



Ontario College Quality Assurance Service

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



# OCQAS GLOBAL QA COLLABORATION AND ENGAGEMENT PLAN

OBJECTIVES, METHODOLOGY AND STRATEGIES

2022-2023



## INTRODUCTION

The OCQAS Strategic Plan 2021-2024 has highlighted the need to increase global collaboration with other QA agencies to meet various of its objectives. It recognizes that to meet its vision to be acknowledged as a leading post-secondary education quality assurance (QA) agency in Canada, it needs continue to invest in relationship building and strengthen linkages with global collaborators.

## SITUATIONAL ANALYSIS

The International Network of Quality Assurance Agencies in Higher Education (INQAAHE) is recognized globally as an organization that promotes standards of professional practices in quality assurance. Their goal is to promote good practice for internal and external quality assurance.

OCQAS has been recognized by INQAAHE in 2016 and in 2021 as an Agency that follows ‘Good Practices’.

In the last review by INQAAHE in 2021, an area that was recommended for future development was OCQAS’ Engagement with QA agencies across the globe (see Appendix 1).

These recommendations triggered the development of the Global QA Collaboration and Engagement Plan to help OCQAS liaise with many quality assurance agencies across the globe. This plan will increase international participation and network connections as well as permit OCQAS to begin the development of a best practices database that will inform its processes and offer insights to share with like-minded agencies and stakeholders.



## 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 our local partners and the new outreach to our global ones will ensure our sustained investment in QA research and will help us highlight the strengths and accomplishments of the organization and its service to colleges.

Objectives/Tactics	Purpose	Methods	Metrics
a) Increase global collaboration	To reach agencies across the world to learn about their best practices and biggest challenges	Interviews with Executive Directors of various agencies (see Appendix 2).	# interviews
b) Develop working relationships with quality assurance agencies of countries in which the public colleges in Ontario have facilities.	To strengthen college's QA activities with international partners	Interviews with Directors of International Interviews with Executive Directors of Agencies	Publish results Generate gap analysis
c) Document best practices in QA of international QA agencies	To develop a database of QA best practices To adopt/adapt those that will strengthen our processes	Transcribe interviews Categorize learning	Submit paper with learnings to a conference Publish results



d) Document Student Voice best practices	To document Student Voice best practices	Record what is working and the challenges of introducing the Student Voice in QA processes	Develop a strategy for OCQAS Submit paper with learnings to a conference Publish results
e) Inform communication and branding strategies	To highlight the strengths and accomplishments of the organization and its service to colleges in the context of international best practices. To highlight the value the QA processes for buy-in in the context of international best practices.	Highlight values of QA Success stories	# posts on social media



## MEASURING RESULTS

This first year of the plan learned experiences will inform next year's approach. Some expected metrics include the following:

- a) Meet with the Executive Directors of Quality Assurance Agencies across the world to learn from their best practices and bigger challenges when implementing Quality Assurance processes.
  - Number of interviews done.
- b) Build a working relationship with the Quality Assurance Agencies of the Countries where the Public Colleges in Ontario have facilities, offer programs, or have partnerships to inform our work with those colleges when doing their CQAAP.
  - When appropriate do a comparative analysis of institutional quality assurance processes and indicators.
    - Present comparative analysis at a conference
    - Publish results
- c) Create a best practices database from the discussions with other agencies from other countries
  - Document best practices according to process stage
    - Present best practices at a conference
    - Publish results

- Adopt/adapt those that can strengthen OCQAS processes
- d) Document the evolution and best practices from other countries of using the Student Voice in Quality Assurance
  - Document best practices according to process stage
    - Present best practices at a conference
    - Publish results
- e) Use the learnings from bullets a-d) to create posts for social media to develop the brand
  - Create posts to highlight other agencies practice
    - Number of posts
  - Create posts to highlight way in which we use those best practices to help the colleges we serve.
    - Number of posts



## 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 Plan Activities 2022-2023	August 2022	July 2023

ACTIVITY	ASSIGNED TO	STATUS	START	END	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Create list of Agencies/Executive Directors	Karen	Started	08/22	12/22												
Reach out to Executive Directors/ Schedule Interviews	Karen	Started	08/22	4/23												
Transcribe Interviews	Karen	Started	08/22	5/23												
Develop Database of best practices	Karen	Not Started	10/22	6/23												
Create a list of Colleges' International Partners	Karen	Started	08/22	2/23												
Categorize QA best practices	Karen	Not Started	1/23	7/23												
Document learnings/Present/ Publish	Karen	Not Started	5/23	7/23												
Develop Student Voice strategy	Karen	Not Started	5/23	7/23												
Select and post elements from QA Best Practice Interviews	Sylvie Karen	Not Started	8/22	7/23												
Select and post QA processes for buy-in LinkedIn Success story	Sylvie Karen	Not Started	10/22	7/23												

## IN CONCLUSION

The OCQAS team commits to the Global QA Collaboration and Engagement Plan and intends to build on this foundational proposal in 2023-2024 to meet the strategic goals and objectives. The Plan is intended to be used as a guide and is a working document that may be adjusted or added to. A summary report will be created from which the next plan will stem.



## Appendix 1. INQAAHE Recommendations

### **Status Recommendation**

- Develop more formal and strategic relationships with other international QA bodies, especially in countries where Ontario colleges have overseas operations.
- Raise awareness about the QA arrangements in place and the role the Agency plays in order to improve student engagement.
- Disseminate the results of the Agency's work more broadly, to provide the general public with an increased awareness of the benefit to society associated with QA processes.
- Strengthen policies and processes for the quality assurance of TNE provision offered by Ontario's colleges.
- Strengthen the Agency's international engagement work, with a specific view to developing relationships with agencies in strategic countries for Ontario's colleges TNE provision.
- Develop an international engagement strategy to underpin the Agency's international work.



## Appendix 2. Questions

- Name, Country, Agency, position, role?
- Tell me the context of your organization/ the country you work on?
- Is your agency responsible for the QA of Programs and/ or institutions?
- Tell me something your Agency does very well? What evidence do you have that it is working well?
- How are students involved in your QA processes? Could you share the policies that guide their participation in QA activities? How are they trained? How is student participation maintained?
- How are employers/professional bodies involved in your QA processes?
- What have you done (project, process, policy) in the last year, that you are very proud of?
- Tell me about your biggest challenge? Do you have any plans to address it?
- What was your biggest learning from COVID?
- Do you collect institutional data? How do you use it?
- Do you have any relationship with other agencies in your country? In your continent? In the world?
- Could you share with us/introduce us to one of your colleagues?
- Does your agency address transnational education, how has it done it?