



KWANTLEN  
POLYTECHNIC  
UNIVERSITY

# Program Review Guide #6: Quality Assurance Plan Development

# 1. Introduction

The Quality Assurance Plan 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. The Quality Assurance Plan, like other aspects of program review, is faculty driven and provides an opportunity to identify priorities and resources required to improve the program going forward.

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*The **Quality Assurance Plan** provides a framework for making evidence-based decisions to move the program forward while staying aligned with KPU's VISION 2023 and Academic Plan.*

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The Quality Assurance Plan provides a strategic framework for improving the program by:

- Acting on recommendations from the Self-Study Report and External Review Report.
- Setting viable goals on what the program intends to accomplish for improving program quality within the next five years.
- Identifying how the recommendation(s) drawn from the Self-Study Report and External Review Report relate to each goal.
- Developing actions the program must achieve to attain its goals over the next five years.
- Establishing a timeline for each action.
- Determining the individuals/groups responsible for carrying out each action.
- Determining the resources required, if any, for each action.

## **Timing**

The work on developing the Quality Assurance Plan should start immediately after the Senate Standing Committee on Program Review's (SSCPR) approval of the External Review Report of the program, although programs may wish to begin planning before this. The Quality Assurance Plan should be submitted to the SSCPR within four months of the approval of the External Review Report.

## **Institutional Support**

Programs are strongly encouraged to consult their Deans and/or Associate Deans very early in the process to establish consensus on program direction and available resources. The program should also carefully consider how best to justify its goals and actions required to achieve the goals to ensure the Plan receives the support of the Dean, the Provost and the SSCPR. Once a draft Plan is ready for review, the Dean and/or Associate Dean and a program representative (typically the Chair or Coordinator) should meet with the Provost to discuss the Quality Assurance Plan. The Quality Assurance Plan must be signed off by the Dean and Provost before being submitted to the SSCPR for review and approval.

The sign-off by the Dean and Provost is to indicate that they are in support of the program's quality assurance plan but it doesn't replace the normal governance and approval processes. The plan needs to be approved by the Senate Standing Committee on Program Review, which will consider whether it is adequately addressing all the recommendations, with clear and realistic timelines.

The Plan, once approved, may include activities that will require other governance approvals. For instance, if one item in the plan is to revise course curriculum, those revisions would need to be approved by the Senate Standing Committee on Curriculum and the Senate. Similarly, if the plan includes a request for additional FTEs, the Dean may need to request additional budget to cover the request; budgets have their own approval processes. Being in support of the request doesn't mean the Dean has the necessary funds to make it happen.

## 2. Completing the Quality Assurance Plan

### **Summary**

This section provides a brief overview of the key findings of the program review about program quality, such as its strengths, challenges, opportunities for improvement, potential threats, etc.

### **Recommendations the Quality Assurance Plan does not address**

This section lists the recommendations from the Self-Study and External Review reports that the program is unable to address and explains the rationale for not addressing them. The Quality Assurance Plan is expected to address all recommendations, unless there is a compelling reason for not doing so. Sometimes changes happen since the recommendation was made that nullifies it. Sometimes the External Review Report includes a recommendation that is out of scope for program review and so shouldn't be addressed. Sometimes there are other factors, such as resource requirements, or changes in the institution that make it impossible to address a recommendation. A clear, but concise, reason for not addressing the recommendation is required.

Add or delete rows in the table as required. If all recommendations are being addressed leave the table blank.

### **Quality Assurance Five-Year Action Plan**

To facilitate developing a plan, related recommendations are grouped under one goal. There is no limit to the number of goals in the plan, but the plan should be realistic and achievable within a maximum of five years.

### **Goals**

Goals are broad statements about what the program intends to accomplish to ensure program quality (e.g. update program to maintain relevance, promote the program more effectively within KPU and across the communities we serve in order to grow enrolments, update and align course outcomes and expectations, and program requirements to ensure successful student progression through the degree, expand and further integrate decolonization and Indigenization into the program).

Enter the date the plan will begin. This should be the month following the month when the Quality Assurance Plan is approved by the SSCPR.

Start by listing the goals the plan addresses. The template is set up for seven goals. Delete tables if there are fewer goals. If there are more than seven goals, copy and paste additional tables.

For each goal provide the following information.

### **Recommendation(s) this Goal Addresses**

This section lists the Recommendations from the Self-Study and External Review reports that relate to this Goal.

### **Action(s) Required to Achieve this Goal**

The specific, demonstrable and realistic actions the program intends to take to address the Goal. Each action should include the following:

1. A brief description of the action within the program's scope (e.g. revamping program curriculum or consulting with other departments as part of information-gathering initiatives). Keep in mind the Quality Assurance Plan describes the actions of the program, not the rest of the institution. If action is required from outside the program, such as the Library, the action should be worded from the perspective of the action the program would take, not the library. For instance, consult with the library to expand the collection to address x need.
2. The person(s) responsible for leading the action.
3. A realistic timeframe. Start and completion dates for each step must be included. The timeframe should take into account time required to obtain budget, where necessary, and the budget cycle. Do not use TBD or Ongoing. Many actions have an ongoing aspect to them so in these cases give the date the first cycle will be completed. Completion dates are important milestones to demonstrate what the program has accomplished in its annual follow-up reports.<sup>1</sup>

### **Resource Requirements**

If a Goal requires resources outside of the program's scope of operations (e.g. funds to hire a new instructor, new space, etc.), the following should be considered:

1. What are the resources required to achieve the Goal?
2. When are these resources required?
3. What type of Faculty and/or Institutional support is required? This could include support for a budget request (either one-time or ongoing).

Clearly describe the nature of the resources required.

### **Plan Supported By**

Before the plan can be submitted to the SSCR, it must be reviewed and signed by the Dean and the Provost, indicating their support for the plan. Normally, the Dean will review the plan with you, and once the Dean is in support of the plan, will review it with the Provost, ensuring institutional support for the plan.

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<sup>1</sup> An annual follow-up report, demonstrating progress on completing the actions, is required until the QAP has been implemented.