



## Program Review Quality Assurance Plan TEMPLATE

**Quality Assurance Plan for:** Legal Administrative Assistant Certificate, School of Business

**Date submitted to SSCPR:** [Click here to enter text.](#)

**Date Self-Study Report approved by SSCPR:** [Click here to enter text.](#)

**Date of External Review:** July 27, 2016

### SUMMARY

The program has determined, through the Program Review process, that its main strengths lie in the currency and relevancy of the majority of its courses (in particular, the legal courses). This is partly due to the fact that we have lawyers teaching all of the legal courses (so they have relevant expertise) and also because the faculty are passionate about the program. We recognize the need to build on this strength and, to this end, we have moved from seeking industry feedback relating to currency and relevancy on an ad-hoc basis to creating a permanent program Advisory Committee. We will leverage this Advisory Committee to help us to maintain the currency and relevancy of all of the legal courses going forward.

The Bookkeeping course has been identified as posing a potential threat to the overall quality of the program, with student respondents reporting that they thought the course was not effective in preparing for work in the legal environment and Professional Community respondents reporting that they consider Bookkeeping to have low value in terms of priorities. As an immediate response, lawyers (as opposed to bookkeepers/accountants) have been hired to teach the Bookkeeping course in Spring 2017. The program needs to investigate how to deal with this potential threat, and the views of the Advisory Committee will be sought in relation to this matter.

The Program Review process has highlighted two serious challenges that the program faces in relation to program quality. Firstly, ensuring that our students have the technological and administrative skills required to be successful in the workplace is critical to the future success of the program (as identified in the External Review Report). LGLA students need to have experience of the different technological tools and office equipment that are relevant in their future roles in the legal profession. Secondly, the program faces significant challenges in relation to marketing as it does not align with the main KPU marketing message. In light of this, the program identifies the need for faculty and the School of Business to take greater responsibility for raising awareness of the program.

The program identified an opportunity for improvement in relation to the quality and relevancy of the CBSY 1105 (Computer Business Systems) course. This has now been replaced with LGLA 1135 (Legal Administrative Computer Applications) which is specifically tailored to the needs of LGLA students, and faculty teaching this course have been working closely with the program to understand the needs of the students. Other areas for improvement relate to practicum procedures, development of proofreading skills and the Business Communications course in the program.

We feel that the Program Review process has provided us with a strategy to improve and maintain program quality going forward. The need to develop and maintain strong relationships with key stakeholders is crucial to the continued success of the program.

## QUALITY ASSURANCE GOALS

### GOAL 1: To ensure the quality of the program aligns with industry needs and standards

RATIONALE FOR THIS GOAL: Achieving this goal will ensure the continued success of the program, by ensuring that our graduates continue to enjoy excellent employability rates due to industry confidence in the program. In addition, it will address the issue identified during the program review process that we need to improve the technological knowledge and skills of our graduates and align such knowledge and skills with what is specifically required in the workplace. The goal rests upon whether or not the program will be able to acquire certain resources, such as technological software. The program will seek to obtain educational licences or free trials of relevant software, but certain software may require a costly investment. Furthermore, all software requires constant upgrading and support from IT specialists, so the goal will also rest upon whether such support can be obtained.

Recommendation(s) this Goal Addresses	Report (page number)
Investigate how to ensure that LGLA graduates have the technological skills they need in order to be successful in the workplace	LGLA Self Study Report, page 35 External Review Report, page 3
Examine the relevancy and currency of the Bookkeeping course	LGLA Self Study Report, page 35 External Review Report, page 3
Tailor the Computer Competency and Business Communications courses to better meet the needs of the students	LGLA Self Study Report, page 35 External Review Report, page 4
Develop an action plan to secure I.T. support	LGLA Self Study Report, page 34 External Review Report, page 3
Review Practicum Procedures	LGLA Self Study Report, page 35 External Review Report, page 4
Create an Advisory Committee and seek advice regarding 1) the Bookkeeping course; 2) improving proofreading skills; and 3) the practicum component of the program	LGLA Self Study Report, page 35 External Review Report, page 4

**GOAL 2: To develop and maintain quality program relationships with key stakeholders**

RATIONALE FOR THIS GOAL: The importance of this goal cannot be emphasized enough, as the success of the LGLA program largely rests on its relationships with key stakeholders. In order to achieve this goal, the LGLA program will need to work in collaboration with other groups and service providers. The success of achieving this goal will depend largely on the support received from the collaborators, but the program is confident that such support will be forthcoming.

