

PROGRAM REVIEW PROCEDURE:

Ontario College Certificates
Ontario College Diplomas
Ontario College Advanced Diplomas
Ontario College Graduate Certificates
Sheridan Honours Baccalaureate Degrees

Date of Approval:

April 2013; November 24, 2016

Effective Date: February 10, 2020

Mandatory Review Date:

January 3, 2023

Approved By:

Provost and Vice-President,
Academic

1. Purpose

The purpose of program review is to support ongoing quality and effectiveness of Sheridan's academic programming. The review process emphasizes continual improvement based on evidence and self-reflection. The program quality assurance process enables programs to share best practices, identify areas for improvement and enhancement, and ensure programs are meeting professional and provincial requirements.

The [Ministry of Colleges and Universities \(MCU\)](#)¹ in the [Framework for Programs of Instruction](#)² requires colleges to "...establish mechanisms for the review of their programs of instruction to ensure ongoing quality, relevancy, and currency" (p. 5). Through the [College Quality Assurance Audit Process](#) (CQAAP), the [Ontario College Quality Assurance Service](#) (OCQAS) sets provincial quality assurance criteria for all colleges, audits each college's program review process, and monitors the colleges to ensure that they are meeting Ontario's quality assurance requirements. "The OCQAS defines quality as the alignment and consistency of the learning environment with the institution's vision, mission, and goals (fit for purpose) demonstrated by the development of a culture of quality, in other words, the ability of an institution to reach its stated objectives and fulfill them" (p. 5)³. Sheridan's Honours Baccalaureate degree programs must meet the requirements of the [Postsecondary Education Quality Assessment Board](#) (PEQAB).

2. Scope

This Program Review Procedure applies to the following credentials: all Ontario College Certificates, Ontario College Diplomas, Ontario College Advanced Diplomas, Ontario College Graduate Certificates and Honours Baccalaureate Degrees granted by Sheridan. This procedure does not apply to Recognition of Achievement, Sheridan Board Local Certificates and Sheridan Board Undergraduate Certificates.

3. Definitions

Associate Dean: An academic manager, typically responsible for a group of programs reporting to a Faculty Dean.

¹ Ministry of Colleges and Universities. (2020). Retrieved from <http://www.tcu.gov.on.ca/pepg/audiences/colleges/>

² Ministry of Training, Colleges, and Universities. (2003). *Framework for Programs of Instruction*. Retrieved from <http://www.tcu.gov.on.ca/pepg/documents/FrameworkforPrograms.pdf>

³ Ontario College Quality Assurance Services. (2016). *College Quality Assurance Audit Process: Guidelines and Framework*.

College Quality Assurance Audit Process (CQAAP): Process that sets provincial quality assurance criteria for all colleges, audits or accredits each college's program review process, and monitors the colleges to ensure that they are meeting Ontario's quality assurance requirements for diplomas, advanced diplomas and certificates.

Credentials: For the full explanation of each of the credentials, please refer to the [Minister's Binding Policy Directive Framework for Programs of Instruction](#), which represents the minimum provincial requirement for credentials to be awarded by Ontario colleges. For quick reference, the typical duration for completion for the credentials are: certificates (corresponding with Certificate II on the [Ontario Qualifications Framework](#)) (also known as Sheridan Board Local Certificates and Sheridan Board Undergraduate Certificates; approximately 6 courses), Ontario College Certificates (1 yr.), Ontario College Diplomas (2 yrs.), Ontario College Advanced Diplomas (3 yrs.), Ontario College Graduate Certificates (1 yr. following a postsecondary degree or diploma) and Honours Baccalaureate Degrees (4 yrs.).

Dean: The head of a Faculty at Sheridan (e.g. Faculty of Applied Science and Technology) reporting to the Vice Provost.

Postsecondary Education Quality Assessment Board (PEQAB): Determines the criteria and procedure for program quality assessment of degrees and ensures the degree requirements are being met by the program.

Program Coordinators: Professors who, in addition to their teaching responsibilities, are required to provide academic leadership in the coordination of courses and/or programs.

Sheridan Program Review Consultant: A Professor in the Centre for Teaching and Learning (CTL) who guides the Faculty Program Review Team throughout their comprehensive review process.

4. Procedure

4.1 Program Review Process

Program review is an important opportunity for programs to plan informed changes based on research from a variety of data sources and feedback from a wide range of stakeholders. Students, graduates and employers can be confident that Sheridan has done due diligence to ensure that program learning outcomes are being achieved, that programs provide an exceptional learning experience for students and are responsive to changes in industry and in education. At Sheridan, each program engages in a formative annual reflection process in addition to completing a comprehensive review every five to seven years, as required by CQAAP. To meet this requirement, approximately 25 comprehensive program reviews are completed annually. A seven-year program review list is reviewed by the Faculty Deans, approved by the Provost and Vice President Academic, and published by the Centre for Teaching and Learning (CTL). For programs with professional accreditation, where possible, the program review process is aligned with the accreditation activity.

A. Comprehensive (5-7 Year) Review

The review cycle for Sheridan commences in the Spring term and ends in the Spring term of the following year. The specific start and end dates are determined by the Dean/Associate Dean for each program.

