# Program Review Guide #1: Getting Started

# Table of Contents

# 1. Introduction to Program Review

## What Program Review Is

Program Review is a faculty-led, collaborative, systematic, and evidence-based examination of a program's quality. It focuses on ensuring that program graduates achieve the learning outcomes appropriate to the discipline and credential level.

Program Review is:

*Formative* – provides feedback that identifies program strengths and weaknesses to guide improvements to the program over time;

*Participatory* – uses input from internal and external parties including students, graduates, faculty, staff, administration, program advisory committees, discipline/sector representatives, and employers, as appropriate;

*Evidence-based* – follows standardized, evidence-based processes and methodologies;

*Strategic* – leads to coordinated action that strengthens the program's ability to support students in achieving the program's learning outcomes;

*Iterative* – draws on previous reviews and recommendations with specific attention to trends and patterns;

*Accountable* – reports must be approved by the Senate Standing Committee on Program Review (SSCPR) and are made available on KPU's Program Review SharePoint site.

## Why We Do Program Reviews

Program Review is one of KPU's quality assurance functions and is required by the Ministry of Post-secondary Education and Future Skills' Degree Quality Assessment Board (DQAB). Please refer to SSCPR Memorandum in Appendix A for more information on the regulatory context of the Program Review process. DQAB conducts an audit of KPU's Program Review process every seven years to ensure compliance with ministry's quality assurance requirements.[1] It is also a condition of KPU's membership in Universities Canada.[2]

## Frequency of Program Reviews

All KPU **degree and non-degree programs** are reviewed **every five years**, in accordance with the Program Review Policy and Procedure AC3 (see Appendices B & C). Degree and non-degree programs in the same discipline are reviewed together because of the integrated nature of their curriculum. The schedule for Program Reviews is updated on a yearly basis, provided to Senate, and posted to the Program Review SharePoint site.

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[1] https://www2.gov.bc.ca/gov/content/education-training/post-secondary-education/institution-resources-administration/degree-authorization/degree-quality-assessment-board/quality-assurance-process-audit
[2] https://www.univcan.ca/universities/quality-assurance/

## Overview of the Components of Program Review

Program Review provides an opportunity to identify and promote specific aspects of educational excellence within a program. It also helps identify areas for improving instruction and services to learners through an assessment of the program's:

- curriculum
- relevance and student demand
- effectiveness of instructional delivery
- resources, services and facilities

There are four components to the Program Review process, which are summarized in the table below.

| Component | Purpose | Written by |
|---|---|---|
| **Self-Study** | <ul><li>Review program quality</li><li>Identify program's strengths and areas for improvement</li><li>Provide recommendations on improving the quality of the program</li></ul> | Written by a faculty member who takes the role of Primary Author, in consultation with other faculty members of the program |
| **External Review** | <ul><li>Validate the Self-Study Report</li><li>Provide external perspective</li></ul> | External Review Team |
| **Quality Assurance Plan** | <ul><li>Establish the steps that will be taken to address the recommendations from both the Self-Study Report and External Review Report, as well as selected UN Sustainable Development Goals</li><li>Identify the resources required to implement these steps</li></ul> | Program Review Team (in consultation with the Dean and signed off by the Dean and Provost) |
| **Annual Follow-Up Reporting** | <ul><li>Provide annual updates on progress in implementing the Quality Assurance Plan</li></ul> | Program Review Team |

## Who Is Involved in Program Review

The Program Review is conducted by the program faculty, with support from the Office of Planning & Accountability (OPA) throughout and from the Teaching & Learning Commons for curriculum review, as well as the Dean's office, the Provost and the Senate Standing Committee on Program Review (SSCPR). A summary of the roles of each follows:

*Program Review Team* – leads the review and writes the Program Review Self-Study Report, Quality Assurance Plan, and Annual Follow-Up Reports. The team can consist of all faculty, or a subset, but all faculty should be consulted in both the self-study and quality assurance plan phases, as the results of the Program Review will lead to program changes that affect all faculty. Different faculty may help in a variety of ways, such as conducting the curriculum mapping, interpreting the data, providing input on a specific part of the report, reviewing recommendations, and developing strategies for addressing them.

*Primary Author* – The Primary Author is a member of the Program Review Team who takes on the

responsibility for writing the self-study report, including all revisions required by SSCPR. However, the Primary Author is not the sole person involved in the Self Study process, nor do they necessarily lead the entire Program Review. Rather the author collaborates with their colleagues throughout the writing of the Self-Study report – e.g., interpreting data, drawing conclusions, developing recommendations, etc., and writes up the results of these discussions using the Self-Study Report template. It is the responsibility of all department faculty to contribute throughout the Program Review phases, including discussing the findings and recommendations and providing feedback to the Primary Author on drafts of the self-study report.

*For taking on the work of writing the Self-Study report, the Primary Author receives a one-course time release. This one-time course release should not be taken at the start of the Program Review process, as the majority of the writing occurs after data collection, which typically takes place in the second semester following the review's initiation.*

*OPA* – provides planning and advice throughout, administers surveys and provides survey and administrative data, and provides support to SSCPR.

*Teaching & Learning Commons* – provides support to the Program Review Team in development/review of program learning outcomes, career pathways map, and curriculum map.

*Dean* – provides guidance and institutional perspective, reviews reports, provides feedback and advice on the Self-Study Report in the form of a memo; meets with Provost to discuss Quality Assurance Plans, and, together with the Provost, signs off on Quality Assurance Plans.

