



March 29, 2023

Dr. Kathy Denton, Acting Chair
Degree Quality Assessment Board
DQABsecretariat@gov.bc.ca

Re: JIBC Response to QAPA Assessors' Report

Dear Dr. Denton,

JIBC had the opportunity to experience DQAB's Quality Assurance Process Audit (QAPA) of our academic programs in fiscal year 2022/2023. This process proved to be invaluable and validating from both a learning and outcomes perspective.

Preparing for the audit ensured a timelier process for what we had already embarked upon, namely:

- the review of numerous educational policies and procedures;
- the implementation of revised processes for course and program development, change, suspension, and termination;
- the implementation of a revised comprehensive program review process;
- the launch of a new annual program review process; and
- the establishment of an Academic Affairs intranet site to serve as a resource and central repository for the multitude of newly created resource documents, guides, manuals, and templates.

The audit criteria outlined in the *QAPA Handbook* proved to be most helpful; specifically, it informed our program review revision considerations. It challenged us to contemplate more defined and rigorous processes for program quality assessments; it encouraged us to develop more standardized documentation reports for our reviews; it supported us in improving our accountability expectations for quality assurance; and it heightened our efforts to continue effective change management strategies with the goal of further embedding a culture of quality assurance.

Feedback from program staff and faculty who have undergone the revised comprehensive program review process was positive. While all acknowledged the significant time commitment to conduct such a thorough review, they also expressed the value of the updated process and ultimately the result, which was richer and more informed recommendations to improve their programs.

Participating as an observer in another institution's QAPA site visit the year prior to our site visit helped tremendously in alleviating trepidation about the audit process, right from the Institution Report to the selection of the exemplars, through to the Site Visit and Assessors' Report. Our experience as an

observer played out in our own site visit on December 6 & 7, 2022 with the peer assessors' demonstrating a supportive tone throughout their time with us.

The commendations, affirmations, and recommendations from the site visit validated that we were on the right track for improving our program quality assurance processes while acknowledging that we still have more to do. Attached is our Action Plan in response to the Assessors' Report. If you have any questions or require clarification, please do not hesitate to contact me at cvaughan@jibc.ca.

I would like to thank the peer assessors, Dr. Maureen Wideman (chair), Dr. John Winterdyk, and Dr.

Robert Adamoski for their th3.2 (rat) 5h)-0 (t)-6 (e) edjia (k) 3 (6) 533 (j) 6 47 (2) (e) (1) - C-7 (s) 7 12 (a) Fdg) 3 (B) 3 P 4 (M) D 96 (s)

Ref.	Response/Action	Responsibility & Timeline	Implementation Details
2.1.	Set standards and create guides and tools to engage more students and graduates in the program review process.	Vice-President, Academic End of Aug/23	To be implemented prior to the start of the 2023-24 comprehensive reviews.

Ref.	Response/Action	Responsibility & Timeline	Implementation Details
3.1.	Set standards and create guides tools to engage more faculty in the program review process.	Vice-President, Academic End of Aug/23	JIBC's faculty model consists mainly of part-time sessional or contract instructors, which makes engagement in non-instructional activities challenging. To be implemented prior to the start of the 2023-24 comprehensive reviews.

Ref.	Response/Action	Responsibility & Timeline	Implementation Details
4.1.			

Ref.	Response/Action	Responsibility & Timeline	Implementation Details
5.1.	<p>JIBC will continue to support faculty development in these areas, particularly through three of its 2022-2027 Strategic Plan key commitments:</p> <ul style="list-style-type: none"> Fostering the Success of Our People Championing Equity, Diversity & Inclusion Living Indigenous Ways of Thinking, Being, Relating, and Doing 	<p>Vice-President, Academic</p> <p>Ongoing</p>	<p>JIBC will continue to support the ongoing work of the Centre for Teaching, Learning, and Innovation, the Office of Indigenization, the Office of Applied Research and Graduate Studies, Institutional Research, and other departments to provide development opportunities for faculty and staff.</p>
5.2.	<p>Expanded annual faculty survey in 2022 to gather information on faculty development needs.</p>	<p>Director, Institutional Research</p>	<p>Completed</p>

Ref.	Response/Action	Responsibility & Timeline	
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Ref.	Response/Action	Responsibility & Timeline	Implementation Details
7.1.	<p>Strategies re Program Development</p> <p>Posted full program proposals to Academic Affairs intranet site. Increased Academic Affairs support and oversight. Established a continuous review and improvement process for the Academic Affairs intranet resource site related to program development, change, suspension, and termination.</p>	Director, Academic Affairs	Completed
7.2	<p>Strategies re Program Review</p> <p>Posted final comprehensive program review reports to Academic Affairs intranet site. Established a practice of ongoing feedback on the program review process to identify improvements for the next cycle. Included representatives from program areas that underwent the comprehensive program review process the previous year in launch meeting of following year's reviews to share experiences. Included in External Review Team membership a representative from a different JIBC school, usually someone scheduled to conduct a comprehensive review of their program the following year.</p>	Director, Academic Affairs	Completed
7.3	<p>Other Strategies</p> <p>Included updates from Academic Affairs as a standing agenda item for School Curriculum Committee meetings. Conducted consultation sessions to gather feedback on JIBC quality assurance processes, and input on JIBC's response to the QAPA recommendations.</p>	Director, Academic Affairs	Completed

Ref.	Response/Action	Responsibility & Timeline	Implementation Details
11.1.	Closer scrutiny of reports to ensure all recommendations are included will be addressed by continuing to provide training and oversight as part of the change management strategy for the new comprehensive program review process.		