The comprehensive review is carried out by a Program Review Team. The team is established by the Associate Dean and typically consists of the Associate Dean, the program coordinator, up to three faculty members and a support staff person. The program review team works closely with the Centre for Teaching and Learning (CTL), which provides guidance and assistance throughout the program review process. CTL assigns a program review consultant to each team as its primary contact. CTL offers each Program Review Team the opportunity for an introductory meeting to provide a synopsis of the review process, review the template, develop the review timeline, answer questions, and connect the program with CTL services, such as curriculum development facilitation, technology support and training, instructional design, media development and professional development.

The program review process includes:

1. Program Self-Assessment

CTL provides each program with a self-assessment template and an environmental scan that examines the field of study, industry trends and academic competitors. Program-specific data (e.g. Key Performance Indicators, enrolment, graduation rate) is available through Tableau. The self-assessment template guides the team through a series of questions to analyze and reflect on the following areas:

1. Goals and Context of Program
2. Recruitment, Admissions and Enrolment
3. Program Content & Learning Outcomes
4. Learner Experiences
5. Graduation and Employment Outlook
6. Human Resources & Professional Development
7. Physical and Fiscal Resources

2. Student and Faculty Focus Groups

The Sheridan program review consultant (CTL) conducts focus groups with students and faculty to collect their feedback about program strengths, opportunities, and areas for enhancement. The focus group summaries are provided to the program review teams and the documentation is included in the self-assessment.

3. External Reviewers and Site Visit

Following the completion of the program self-assessment, the program review team identifies two reviewers external to Sheridan. One representative should be from a similar program at another college or university and one representative from industry. If the program being reviewed is a degree program, there must be two external academic reviewers holding terminal credentials in the field of study and one internal senior administrative reviewer outside the program area, consistent with PEQAB requirements. All reviewers are required to provide a Curricula Vitae (CV) and sign a Confidentiality and Conflict of Interest Disclosure form prior to being accepted as a reviewer. Reviewers read the program self-assessment report and participate in a one-day site visit organized by the Faculty. The site visit includes meetings with faculty members, students, graduates, employers and administrators. The external reviewers produce a report on their findings for the program. External reviewers each receive an honorarium from the College (arranged through CTL) for their role.

4. Action and Implementation Plans

Once the external reviewers' report is received and reviewed by the program review team, an action plan is developed which includes specific recommendations for program improvement and enhancement. Based on the action plan, the team establishes a corresponding implementation plan. The comprehensive report, including the action and implementation plans, are discussed with the Senior Academic Team and others, as appropriate. It is the responsibility of the Faculty Dean or designate to implement the agreed-upon action plan and report on implementation in the following annual report(s). Each program receives financial support towards implementation of its action plan (arranged through CTL).

5. Documentation

A final copy of the comprehensive program review documentation is archived both in the Faculty and in CTL. To complete the comprehensive review cycle, the program reports on progress with respect to the implementation plan during the annual program self-assessment the following year.

6. Contacts:

Associate Dean, Program Development and Quality Assurance
Dean, Centre for Teaching and Learning

B. Annual Program Self-Assessment

Sheridan's review process emphasizes continual improvement based on reflection and assessment of educational quality. All programs conduct an annual self-assessment at the end of each academic year and produce an annual program report, which supports ongoing reflection and planning, and serves as a resource for programs when they undertake comprehensive review. The annual self-assessment provides the program with the opportunity to: examine curriculum, teaching and learning practices, relationships and insights gained from industry, highlight achievements, address issues, and set goals for the coming year. The annual program report is the responsibility of each Faculty Dean to administer. Programs engaged in the comprehensive review have the option to not complete the annual report for that yearly cycle, at the discretion of the Dean and Associate Dean. Copies of all program reports are to be stored by each Faculty and should be available for academic audit purposes.

C. Status Report on Implementation of Faculty/Program Action Items from Comprehensive Program Review

Aligned with CQAAP expectations, a status report is required as part of the annual report process two years following the completion of the comprehensive program review. The Dean of the program is required to report on progress in meeting the planned commitments, as outlined in the Comprehensive Program Review Faculty/Program Implementation Plan chart. This information is submitted to the Program Quality Assurance Committee (PQAC) of the Senate in the fall term. PQAC will review the information and recommend one of the following: 1) no additional follow-up is required, 2) request additional clarification/information from the Dean, or 3) additional recommendations/comments to be discussed with the Vice Provost.

5. Responsible Executive

The Sheridan Centre for Teaching and Learning will interpret and apply the policy and has the responsibility to draft any associated procedures. The Provost and Vice President Academic has the responsibility to approve any associated procedures.

Responsible Executive: Provost and Vice President Academic

Contact: Centre for Teaching and Learning

6. Related Documentation/Links/Forms

[Annual Program Report Template](#)

[Comprehensive Review Template](#)

[Program Review Guide](#)

[Program Review Policy](#)

Sheridan Program Review 5-Year Plan 2015 - 2020

[Action Plan Follow-up Report](#)

Related procedure: [Program Review Procedure: Sheridan Certificates](#)

[Confidentiality and Conflict of Interest Disclosure form](#)

Related documentation is available on the CTL website: ctl.sheridancollege.ca