*Provost* – is the administrator with institutional responsibility for academic quality and approves all Quality Assurance Plans.

*SSCPR* – ensures Program Review Policy is carried out by reviewing and approving Program Review reports and providing updates to Senate on the progress of Program Reviews.

## Starting the Program Review Process

When your program is scheduled to undergo a review, OPA's Manager, Quality Assurance, will contact the Program Chair to set up a meeting to explain the process and OPA's role in supporting it. A representative from the Teaching & Learning Commons will also attend the meeting to talk about the curriculum review phase of the process. The Manager will help the Program Review Team develop a plan and timeline for the review and provide resources on Program Review and guidance throughout.

For convenience, all guidelines and templates related to Program Review can be found at the Program Review SharePoint site: https://kpuemp.sharepoint.com/sites/progrev/SitePages/Home.aspx. The site also hosts Program Review schedules as well as approved reports from past reviews. Please contact sscpr@kpu.ca if you can't find reports from a previous review of your program. Note that guides and templates change over time, so previous work may not match current requirements.

OPA is here to support you throughout the review!

For assistance, please contact Melike Kinik-Dicleli, Manager, Quality Assurance at:

Tel: 604.599.3294 or sscpr@kpu.ca

# 2. Program Review Timeline

Program Review consists of eight phases, four of which involve the Self-Study report. A review typically takes 16-20 months from commencement to submission of the Quality Assurance Plan, unless the program has provided the SSCPR with an appropriate rationale for an extension. The Dean or AVP Academic decides if a delay is appropriate. This timeline accounts for all of the activities to be undertaken by the various participants and takes into account the annual vacation of faculty members.

The chart below depicts the ideal timeline for all phases of the review, which also shows report submissions. Note that Curriculum Review and Data Collection are part of the Self-Study, each contributing information for the Self-Study report.

| Phases | Months | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 1. Getting Started | ◼ | | | | | | | | | | | | | | | | |
| *Self-Study Phases:* | | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | ▨ | | | | | | | |
| 2. Self-Study: Curriculum Review and Writing Chapters 1 & 2 | | ◼ | ◼ | ◼ | | | | | | | | | | | | | |
| 3. Self-Study: Data Collection | | | | ◼ | ◼ | ◼ | | | | | | | | | | | |
| 4. Self-Study: Writing Chapters 3 to 6 | | | | | ◼ | ◼ | ◼ | ◼ | ◈ | | | | | | | | |
| 5. Self-Study: Review/Revisions | | | | | | | | | ◼ | ◈ | | | | | | | |
| 6. External Review | | | | | | | | | | | ◼ | ◼ | ◈ | | | | |
| 7. Quality Assurance Plan Development | | | | | | | | | | | | | | ◼ | ◼ | ◼ | ◈ |
| **One Year Later** | | | | | | | | | | | | | | | | | |
| 8. First Annual Follow-Up Report | | | | | | | | | | | | | | | | | |

◈ Report submission months
Note: External Review Report is submitted by the External Review Team, not by the Program Review Team.

The timeline ensures that data and other information collected for the Self-Study remains timely throughout the review and that programs remain in compliance with the Program Review Policy AC3, which states that reviews must be completed within 24 months of starting (i.e., the Quality Assurance Plan must be approved by the SSCPR within 24 months of the commencement of the review).

OPA keeps a schedule of the year each Program Review should begin to ensure that degree and non-degree programs are reviewed every 5 years.

Delays in the Program Review can cause a range of challenges including, but not restricted to, the expiry and recollection of data and lack of compliance with the Program Review Policy.

A description of the timeline for each phase follows.

*Phase 1: Getting Started* – This phase includes a kick-off meeting to plan the timeline for the review and orient faculty involved to the Program Review process. While the Program Review process can begin in either September, January, or May of the academic year the review is scheduled to take place, the kick-off

meeting should occur at least a few months before the Curriculum Mapping Workshop the program is planning to attend. Note that Teaching & Learning Commons offers three Curriculum Mapping Workshops in each academic year, in September, January, and May so the timing of the Program Review initiation is meant to align with these timeframes. The exact date of the kick-off meeting is determined based on discussions with the Dean and program chair.

*Phase 2: Self-Study: Curriculum Review & Writing Chapters 1&2* – This is the first step in the Self-Study process and includes creating a curriculum map of the program and completing the first two chapters, introduction and curriculum review, of the Self-Study report. Program learning outcomes either need to be created, if they haven't been already, or reviewed, so all faculty should be consulted. The Primary Author will lead the process and write chapters 1 and 2 of the Self-Study Report during this phase. This phase should be completed within 3 months after the Curriculum Mapping Workshop.

*Phase 3: Self-Study: Data Collection* – The Data Collection phase involves administration of student, alumni, faculty, and discipline/sector surveys and provision of administrative data (all by OPA). Faculty are involved in advising on who to survey and whether any customization of the survey questions is needed.

