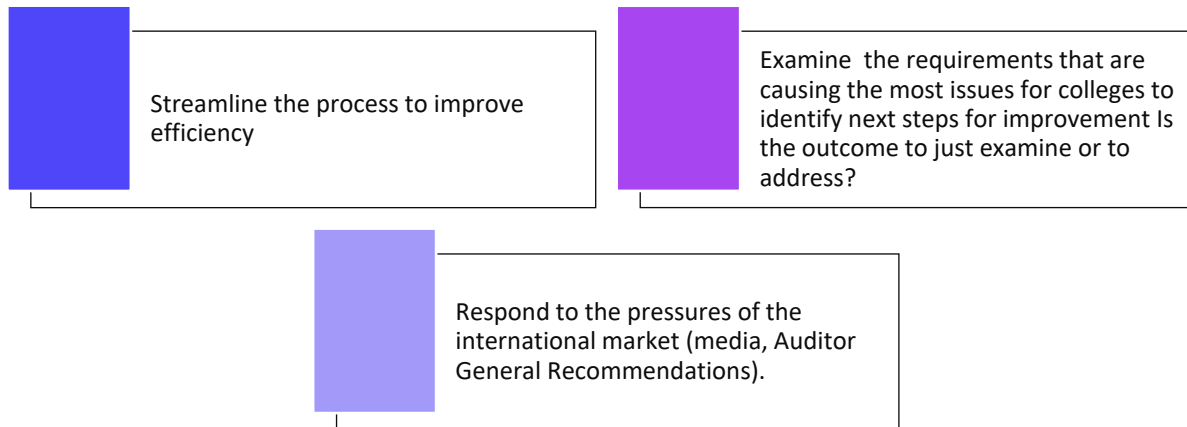
CQAAP training opportunities that would provide the biggest impact:

Audit Process	Training	Source
Site-visit	- Auditors to provide greater focus on the outcomes of the visit.	- Surveys 2019-2022
Auditors	- Need to refresh the roster, some of them are out of touch with the system	- Surveys 2019-2022

OBJECTIVES

The OCQAS is dedicated to meeting its mission to guide and support the public college system in Ontario through institutional quality assurance with the goal of achieving a standard of excellent recognized by students, graduates, employers, the government, and the communities it serves. The continuous engagement of local partners will help OCQAS highlight the strengths and accomplishments of the organization and its service to colleges.

The CQAAP Review Process results are expected to:



PROCESS

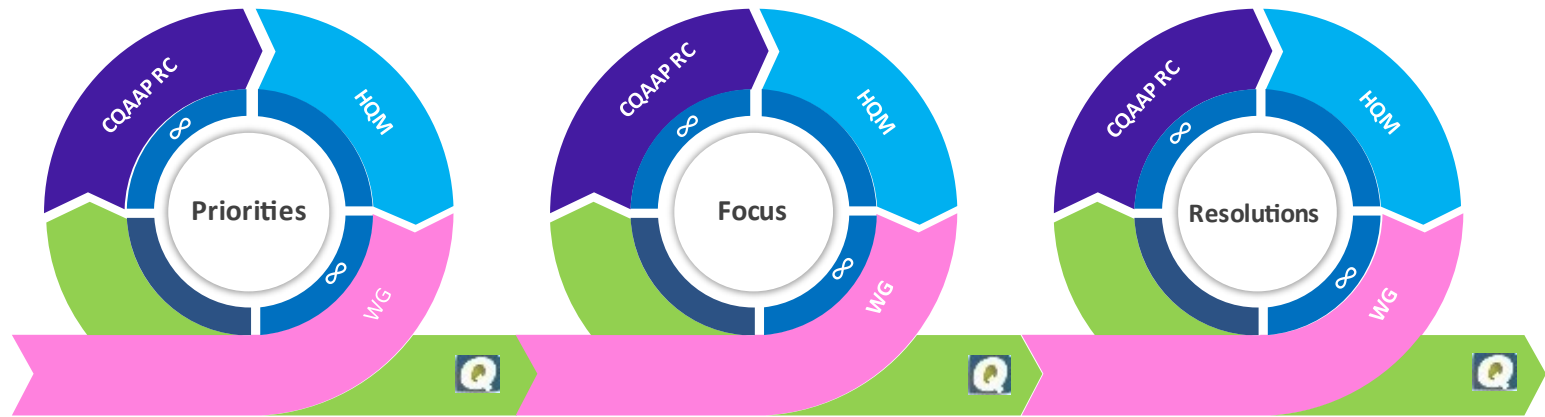
Stages-tasks, ownership, stakeholders involved, roles and responsibilities, workflow, decision

