



Ontario College Quality Assurance Service

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

QUALITY BREAK

Welcome to the OCQAS Newsletter, your peek
behind the quality scenes with quality news,
updates, resources and more!

Newsletter #21 – April 2024

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A Dedication from OCQAS

Spring is springing and there seems to be a little hop in program developers and QA personnel's step! At OCQAS we are constantly impressed by the colleges' creativity in meeting industry demands. It is clear to us that colleges are listening when industry speaks. We often hear echoes of great satisfaction from students and employers and so we wish to dedicate this issue to you, the hard-working people in the colleges that make these great programs a reality. This vocational response not only supports economic development, but it also strengthens social bonds and promotes a diverse and skilled workforce.

Hats off to you!

CQAAP Transition from 5 to 6 Years

Last year's quinquennial review prompted a change in the CQAAP schedule from a 5 year to a 6 timeframe between audit years. Though this is great news, it isn't as easily done as moving every college to a 6-year rotation, it does require a transitional phase. In the next cycle of audits, colleges will begin this transition. This means that some colleges will continue with the 5-year timeline, and some will move to 6 years. Please note the schedule below to ensure you are aware of the correct year of the next audit.

2025-2026	2026-2027	2027-2028	2028-2029	2029-2030	2030-2031
CONF	LOYT	DURH	CAMB	LAMB	BORE (6)
STCL	NIAG	FLEM	SAUL	MOHA (6)	CONS (6)
ALGO	SENE	SHER	FANS (6)	NORT (6)	LACI (6)
GRBR	SLAW	HUMB (6)	CENT (6)	CANA (6)	GEOR (6)

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SPIEQAA is a Buzzing!

The SPIEQAA Process

- In November 2022, Committee of Presidents (COP) requested that the Ontario College Quality Assurance Service (OCQAS) make the International Education Standards of Practice (IESP) then called Standards of Practices for International Education auditable for a pilot.
- OCQAS worked with a steering committee and a working group within very tight timelines, to create an auditable model we called the Standards of Practice for International Education Quality Assurance Audit (SPIEQAA) which was approved by COP in May 2023.
- In that same meeting (May 2023) COP asked OCQAS to develop, according to an exploration of synergies and redundancies, recommendation on whether and how the IESP audit could be integrated into the sector's existing College Quality Assurance Audit Process (CQAAP).
- OCQAS worked closely with the three pilot colleges to prepare and complete the audits over the course of fall 2023.
- Auditors provided each college with recommendations to improve their QA policies and processes related to the IESP requirements.
- Upon completion of the pilots, OCQAS gathered feedback from the colleges, auditors, and participants.
- The final reports for the three pilot colleges were approved in February of 2024 by the Management Board of OCQAS.
- OCQAS used all the feedback gathered during the pilot process, their knowledge of the College Quality Assurance Audit Process (CQAAP), the Standards of Practice for International Education Quality Assurance Audit (SPIEQAA) and the Ontario Public College System to develop one audit process that would incorporate both CQAAP and the IESP.
- In response to COP's request, OCQAS is proposing a new model called the Ontario College Quality Assurance Review and Evaluation

Springing from the Pilot : OCQARE

- OCQAS is proud of the accomplishments of the implementation of the SPIEQAA project last year and the learnings gathered. We have acted on the challenge given to us by COP in May 2023, to look at ways the International Education Standards of Practice (IESP) could be integrated into the sector's existing College Quality Assurance Audit Process (CQAAP).
- OCQAS spent a considerable amount of time considering the options and endeavored at acknowledging the uniqueness of each model, recognizing the synergies, doubling down on the redundancies, and removing areas where colleges have demonstrated maturity over the last ten years.
- OCQAS is confident OCQARE is the right model to take the Ontario College System to the next level of quality as it responds to:
 - The needs of students both inside and outside the classroom.
 - Recommendations of the Auditor General report (Feb 2021).
 - Truth and Reconciliation calls for Action.

The new OCQARE model:

- is broad, comprehensive but contained.
- combines two audit processes into single one.
- is manageable for the colleges, the auditors and OCQAS staff.
- integrates the feedback from the SPIEQAA Pilot project and the quinquennial review of CQAAP completed in 2022/2023.
- is based on International Quality Assurance good practices.

OCQAS could not be more pleased with this new bloom!



CVS Tool Improvements

We are happy to announce a few new improvements to the CVS AA Tool.