<b>Recommendation(s) this Goal Addresses</b>	<b>Report (page number)</b>
Create an Advisory Committee and seek advice regarding 1) the Bookkeeping course; 2) improving proofreading skills; and 3) the practicum component of the program	LGLA Self Study Report, page 35 External Review Report, page 4

**GOAL 3: To develop an effective marketing strategy for the LGLA Program**

RATIONALE FOR THIS GOAL: This goal has recently become more of a priority because the program has not filled in the last two years (although enrolment in this program has traditionally been strong). This poses a significant threat to the program. This goal can be successfully carried out by the LGLA program given its scope. In fact, steps towards achieving this goal have already been taken. This goal is in alignment with the Faculty's and Institution's available resources, vision and mission.

<b>Recommendation(s) this Goal Addresses</b>	<b>Report (page number)</b>
Develop an effective marketing strategy for the program with the Future Students Office (FSO)	LGLA Self Study Report, page 36 External Review Report, page 4
Build a formal Alumni network	LGLA Self Study Report, page 36 External Review Report, page 4

**RECOMMENDATIONS THE QUALITY ASSURANCE PLAN DOES NOT ADDRESS**

<b><i>Recommendations</i></b>	<b><i>Report (page number)</i></b>	<b><i>Explanation</i></b>
Investigate textbook options	LGLA Self Study Report, page 35  External Review Report, page 4	The textbooks have already been changed in the following courses: 1) Litigation and Corporate Law - textbooks changed to the Guides used at law firms, so that the textbook continues to be of value to the student after completing the program. 2) Research was undertaken in relation to conveyancing and Wills and Estates textbooks and new textbooks were adopted as the required texts. These textbooks are used every class. 3) Textbooks were eliminated for Family Law and Legal Office Procedures. In addition, the Surrey campus library now carries at least one copy of all of the textbooks used in the law courses.
Investigate the possibility of setting up a paralegal program	LGLA Self Study Report, page 35  External Review Report, page 5	In consultation with the Dean of the School of Business, it has been decided not to pursue this possibility at this time. There are currently two options for KPU LAA graduates to undertake the paralegal program, and information has come to light that one of these programs is struggling for numbers. Consideration of this recommendation may be reopened at a later date, should the paralegal program landscape change.

## QUALITY ASSURANCE FIVE-YEAR ACTION PLAN

### YEAR ONE: September 2016 to August 2017

List the objectives the program expects to achieve in Year One following the submission of the Quality Assurance Plan. Add or remove rows or tables as needed.

OBJECTIVE: ***The LGLA Program shall review the Bookkeeping course for suitability***

GOAL(S) THIS OBJECTIVE SUPPORTS: To ensure the quality of the LGLA Program aligns with industry needs and standards

RATIONALE FOR THIS OBJECTIVE: The Program Review process raised questions as to the relevancy and usefulness of the Bookkeeping course.

Action(s) Required to Achieve this Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Investigate suitability of the Bookkeeping course in the program curriculum	Colleen Formisano	February 2017	August 2017	
Review Course Learning Outcomes with Advisory Committee	Colleen Formisano	February 2017	August 2017	
Determine the context in which the Bookkeeping course is taught	Colleen Formisano	September 2016	August 2017	

OBJECTIVE: ***The LGLA Program shall engage in immediate efforts to increase awareness of the Program***

GOAL(S) THIS OBJECTIVE SUPPORTS: To develop an effective marketing strategy for the LGLA Program

RATIONALE FOR THIS OBJECTIVE: The LGLA program does not have a coordinated marketing strategy, despite the numerous ad-hoc initiatives being undertaken by the LGLA faculty. With increasing competition in the marketplace (particularly from private institutions), the LGLA program has recognized the need to immediately engage in coordinated efforts to increase the awareness of the program for both enrolment and reputational purposes.