*Phase 4: Self-Study: Writing Chapters 3 to 6* – Once the survey results and administrative data report have been provided by OPA, the rest of the Self-Study report can be written. This requires interpreting the data to address the Program Review standards, drawing conclusions and developing recommendations. Although writing these chapters is the responsibility of the Primary Author, faculty should be consulted about the conclusions and recommendations. Before the Self-Study report can be submitted to the SSCPR, the Dean reviews the report and writes a memo that appears at the beginning of the report. ***Once the self-study report is ready to be reviewed by the Dean, the program should send it to the Manager, Quality Assurance, who will forward it to the Dean. The Dean needs at least 3 weeks to review the report and compose the memo.*** The Self-Study Report should be submitted to the SSCPR for approval no later than 3 months after the data collection is complete to ensure the data remains relevant throughout the review.

*Phase 5: Self-Study: Review/Revisions* – Self-Study Report should be received by the SSCPR five weeks before the meeting date. The Self-Study Report is reviewed by SSCPR reviewers and written feedback is provided to the Primary Author, who makes revisions and submits it for review by the SSCPR one week before the meeting date. Further revisions may be required before the report is approved.
The primary author of the self-study report must attend the SSCPR meeting where the report will be discussed. If there is a scheduling conflict, the author must arrange for alternate teaching coverage.

*Phase 6: External Review* – The External Review Site Visit usually takes place within 3 months of approval of the Self-Study Report, except when this falls in the summer, where site visits can be delayed to the early fall, if necessary. The External Review Team meets separately with students, alumni, members of the Program Advisory Committee (PAC), and program faculty. The External Review Team should submit the External Review Report to the SSCPR for approval no later than 1 month after the site visit.

*Phase 7: Quality Assurance Plan Development* – The Program Review Team develops the Quality Assurance Plan addressing recommendations from Self-Study and External Review reports, as well as selected UN Sustainable Development Goals. All faculty should be consulted in development of the plan since it will affect the entire program. The Quality Assurance Plan should be submitted to the SSCPR no later than 4 months after the External Review Report has been approved.

*Phase 8: Annual Follow-Up Reporting* – Beginning about 12 months after the Quality Assurance Plan has been approved, the program submits an annual follow-up report on progress made on implementing the

QAP. Annual reports are required until the SSCPR has deemed that the plan is substantially complete.

The tasks involved in each phase of the Program Review process are described in detail in Chapter 4. The Manager, Quality Assurance, will work with the Program Review Team to prepare a timeline after the Program Review kick-off meeting, which will then be submitted to the SSCPR.
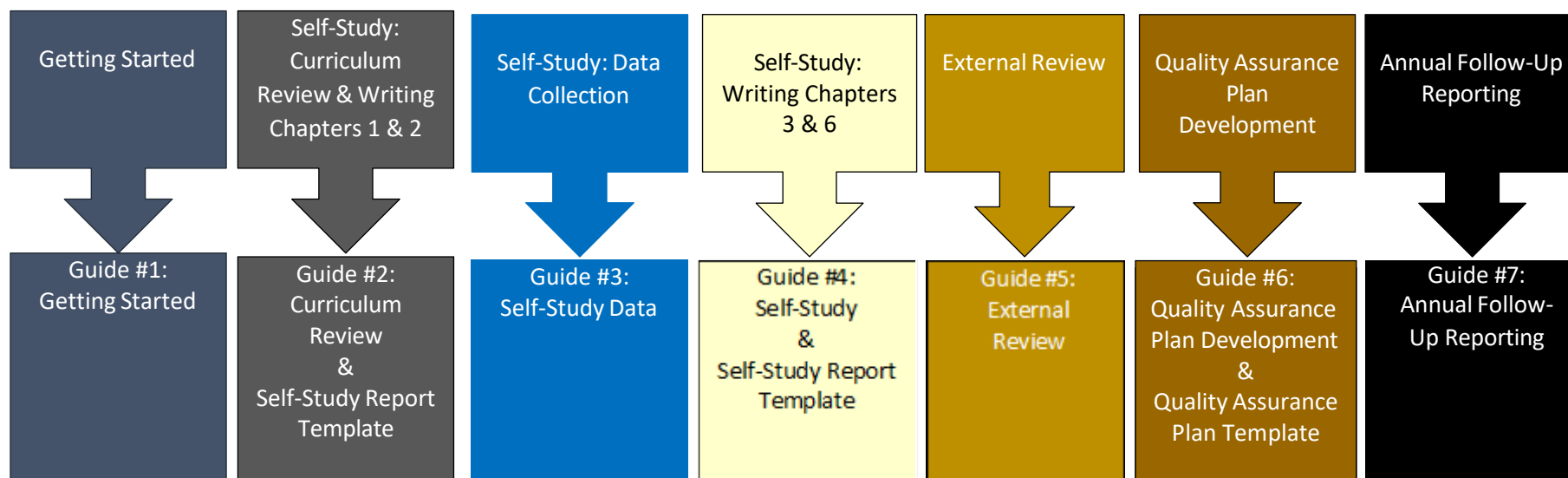
To facilitate the process, each program under review will receive an invitation to present their reports to the SSCPR as indicated in the timeline.

The SSCPR requests brief, regular status reports on the progress of each program's reports, provided to the Manager, Quality Assurance. These status reports will help the SSCPR determine how best to support programs during the review process and ensure timelines are met.

To ensure quality standards are met, each report (beginning with the Self-Study Report) must be submitted to the SSCPR for approval before the report for the next phase can be submitted. Each report must be received by OPA by the report submission deadline, which is five weeks prior to the SCCPR meeting.