✿ Users will no longer be locked out indefinitely when another user is editing the program. At 11pm EST, any users currently editing a program will have their session automatically ended. This will help when a person does not log out of an application and goes on vacation or must be away from the college for a while. As you can imagine, this was an issue with a few colleges every summer.

✿ Program, Application, and MTCU Code searches are no longer case sensitive which enhances the feature when looking to find related programs.

OCQAS Would Love to Hear your Stories

In the world of quality assurance, industry perspective, information, and support are crucial to offering current and relevant programs as well as helping students become active members of society.

PAC members represent a cross-section of persons that can speak to the current trends, varying demands, skill requirements and ongoing commitments in their respective fields and their impact on society. They provide valuable insights into what employers are looking for. Faculty members and program developers translate these insights into applicable experiences and partnerships which can be incorporated into the curriculum to better prepare students for the current job market while exposing them to community service and social responsibility.

We often hear of stories of creative ways that programs use the information offered to them by their PACs. This is not something that is very common across the world. Though industry is important, the use of PACs on an ongoing basis is not customary.

We would love to have stories to share with the world on how colleges in Ontario use their PACs, not only to keep their programs current and

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relevant, but to identify opportunities that will impact the societal contribution of students. Stories such as emergency days which organize various professions to create an acted scenario for students to experience a realistic emergency, or opportunities such as the police foundations students volunteering as security during a Christmas parade or programs that get involved with fundraising campaigns.

This connection to becoming an active member of society has become increasingly important in support of mental health to establish a sense of belonging and community. The satisfaction of giving along with the prospect of employment opportunities is a winning combination that colleges do well and that support student success, during and after their education experience.



Observers Needed

Observing audits can be an excellent professional development opportunity! We currently have an observer position for an audit in October 2024, as well as other positions for 8 potential audits. Come and join the audit team in this instructive adventure. Consult the calendar to choose the audit that suits your availability and send us your request by e-mail to cvs@ocqas.org.

Social Media Update

We are looking to connect with you! Shouldn't everyone know how much work goes into program and institutional quality? Karan, our Social Media Strategist has creative and impactful ideas on connecting OCQAS to college social media to highlight how much work colleges put into quality. Some colleges are already on board, and you will see our shared posts soon! Let us know if you want to connect with us as well!

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Working Groups Update

SPIEQAA Pilot Information and Working Group has wrapped up. We are now awaiting system-wide feedback to present to CoP in May. This group kept OCQAS on their toes with very informative feedback and conversations which greatly influenced the creation of the OCQARE model.

Le SACQO Franco Working Group has truly helped OCQAS learn about gaps and errors in the French versions of our documentation, program application tool, and training materials. Many corrections and language changes were made and thanks to Nathalie Plante from LACI, we were able to confidently release the French versions of the CQAAP videos released in the fall. See them on YouTube!

The CVS Working Group continues to keep us in the know about challenges with the tool and the resources in the submission of program validations. Most of the items that were discussed in this academic have helped OCQAS improve functionality in the tool. Also, both new one-page resources, one on VLOs and one on Titling Protocols were the result of an ask in this working group.

The CQAAP Working Group graciously and patiently brings questions to the meetings which always makes OCQAS think of ways to bring clarity to the CQAAP requirements. The discussions are always very fruitful! Some of the feedback received has influenced and been incorporated in the new OCQARE model. Some of the recommended changes related to the processes will be included in the documents upon their development.

The Indigenous Thought Leaders Circle has been key to introducing Indigenous ways of knowing and being into Quality Assurance and in developing appropriate wording to use in the new OCQARE model.

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Need A Refresher?

Has it been a little while since you used our resources and CVS AA Tool? OCQAS will be offering 2 new refresher sessions to remind users who have not connected with us recently of expectations and tools and to learn about great new resources that are available.

CVS Refresher	VLOs and Titling Refresher
This refresher sessions will cover formal and informal program submissions, resources, templates, and the CVS AA Tool.	This refresher session will cover tiling and VLO expectations, including all the components of VLOs, and resources that help.
Tuesday April 9, 3-4 p.m.	Friday April 12, 3-4 p.m.

How to register

Please reserve your space by emailing us at cvs@ocqas.org.

Q&A with QA

We invite you to join our Thursday morning drop-in sessions to ask specific questions, meet others across the college sector involved in all things QA and engage in captivating discussions. We have had a great year for this drop-in session! They will run every Thursday morning until June 20.

How to get the Zoom link?

Please email us at cvs@ocqas.org.