Action(s) Required to Achieve this Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Review and update the website	Colleen Formisano Alia Somji	September 2016	August 2017	
Work with Marketing to produce marketing materials that are coordinated across the various marketing platforms, including brochures, posters, rack cards, and website content	Alia Somji Colleen Formisano	September 2016	August 2017	
Identify marketing opportunities within the Surrey School District to increase awareness of the LGLA Program	Colleen Formisano Alia Somji	September 2016	August 2017	
Host an information session for existing KPU students and for the external community	Alia Somji	September 2016	August 2017	
Target and contact organizations (e.g. professional, community, and schools) in order to promote awareness of the program	Colleen Formisano	September 2016	August 2017	
Ensure that the program is represented by both Faculty and Students at KPU Open Houses	Alia Somji Colleen Formisano	September 2016	August 2017	
Leverage Alumni relationships at least once per year to assist with marketing efforts	Alia Somji	September 2016	August 2017	

OBJECTIVE: ***Courses within the LGLA program shall be continuously reviewed for relevancy***

GOAL(S) THIS OBJECTIVE SUPPORTS: To ensure the quality of the program aligns with industry needs and standards

RATIONALE FOR THIS OBJECTIVE: One of the program’s main strengths is the currency and relevancy of the majority of its courses (in particular, the legal courses). The program needs to maintain and build on this strength going forward. The legal industry faces pressures of technology, automation and changing client and lawyer needs. It is imperative that the courses within the LGLA program align with industry needs and standards so that the program can remain relevant and competitive in a changing environment.

Action(s) Required to Achieve this Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Seek feedback from the Advisory Committee regarding the relevancy of all courses to ensure that the curriculum reflects current and future practice needs	Colleen Formisano	September 2016	August 2017	

OBJECTIVE: *The LGLA Program shall maintain ongoing communication with key stakeholders*

GOAL(S) THIS OBJECTIVE SUPPORTS: To develop and maintain quality program relationships with key stakeholders

RATIONALE FOR THIS OBJECTIVE: The program has extensive industry contacts, partly because some of the lawyers teaching in the program are still practising law. Program faculty are active in attending networking events and relevant conferences etc., and we have traditionally enjoyed strong support from industry. However, communication with key stakeholders has been on an informal and ad-hoc basis and in order to ensure continued success and support more formal communication structures should be put in place to supplement existing communications.

Action(s) Required to Achieve this Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Meet with the Advisory Committee twice per year to obtain input and support. More specifically the advice of the Advisory Committee will be sought regarding the Bookkeeping course, improving proofreading skills and the practicum component of the program.	Colleen Formisano Alia Somji	February 2017	August 2017	
Correspond with Alumni at least twice per year to keep up-to-date on industry trends and opportunities	Alia Somji	February 2017	August 2017	
Hold at least two meetings per year with all faculty teaching courses within the LGLA Program	Colleen Formisano	September 2016	August 2017	

OBJECTIVE: *The LGLA Program shall start to build an alumni network*

GOAL(S) THIS OBJECTIVE SUPPORTS: To develop an effective marketing strategy for the LGLA Program

RATIONALE FOR THIS OBJECTIVE: The professional nature of the LGLA program requires faculty to stay in touch with alumni, who often inform the program about industry trends and workplace needs. Alumni of the LGLA program serve on the Advisory committee as well as inform the program about practicum and job opportunities within the industry for current LGLA students.

Action(s) Required to Achieve this Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Collect email addresses (with informed consent) from students upon completion of the program so that we can more easily keep in touch with our graduates	Alia Somji	April 2017	August 2017	

**YEAR TWO: September 2017 to August 2018**

OBJECTIVE: *Identify legal software and office equipment that is often used in the legal industry that can be incorporated into the classroom*

GOAL(S) THIS OBJECTIVE SUPPORTS: To ensure the quality of the program aligns with industry needs and standards

RATIONALE FOR THIS OBJECTIVE: Ensuring that our students have the technological skills required is critical to the future success of the program (as identified in the External Review Report). LGLA students need to have experience of the different technological tools and office equipment that are relevant in their future roles in the legal profession.

