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# Comprehensive Program Review

### 3. Self Study Team Response to ERT Report

The Self-Study Team appreciates the ERT suggestions noted in the ERT Report Summary above, and they are embedded into the QAAP as action items for follow-up.

### 4. Final Recommendations & Action Plan

No changes to recommendations, they are:

1. Take steps to ensure courses meet instructional design principles and are regularly updated to maintain industry “tools of the trade” relevancy.
2. Take steps to recruit, prepare and provide adequate instructor development.
3. Take steps to improve student experience in IESKAS courses.
4. Take steps to identify students in the program and decrease attrition.
5. Broaden the program entry pathways to include key markets and JIBC programs.
6. Introduce fixed program entry points and sequenced course delivery to support student success.



# Comprehensive Program Review Final



# Comprehensive Program Review

## EXTERNAL REVIEW TEAM REPORT

Associate Certificate in Investigation and Enforcement Skills

School of Criminal Justice and Security  
Justice Institute of British Columbia

External Review Team Members:

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Comprehensive Program



## 1. Background

External review is an integral component of JIBC's program review process, and follows the completion of the internal Self Study Report. The external review is conducted by a team of three members, two of whom are external to JIBC, and one who is a faculty member from another department. The purpose of the external review is to validate the internal Self

# Comprehensive Program Review External Review Team (ERT) Report Investigation and Enforcement Skills



environment, and more faculty from outside policing services have been recruited.

Recommendations as outlined in the report will be implemented.



# Comprehensive Program Review

## 5. Appendix 1: External Review Team Membership

Academic Representative from PostSecondary Institution:

Jennifer Jasper

Program Director, Centre for Conflict Resolution, Justice Institute of British Columbia.

Industry Representative OR Academic Representative from PostSecondary Institution:

Marko Goluza

Director, Professional Conduct | Insurance Council of British Columbia

## 6. Appendix 2 Quality Assurance Action Plan (QAAP)





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Quality Assurance Action Plan (QAAF)  
Associate Certificate, Investigations & Enforcement S



Comprehensive Program Review  
 Quality Assurance Action Plan (QAAP)  
 Associate Certificate, Investigations & Enforcement Sk



#	Action Items* (If no action is to be taken on a recommendation, briefly explain why.)	Lead (Position)	Timeline	Implementation Considerations (resources, budget, personnel, etc.)	Annual Status Update/ Was task complete? Was desired result achieved? How do you know? Include outstanding issues
3.	Recommendation/Goal Take steps to improve student experience in IESKAS courses.				
3.1.	Convert f2f to online delivery for added flexibility for geographically dispersed students (from all over the province) to successfully complete the associate certificate while balancing work and life commitments.	PM	By March 2024	Additional funds to develop Blackboard shells with course upgrade materials Explore inhouse capacity (e.g., CTLI). Costs included in estimate in 3.2	as of March 2022:  x Majority of the program is online x 1 core course remains as f2f
3.2.	To address student concerns about course length, practice opportunities etc., ensure courses are designed to align learning outcomes to delivery modes, experiential learning, and assessment.	PM	By March 2024	Additional funds to analyze, design, develop, implement course upgrades. Explore inhouse capacity (e.g., CTLI). If none, explore external funding options Estimate \$2,000 per course	 x Updated content and materials in 3 courses x 7 courses remaining

3.3. Ensure interaction with the instructors and the relationships  
 formed between the program and the instructors. (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12) (13) (14) (15) (16) (17) (18) (19) (20) (21) (22) (23) (24) (25) (26) (27) (28) (29) (30) (31) (32) (33) (34) (35) (36) (37) (38) (39) (40) (41) (42) (43) (44) (45) (46) (47) (48) (49) (50) (51) (52) (53) (54) (55) (56) (57) (58) (59) (60) (61) (62) (63) (64) (65) (66) (67) (68) (69) (70) (71) (72) (73) (74) (75) (76) (77) (78) (79) (80) (81) (82) (83) (84) (85) (86) (87) (88) (89) (90) (91) (92) (93) (94) (95) (96) (97) (98) (99) (100)



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 Quality Assurance Action Plan (QAAP)  
 Associate Certificate, Investigations & Enforcement Sk



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