# 3. Program Review Guides & Templates

To assist the Program Review Team, a series of guides and templates are provided in the Program Review process. All guides and templates are available at: https://www.kpu.ca/program-review and https://kpuemp.sharepoint.com/sites/progrev/SitePages/Home.aspx.

| Getting Started | Self-Study: Curriculum Review & Writing Chapters 1 & 2 | Self-Study: Data Collection | Self-Study: Writing Chapters 3 & 6 | External Review | Quality Assurance Plan Development | Annual Follow-Up Reporting |
|---|---|---|---|---|---|---|
| Guide #1: Getting Started | Guide #2: Curriculum Review & Self-Study Report Template | Guide #3: Self-Study Data | Guide #4: Self-Study & Self-Study Report Template | Guide #5: External Review | Guide #6: Quality Assurance Plan Development & Quality Assurance Plan Template | Guide #7: Annual Follow-Up Reporting |

The guides are intended to make the Program Review process easier to navigate for the Program Review Team, while ensuring that KPU meets the expectations of the ministry's Degree Quality Assessment Board. Below is an overview of the guides:

*Guide #1: Getting Started* – provides the Program Review Team with an overview of the Program Review process at KPU and prepares them for the Program Review kick-off meeting.

*Guide #2: Curriculum Review* – includes information on how to conduct a curriculum review, including developing/reviewing program learning outcomes, career pathways map, and curriculum map. It also explains where to report this information in the Self-Study Report template.

*Guide #3: Self-Study Data* – provides information about the data sources available for the Self-Study, including the administrative data and standard survey questions, and explains the survey development process.

*Guide #4: Self-Study* – covers the rest of the Self-Study process, explaining how to use the Self-Study data to address the Program Review questions and where to report this information in the Self-Study Report template.

*Guide #5: External Review* – provides information on the steps required to plan an external review site visit and criteria for selection of external reviewers.

There is also a guide for the External Review Team and a template for their report.

*Guide #6: Quality Assurance Plan Development* – comes with a template and explains in detail how to develop a Quality Assurance Plan based on the findings and recommendations in the Self-Study and External Review Reports, as well as at least two UN Sustainable Development Goals the program will address.

*Guide #7: Annual Follow-Up Reporting* – explains the process for reporting back to the SSCPR on progress made in carrying out the Quality Assurance Plan. The template for Annual Follow-Up Reports is prepared by OPA using the SSCPR-approved Quality Assurance Plans.

## 4. Program Review Roles and Responsibilities

The steps involved in each phase of the review process are described on the following pages. For each step, the roles of the Program Review Team (i.e., the faculty conducting the review, Primary Author, a member of the Program Review Team who takes on the responsibility for writing the self-study report), OPA, the Dean's office, and the SSCPR are described. In addition, the support provided by the Teaching and Learning Commons for Curriculum Review is outlined. Please note that steps may overlap.

**Phase 1 – Getting Started**

Timing: Program Review Launch

| Program Review Team | OPA | Dean's Office | Teaching & Learning Commons |
|---|---|---|---|
| Reviews *Getting Started Guide (Guide #1)* provided by the Manager;<br><br>Attends kick-off meeting;<br><br>Confirms Program Review timeline. | Provides *Guide #1* before Program Review kick-off meeting;<br><br>Organizes and leads kick-off meeting, which includes an overview of the review process, and next steps;<br><br>Helps establish timeline for review;<br><br>Provides Program Review Team with guides and relevant templates after kick-off meeting;<br><br>Connects Program Review Team with Teaching & Learning Commons for support with Curriculum Review (below). | Connects Manager with Program Chair;<br><br>Provides input into development of review scope. | A representative of Teaching & Learning Commons participates in kick-off meeting. |

**Phase 2 – Self-Study: Curriculum Review & Writing Chapters 1 & 2**

Timing: Months 1 to 3

| Primary Author (in consultation with Program Review Team) | OPA | Teaching & Learning Commons |
|---|---|---|
| Reviews *Curriculum Review Guide (Guide #2)* and *Self-Study Report Template*; <br><br> Conducts a review of the program's curriculum, which is the first step in the Self-Study; <br><br> Completes Chapters 1 & 2 of the *Self-Study Template*. | Provides *Guide #2* and the program's curriculum mapping template with Program Learning Outcomes (PLOs), if available, and Course Learning Outcomes (CLOs). | Conducts a Curriculum Mapping workshop every semester for programs starting the review process. <br><br> Provides guidance and advice in conducting the review of the program's curriculum. Program Review Teams are encouraged to contact the Teaching & Learning Commons at tlprogsupport@kpu.ca for assistance with curriculum review. |

**Phase 3 – Self-Study: Data Collection**

Timing: Months 3 to 5

| Program Review Team | OPA |
|---|---|
| Reviews *Self-Study Data Guide (Guide #3)* and provides input into survey design; <br><br> Provides list of faculty members and discipline/sector representatives who should receive the surveys; <br><br> Reviews survey and administrative data reports; <br><br> Submits additional administrative data requests, if needed, to Manager, Quality Assurance. | Prepares administrative data report; <br><br> Prepares surveys, ensuring they address issues in scope, in consultation with Program Review Team; <br><br> Compiles student and alumni email addresses; <br><br> Tests and administers surveys; <br><br> Analyzes survey results and provides survey data reports; <br><br> Provides advice on data interpretation. |