Action(s) Required to Achieve this Goal/Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Contact service providers to investigate possibilities for educational licenses and/or associated costs and limitations	Colleen Formisano	September 2016	August 2018	
Meet with IT to discuss Program needs and determine feasibility of using desired software	Colleen Formisano Alia Somji	September 2017	August 2018	
Investigate the options for providing students with access to office equipment (although there is a printer in the computer labs, the LGLA students need access to a scanner/fax machine/photocopier so that they can complete in-class exercises)	Colleen Formisano	September 2017	August 2018	

OBJECTIVE: ***Courses within the LGLA program shall be continuously reviewed for relevancy***

GOAL(S) THIS OBJECTIVE SUPPORTS: To ensure the quality of the program aligns with industry needs and standards

RATIONALE FOR THIS OBJECTIVE: One of the program’s main strengths is the currency and relevancy of the majority of its courses (in particular, the legal courses). The program needs to maintain and build on this strength going forward. The legal industry faces pressures of technology, automation and changing client and lawyer needs. It is imperative that the courses within the LGLA program align with industry needs and standards so that the program can remain relevant and competitive in a changing environment.

Action(s) Required to Achieve this Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Seek feedback from the Advisory Committee regarding the relevancy of all courses to ensure that the curriculum reflects current and future practice needs	Colleen Formisano	September 2016	August 2017	

OBJECTIVE: ***Courses within the LGLA Program taught by non-LGLA faculty shall be tailored to support industry needs***

GOAL(S) THIS OBJECTIVE SUPPORTS: To ensure the quality of the program aligns with industry needs and standards

RATIONALE FOR THIS OBJECTIVE: For program quality purposes, all of the courses in the LGLA program should be tailored to support industry needs and to promote student success in the workplace.

Action(s) Required to Achieve this Goal/Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Develop learning outcomes for the Computer Competency course that are tailored to the specific needs of the LGLA students	Colleen Formisano	September 2017	August 2018	
Meet with faculty teaching the Business Communications course to ensure that they understand the needs of the LGLA students and so that they can tailor the course accordingly	Colleen Formisano	September 2017	August 2018	

OBJECTIVE: ***The LGLA Program shall develop a strategic plan to reach key stakeholders in relation to recruitment of students***

GOAL(S) THIS OBJECTIVE SUPPORTS: To develop and maintain quality program relationships with key stakeholders

RATIONALE FOR THIS OBJECTIVE: The program has never developed a plan in relation to student recruitment, but with diminishing application numbers the need for a strategy has become obvious. In addition, with increasing competition in the marketplace (particularly from private institutions), the program has recognized the need to increase the awareness of the program for both enrolment and reputational purposes.

Action(s) Required to Achieve this Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Develop a strategic plan to present to the Future Students Office	Colleen Formisano Alia Somji	September 2016	August 2017	

OBJECTIVE: *The LGLA Program shall maintain ongoing communication with key stakeholders*

GOAL(S) THIS OBJECTIVE SUPPORTS: To develop and maintain quality program relationships with key stakeholders

RATIONALE FOR THIS OBJECTIVE: The program has extensive industry contacts, partly because some of the lawyers teaching in the program are still practising law. Program faculty are active in attending networking events and relevant conferences etc, and we have traditionally enjoyed strong support from industry. However, communication with key stakeholders has been on an informal and ad-hoc basis and, in order to ensure continued success and support more formal communication structures should be put in place to supplement existing communications.

Action(s) Required to Achieve this Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Meet with the Advisory Committee twice per year to obtain input and support	Colleen Formisano	September 2017	August 2018	
Correspond with Alumni at least twice per year to keep up-to-date on industry trends and opportunities	Alia Somji	September 2017	August 2018	
Hold at least two meetings per year with all faculty teaching courses within the LGLA Program	Colleen Formisano	September 2017	August 2018	

OBJECTIVE: *The LGLA Program shall continue to increase awareness of the program*

GOAL(S) THIS OBJECTIVE SUPPORTS: To develop an effective marketing strategy for the LGLA Program

RATIONALE FOR THIS OBJECTIVE: The LGLA program does not have a coordinated marketing strategy, despite the numerous ad-hoc initiatives being undertaken by the LGLA faculty. With increasing competition in the marketplace (particularly from private institutions), the LGLA program has recognized the need to increase the awareness of the program for both enrolment and reputational purposes. Furthermore, there are lots of jobs out there for our graduates (and this is a growing occupation as noted in the 2022 B.C. Labour Market Outlook report), so becoming a Legal Administrative Assistant is, and will continue to be, a good career choice for students in the region.