Stage	Task	Methodology	Stakeholders
1. Collection and analysis of data (2019-2022)	To highlight the areas of strength, challenge and needs for training.	Collate and analyze data from the last four years of audits.	College Leads Auditors
2. Development of Project Plan/ Priorities/ Timelines	To determine priorities. To adjust project plan, goals and timelines.	Meetings once a quarter.	CQAAP Review Committee
3. Consultation*	To develop recommended best practices To recommend changes to the Standards and Requirements, and the CQAAP Guidelines and Framework document.	Meeting once a quarter Meeting monthly	Heads of Quality Working Groups
4. Update and Feedback	To adjust recommendations to the Standards and Requirements, and the CQAAP Guidelines and Framework document.	Meetings in April-May, 2023	CCVPA Auditors
5. Decision	Finalize recommendations for the OCQAS Management Board	Meeting in June	CQAAP Review Committee
6. Approval	Approve recommendations	Meeting in June	OCQAS Management Board



*CONSULTATION PROCESS

3 Consultation



Priorities

Highlight challenges -identify focus areas. Gather data and identify best practices.

Focus

Narrow down the issues and identify fixes or means to move forward.

Resolutions

Recommend changes for the new version of the CQAAP.

Working Groups

HQM - Head of Quality Management

CQAAP RC - CQAAP Review Committee

OCQAS

Links ∞ - Individuals from HQM that are part of CQAAP RC and WG

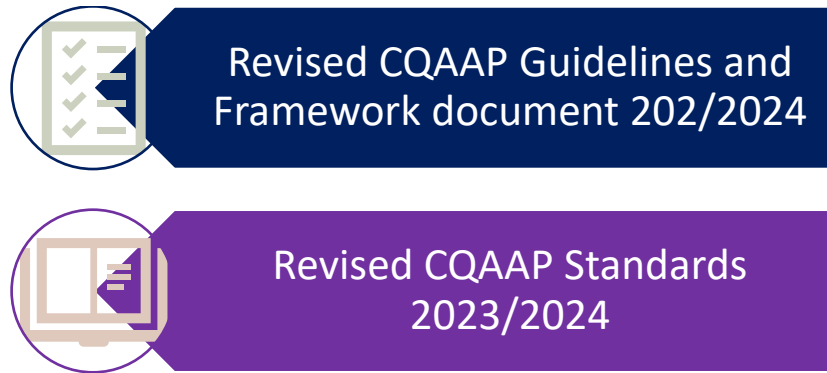
MEASURING SUCCESS

The CQAAP Review process will be measured against the following principles:

Integrity	Openness and honesty about the scope and purpose of engagement
Inclusion	Opportunity for a diverse range of perspectives to be freely and fairly expressed and heard
Influence	Level participation, the result of the process reflects their involvement and when the impact is apparent

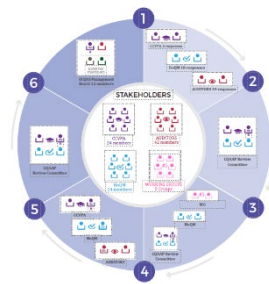
The success of the process will be evaluated against the global acceptance of the changes agreed upon.

DELIVERABLES



SCHEDULE

The CQAAP Review Process will be completed within the 2022-2023 Academic year.



TIMELINES

Though some activities have been started, the OCQAS team plans to enthusiastically engage in communications activities throughout the upcoming year. Some planned activities and timelines are as follows:

PROJECT					PROJECT START DATE							PROJECT END DATE				
OCQAS Review Plan Activities 2022-2023					September 2022							August 2023				
ACTIVITY	ASSIGNED TO	STATUS	START	END	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Create Draft Project Plan	Karen	Started	09/22	10/22												
Reach out to CCVPA to create CQAAP Review Committee	Karen	Started	09/22	10/22												
Collection and analysis of data from last four years of audits	Karen	Started	09/22	10/22												
Development of Project Plan /Priorities and timelines	Karen CQAAP RC	Not Started	10/22	05/23												
Consultation/ Information	Karen HQ	Not Started	11/22	5/23												
Consultation	Karen WG	Not Started	10/22	6/23												

ACTIVITY	ASSIGNED TO	STATUS	START	END	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Gathering of Feedback on recommendations moving forward	Karen Auditors CCVPA	Not Started	04/23	05/23												
Recommend changes to move forward	Karen CQAAP RC	Not Started	06/23	06/23												
OCQAS Board Approval	Karen	Not Started	06/23	06/23												
Update Documentation (English and French)	Karen	Not Started	07/23	08/23												

CONCLUSION

OCQAS expects 2022/2023 to be a very busy year and looks forward to the opportunity to engage its stakeholders in open and honest dialogue to facilitate the review and revision of the College Quality Assurance Audit Process (CQAAP) and its Standards. When the review comes to an end, OCQAS expects to have a streamlined CQAAP that better responds to the realities of the colleges it serves.