**Phase 4 – Self-Study: Writing Chapters 3 to 6**

Timing: Months 4 to 8

| Primary Author (in consultation with Program Review Team) | OPA | Dean's Office | SSCPR |
|---|---|---|---|
| Reviews *Self-Study Guide (#4)* and *Self-Study Report Template*;<br><br>Completes Chapter 3 to 6 of the *Self-Study Report Template*;<br><br>Forwards the *Self-Study Report* to the Manager at sscpr@kpu.ca. | Provides guidance and advice, as required;<br><br>If requested, connects with Chair to have members of SSCPR provide feedback on a draft version of Self-Study Report in advance of formal submission to SSCPR.<br><br>Reminds Program Review Team when Self-Study Report is due;<br><br>Reviews Self-Study report and appendices for completeness.<br><br>Forwards the Self-Study Report and appendices to the Dean. | Reads drafts of Self-Study Report and provides feedback;<br><br>When Self-Study Report is ready for submission, provides feedback and advice in the form of a memo, which is presented at the beginning of the Self-Study Report.<br><br>Note: the Dean requires a minimum of three weeks to review the report and compose the memo. | Provides feedback on draft version of Self-Study Report, if such input is requested prior to formal submission. |

**Phase 5 – Self-Study: Review/Revisions**

Timing: Months 8 and 9

| Primary Author (in consultation with Program Review Team) | OPA | Dean's Office | SSCPR |
|---|---|---|---|
| Sends Self-Study Report to Manager, Quality Assurance, at least five weeks before the SSCPR meeting;

Reviews feedback from SSCPR reviewers prior to the meeting;

Revises Self-Study Report, as required, to address reviewers' feedback;

Submits the revised report 1 week before the meeting;

Attends meeting and answers questions from SSCPR (if there is a scheduling conflict, the author must arrange for alternate teaching coverage);

Makes final revisions, if required, and submits the final version. | Schedules Report on SSCPR meeting agenda;

Arranges for SSCPR members to review Self-Study Report. | Deans are encouraged to attend the meeting of SSCPR when Self-Study Report is discussed. | Chair of SSCPR reviews Self-Study Report before it is sent to SSCPR members for review;

SSCPR members assigned to review Self-Study Report review the report and provide written feedback prior to the meeting;

Chair forwards SSCPR reviewers' feedback to Program Review Team prior to the meeting;

Program Review Team submits a revised version of the report reflecting the feedback from SSCPR reviewers;

During meeting, discusses and decides whether to approve or ask for specific revisions to meet SSCPR standards. |

**Phase 6 - External Review**

Timing: Months 9 to 12

| Program Review Team | OPA | Dean's Office | SSCPR |
|---|---|---|---|
| **Planning for External Review Site Visit** | | | |
| Reviews *External Review Guide (Guide #5)*;<br><br>Provides a list of external reviewer candidates;<br><br>Determines date and location of site visit;<br><br>Plans agenda for site visit. | Provides support to External Review Team by holding an orientation meeting, and providing the team with relevant guidelines, External Review Report Template, and the SSCPR-approved Self-Study Report. | Invites external reviewers. | Chair appoints KPU faculty member who will be a part of the team. |
| **External Review Site Visit** | | | |
| Participates in site visit. | Manager invites key parties and hosts site visit.<br><br>Reminds External Review Team when External Review Report is due; | Participates as required in site visit. | |
| **External Review Report** | | | |
| Reviews SSCPR-approved External Review Report. | Forwards SSCPR-approved External Review Report to Dean and Program Review Team. | Reviews SSCPR-approved External Review Report. | Chair of SSCPR reviews External Review Report before it is sent to SSCPR members for review;<br><br>SSCPR members assigned to review External Review Report review the report and provide written feedback prior to the meeting;<br><br>During the meeting, discusses and decides whether an addendum to the report is needed to clarify scope. |

**Phase 7 - Quality Assurance Plan Development**

Timing: Months 13 to 16

| Program Review Team | OPA | Dean's Office | SSCPR |
|---|---|---|---|
| **Development of Quality Assurance Plan** | | | |
| Reviews *Quality Assurance Plan Development Guide (Guide #6)* and *Quality Assurance Plan Template*; Collaborates with faculty members and Dean on how to address recommendations in Self-Study and External Review Reports and to identify UN Sustainable Development Goals that will be addressed; Develops Quality Assurance Plan according to guidelines using template provided; Revises Quality Assurance Plan, if required, to obtain approval of Dean and Provost. | Manager provides advice and guidance, as required. Reminds Program Review Team when Quality Assurance Plan is due; | Collaborates in development of Quality Assurance Plan; Reviews Quality Assurance Plan and asks for revisions, if required; Together with a Program representative, meets with **Provost** to discuss the Plan; Together with **Provost**, signs off on the Plan. | |
| **Quality Assurance Plan Review by SSCPR** | | | |
| Delivers signed Quality Assurance Plan to Manager, Quality Assurance, at least five weeks prior to the SSCPR meeting; Reviews feedback from SSCPR prior to meeting; Attends meeting and answers questions from SSCPR; Revises Quality Assurance Plan, as required by SSCPR. If they wish, revisions can be submitted prior to the meeting so the meeting can focus on the revised report. | Schedules report on SSCPR meeting agenda; Arranges for SSCPR to review Quality Assurance Plan; Coordinates Dean's and Provost's signatures if SSCPR requests a revised Quality Assurance Plan. | Deans are encouraged to attend the meeting of SSCPR when Quality Assurance Plan is discussed. | Chair of SSCPR reviews Quality Assurance Plan before it is sent to SSCPR members for review; SSCPR members assigned to review Quality Assurance Plan review the Quality Assurance Plan and provide written feedback prior to the meeting; Chair forwards SSCPR reviewers' feedback to Program Review Team ahead of the meeting; Program Review Team submits a revised version of the report reflecting the feedback from SSCPR reviewers; During the meeting, discusses and decides whether to approve or ask for specific revisions to meet SSCPR standards. |