Action(s) Required to Achieve this Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Work with Marketing to produce marketing materials that are coordinated across the various marketing platforms, including brochures, posters, rack cards, and website content	Colleen Formisano Alia Somji	September 2017	August 2018	
Investigate the options available for building a formal alumni network	Alia Somji Colleen Formisano	September 2017	August 2018	
Identify marketing opportunities within the Langley School District to increase awareness of the LGLA Program	Alia Somji	September 2017	August 2018	
Host an information session for existing KPU students and for the external community	Alia Somji	September 2017	August 2018	
Ensure that the program is represented by both Faculty and Students at KPU Open Houses	Colleen Formisano	September 2017	August 2018	
Leverage Alumni relationships at least once per year to assist with marketing efforts	Alia Somji	September 2017	August 2018	

### YEARS THREE TO FIVE: September 2018 to August 2021

OBJECTIVE: *Courses within the LGLA program shall be continuously reviewed for relevancy*

GOAL(S) THIS OBJECTIVE SUPPORTS: To ensure the quality of the program aligns with industry needs and standards

RATIONALE FOR THIS OBJECTIVE: One of the program's main strengths is the currency and relevancy of the majority of its courses (in particular, the legal courses). The program needs to maintain and build on this strength going forward. The legal industry faces pressures of technology, automation and changing client and lawyer needs. It is imperative that the courses within the LGLA program align with industry needs and standards so that the program can remain relevant and competitive in a changing environment.

Action(s) Required to Achieve this Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Seek feedback from the Advisory Committee regarding the relevancy of all courses to ensure that the curriculum reflects current and future practice needs	Colleen Formisano	September 2018	August 2021	
Identify ways to ensure that the Business Communications course is relevant to LGLA students	Colleen Formisano Alia Somji	September 2018	August 2021	

OBJECTIVE: *The LGLA Program shall maintain ongoing communication with key stakeholders*

GOAL(S) THIS OBJECTIVE SUPPORTS: To develop and maintain quality program relationships with key stakeholders

RATIONALE FOR THIS OBJECTIVE: The program has extensive industry contacts, partly because some of the lawyers teaching in the program are still practising law. Program faculty are active in attending networking events and relevant conferences etc, and we have traditionally enjoyed strong support from industry. However, communication with key stakeholders has been on an informal and ad-hoc basis and, in order to ensure continued success and support more formal communication structures should be put in place to supplement existing communications.

Action(s) Required to Achieve this Objective	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Meet with the Advisory Committee twice per year to obtain input and support	Colleen Formisano	September 2018	August 2021	
Correspond with Alumni at least twice per year to keep up-to-date on industry trends and opportunities	Alia Somji	September 2018	August 2021	
Hold at least two meetings per year with all faculty teaching courses within the LGLA Program	Colleen Formisano	September 2018	August 2021	

OBJECTIVE: *The LGLA Program shall build an alumni network*

GOAL(S) THIS OBJECTIVE SUPPORTS: To develop an effective marketing strategy for the LGLA Program

RATIONALE FOR THIS OBJECTIVE: The professional nature of the LGLA program requires faculty to stay in touch with alumni, who often inform the program about industry trends and workplace needs. Alumni of the LGLA program serve on the Advisory committee as well as inform the program about practicum and job opportunities within the industry for current LGLA students. In addition, our alumni are generally keen to stay in touch and the success of the program's graduates is a key part of the program's marketing strategy.

<b>Action(s) Required to Achieve this Objective</b>	<b>To be Led by</b>	<b>To Begin on (M/YY)</b>	<b>To be Completed By (M/YY)</b>	<b>Notes</b>
Develop and implement a strategy for building an effective alumni network	Alia Somji	September 2018	August 2021	