**Phase 8: Annual Follow-Up Reporting**

Timing: Begins 12 months following approval of Quality Assurance Plan. Continues until the program can demonstrate to the SSCRP substantial completion of the Quality Assurance Plan.

| Program Review Team | OPA | Dean's Office | SSCPR |
|---|---|---|---|
| **Prepare Annual Follow-Up Report** | | | |
| Prepares report on progress of implementation of Quality Assurance Plan to date, using follow-up report template. | Provides program with Annual Follow-Up Template, created from the Quality Assurance Plan;<br><br>Reminds Program Review Team when Annual Follow-Up Report is due. | | |
| **Present Annual Follow-Up Report** | | | |
| Delivers Annual Follow-Up Report to Manager, Quality Assurance, at least five weeks prior to the SSCPR meeting;<br><br>Reviews feedback from SSCPR prior to meeting;<br><br>Attends meeting and answers questions from SSCPR;<br><br>Revises Annual Follow-Up Report, as required by SSCPR. Revisions can be submitted prior to the meeting so the meeting can focus on the revised report. | Schedules time in SSCPR meeting agenda for the Annual Follow-Up Report to be discussed;<br><br>Arranges for SSCPR to review Annual Follow-Up Report; | Deans are encouraged to attend the meeting of SSCPR when Annual Follow-Up Report is discussed. | Chair of SSCPR reviews Annual Follow-Up Report before it is sent to SSCPR members for review;<br><br>SSCPR members assigned to review Annual Follow-Up Report review the report and provide written feedback prior to the meeting;<br><br>Chair forwards SSCPR reviewers' feedback to Program Review Team ahead of the meeting;<br><br>Program Review Team submits a revised version of the report reflecting the feedback from SSCPR reviewers;<br><br>During the meeting, discusses and decides whether to approve Annual Follow-Up Report or to ask for specific revisions to meet SSCPR standards;<br><br>Decides whether the Quality Assurance plan is substantially complete, or a report is required the following year. |

# Appendix A: SSCPR Memorandum

KWANTLEN POLYTECHNIC UNIVERSITY
**SURREY CAMPUS**

12666 – 72ND Ave.
Surrey, BC Canada V3W 2M8

MEMORANDUM

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TO:        Stan Kazymerchyk, Chair, Senate Standing Committee on Program Review [SSCPR]

FROM:    David P. Burns, Vice-Chair, University Senate

DATE:     January 17, 2018

SUBJECT:  The Regulatory Context of The Program Review Process

NOTE:    **Endorsed By The Senate Standing Committee On Program Review on January 24, 2018**

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In response to your query regarding the links between program review and the Senate, *writ large*, I have prepared the following policy brief.

**Why does the Senate discuss program reviews through its Standing Committee on Program Review?**

KPU has two salient characteristics in this regard. First, it is a public institution. Second, it is an exempt educational institution.

As a public institution KPU must hold itself to the high standards of public accountability prescribed in documents such as the Auditor General's *Performance Reporting Principles for the British Columbia Public Sector* (2003). We must, in short, provide transparent accounting of the ways in which we use the public funding we receive to provide quality service to the citizens of our community. This obligation is deepened by our *exempt* status (which confers unto KPU a level of autonomy in our degree development and revision processes). Since the Senate's authority under the *University Act* is most explicit with respect to academic issues, one of the Senate' most important duties to our community is, therefore, academic quality assurance.

The Senate's program review duty is defined by a number of principles observable in provincial policy and cross-provincial agreements:

1) Program review is primarily the responsibility of KPU as an institution (and not government) and the Board of Governors is required by law to consult the Senate on educational policy in this area. **We are, in short, responsible as a university community through our Senate.**

   *per* Degree Quality Assessment Board Secretariat (2017b)

   *per* Council of Ministers of Education, Canada (2007)

   *per University Act*, British Columbia, 25.2.6.f

## MEMORANDUM

2) Program review is the primary mechanism through which to ensure we are carrying out the **committments we made**, through our full program proposals, to Government and the people of British Columbia.

   *per* Bond, Gelin, van Brummelen, Waterhouse and Stubbs (2011), the "Stubbs Report"

   *per* Degree Quality Assessment Board Secretariat (2017b), 2.1

3) Program review is meant to be **cyclical** and **ongoing**, and not a response to a particular change.

   *per* Council of Ministers of Education, Canada (2007), 2.7.10

   *per* Shanahan (2015), p. 47

   *per* Degree Quality Assessment Board Secretariat (2017a), 2.3

   *per* Degree Quality Assessment Board Secretariat (2017b)

4) Program review should be **timely**, so that policy makers (internal and external) may use the information produced to respond to labour market demand.

   *per* Auditor General of British Columbia (2003), for timeliness of public reporting

   *per* Degree Quality Assessment Board Secretariat (2017b), appendix 1.1.a

5) Program review is the **basis** for an institution's ongoing use of the Education Quality Assurance standard, and its status as an **exempt institution**.

   *per* Governance and Quality Assurance Branch (2016)

   *per* Degree Quality Assessment Board Secretariat (2017a), 2.3

**As a result of the duties outlined above, the Senate of any university in British Columbia should consider program review findings in curricular development (as in 2 and 3), budget development (as in 4 and Performance Reporting Principles) and in its general approach to good governance (as in 1 and 5).**

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 KPU | KWANTLEN POLYTECHNIC UNIVERSITY

| Policy History | |
|---|---|
| **Policy No.** AC3 | |
| **Approving Jurisdiction:** Board of Governors, with Senate advice | |
| **Administrative Responsibility:** Provost and Vice President Academic | |
| **Effective Date:** September 1, 2025 | |

# Program Review
# Policy

## A. CONTEXT AND PURPOSE

1. Program Review at Kwantlen Polytechnic University is a faculty-led, collaborative, systematic and evidence-based examination of a program's quality. Program Review allows for a detailed analysis of a program's strengths and areas for improvement that result in enhancements to the program. Students, faculty, alumni, discipline/sector representatives (e.g., program advisory committees), and programs' Deans offices are all given an opportunity to provide their perspectives during the review.

2. As a public institution, KPU has a duty to ensure and report on the quality of its programs. Program Review is the mechanism by which we practice this accountability, and communicate it to our community. KPU's Senate Standing Committee on Program Review (SSCPR) oversees this process.

3. Program Review is the process that drives continual progress and improvement at the program level. Program Review findings should inform Senate deliberations on curricular changes and curriculum development. For this reason, Quality Assurance Plans will be submitted to Senate following approval by the SSCPR, as part of the SSCPR Chair's Report.

## B. SCOPE AND LIMITS

1. This policy applies to educational programs under the governance of Senate.

2. Program Review does not evaluate performance of individual faculty, staff, or administrators.

3. This policy does not apply to programs which are not under the governance of Senate (e.g. Continuing/Professional Studies and Apprenticeship).

## C. STATEMENT OF POLICY PRINCIPLES

1. All degree and non-degree programs will be scheduled for review at least once every five (5) years.

2. *All programs under the governance of Senate must meet the requirements of Policy AC3, including programs that undergo extensive review by external accrediting bodies. As appropriate, the review of programs that undergo external review may occur concurrently with the external accreditation so as not to duplicate processes.*

3. Successful completion of a Program Review includes the SSCPR's approval of the following reports: Self-Study Report, External Review, and Quality Assurance Plan.

4. Final completion of a Program Review occurs when implementation of the Quality Assurance Plan has been deemed substantially completed by the SSCPR, as demonstrated through Annual Follow-Up Reports.

5. The SSCPR Chair will include approved Quality Assurance Plans in the SSCPR Report to Senate.

## D. DEFINITIONS

Refer to Section A of AC3 Procedure for a list of definitions in support of this Policy.

## E. RELATED POLICIES & LEGISLATION

University Act 35.2 (6)(f)
AC9 Skills and Outcomes Policy
AC10 Development and Change of Senate-Approved Programs

## F. RELATED PROCEDURES

AC3 Program Review Procedure

**KPU** | KWANTLEN POLYTECHNIC UNIVERSITY

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# Program Review
# Procedure

## A. DEFINITIONS

1.  **Annual Follow-up Report:** Annual Follow-up Reporting is the last phase in KPU's Program Review process. It provides programs with a framework for reporting on progress made in carrying out the Quality Assurance Plan (QAP). The first annual-follow up report is due one year after the Quality Assurance Plan has been approved. Reports are provided annually until the program has demonstrated to the satisfaction of the Senate Standing Committee on Program Review (SSCPR) that the Quality Assurance Plan (QAP) is substantially completed. This is required so KPU can demonstrate how the Program Review led to program improvements, one of our accountability requirements to government.

2.  **External Review:** The External Review follows the completion of the Self-Study Report. It is conducted by a team of three members, two of whom are external to KPU, and one who is a faculty member from another faculty at KPU. The purpose is to validate the Self-Study Report and provide additional information regarding program's strengths and areas needing improvement. The External Review phase involves a site visit, either on-campus or online, which allows the External Review Team (ERT) to meet with various interested parties to ensure that the ERT has sufficient information upon

which to base their assessment of the Self-Study Report.

| | | |
|---|---|---|
| 3. | **Program:** | A defined set of courses of instruction that lead to a credential approved by KPU Senate. A program also consists of a) a unit of study, under the governance of Senate, that results in the granting of a degree or a non-degree credential or b) a unit of study that constitutes the designation of major or minor, or c) a unit of study that constitutes a department. |
| 4. | **Quality Assurance Plan:** | The Quality Assurance Plan (QAP) is a multi-year strategic plan for how the program will address the recommendations emerging from the Self-Study and External Review of the program. |
| 5. | **Self-Study:** | The Self-Study consists of a review of the program's curriculum, instructional design and delivery, program relevance, student demand and resources needed to support the program. It is the core of the program review process and forms the foundation on which the entire review is based. It includes an analysis of the program's strengths, weaknesses, opportunities and challenges, as well as recommendations that will need to be addressed to improve the program's quality. |
| 6. | **SSCPR:** | The Senate Standing Committee on Program Review (SSCPR) is responsible for: developing procedures and standards to ensure Program Reviews are conducted in accordance with the principles of the Program Review Policy; and reviewing reports to ensure they meet KPU's program review standards. The Committee includes faculty, dean, staff and student representation. |

# B. PROCEDURES

1. The schedule for Program Reviews is updated on a yearly basis by the Office of Planning & Accountability's (OPA) Manager of Quality Assurance, in consultation with the Deans and Associate Deans, and provided to Senate to ensure programs are reviewed at least once every five years. For departments with more than one program in the same discipline, they are reviewed together.

2. The review consists of four components, each of which requires a report to be submitted to the SSCPR:

    a. Phase 1: Self-Study;

    b. Phase 2: External Review;

    c. Phase 3: Quality Assurance Plan;

    d. Phase 4: Annual Follow-Up Reporting.

3. Faculty are responsible for writing and submitting all Program Review reports and appendices (with the exception of the External Review) and ensuring that each report is in compliance with SSCPR-approved standards and templates. Deans are also expected to provide input to all reports (with the exception of the External Review). The Provost is expected to provide direct input to the Quality Assurance Plan.

4. Guides that lay out expectations for each component of the review process, as well as templates for each report, are available on OPA's Program Review webpage, linked here: Guides & Sample Reports. These documents include, but are not limited to, the following:

    a. **Guide #1: Getting Started** – provides the Program Review Team with an overview of the Program Review process at KPU and prepares them for the Program Review kick-off meeting.

    b. **Guide #2: Curriculum Review** – includes information on how to conduct a curriculum review, including developing/reviewing program learning outcomes, career pathways map, and curriculum map. It also explains where to report this information in the Self-Study Report template.

    c. **Guide #3: Self-Study Data** – provides information about the data sources available for the Self-Study, including administrative data, standard survey questions, and the survey development process. Administrative data and survey results, which are provided by OPA, inform assessments of program relevance and demand, effectiveness of instructional delivery, and program resources, services, and facilities.

    d. **Guide #4: Self-Study** – Explains how to use the Self-Study data to address the Program Review questions and where to report this information in the Self-Study Report template within the following sections: program relevance and demand (relevance, faculty qualifications and currency, student demand); effectiveness of instructional delivery (instructional design and delivery of the curriculum, student success, student experience including equity, diversity and inclusion); and resources, services and facilities.

    e. **Guide #5: External Review** – provides information on the steps required to plan an external review site visit and criteria for selection of external reviewers.

  f. **Guide #6: Quality Assurance Plan Development** – comes with a template and explains in detail how to develop a Quality Assurance Plan based on the findings and recommendations in the Self-Study and External Review Reports.

  g. **Guide #7: Annual Follow-Up Reporting** – explains the process for reporting back to the SSCPR on progress made in carrying out the Quality Assurance Plan.

5. Sample approved reports are also available on the OPA's Program Review webpage, linked here: [Guides & Sample Reports](#).

6. To ensure quality standards, the SSCPR must approve each report before the review can proceed to the next phase of the process.

7. The SSCPR also approves the individuals the program nominates to serve as external reviewers.

8. A program with an external accreditation body will only require one external review site visit (to be conducted by the accreditation external review team) if the following conditions are met:

  a. The composition of the accreditation external review panel is equivalent to that of a KPU external review team (i.e. the team consists of a combination of academics and discipline/sector professionals).

  b. The accreditation review site visit is similar in scope to that of a KPU external review site visit and will involve talking to similar groups of stakeholders (e.g. students, faculty, staff, alumni, advisory board members).

  c. The accreditation external review report can be made public on KPU's Program Review website.

9. The Quality Assurance Plan is approved by SSCPR and is then forwarded to Senate for information. The next Program Review begins five years following the date of approval of the Quality Assurance Plan by SSCPR. The approved Quality Assurance Plans are available on OPA's Program Review webpage, linked here: [Completed Reviews](#).

10. A Program Review is completed once the SSCPR has determined that the Quality Assurance Plan has been substantially completed and no additional Annual Follow-up Reporting is required.

11. A review typically takes 16-20 months from commencement to submission of the Quality Assurance Plan, unless the program has provided the SSCPR with an appropriate rationale for an extension. The Dean or AVP Academic decides if a delay is appropriate. However, all reviews must be completed within 24 months of starting (i.e., the Quality Assurance Plan must be approved by the SSCPR within 24 months of the commencement of the review).

12. Compliance with AC3 Policy and Procedure would encompass the following situations:

  a. A program's Quality Assurance Plan not more than five years ago; OR

b. The review is underway, started within 5 years of completion of the last review, and is progressing appropriately (i.e., it has been less than 24 months since the review began).

13. The Provost will decide on the appropriate action should a program not be in compliance with this Policy and Procedure.

14. OPA provides planning support and guidance throughout the review process; provides administrative data; oversees survey data collection (which includes gathering views from students, faculty, alumni and members of the sector), including guidance on survey design, survey administration, and data analysis and reporting. OPA also provides administrative support to the SSCPR. The OPA staff who are on-hand to provide support are:

a. Manager, Quality Assurance;

b. Research Analysts, Quality Assurance.

## C. RELATED POLICY

AC3 Program
Review AC9 Skills
and Outcomes
AC10 Development and Change of Senate-Approved Programs