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|---------------------------|---------------------------------|-----------------|----------------|
| Policy Title:             | Program and Organization Review | Policy Version: | 3              |
| Policy No:                | 5501                            | Approval Date:  | April 24 2017  |
| Original Submission Date: | 2004, revised 2013              | Effective Date: | April 24, 2017 |
| Approval Body:            | Academic Council                | Revision Date:  | April 2020     |

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## Policy Statement

Acsenda School of Management (ASM) is committed to conduct periodic Program Reviews and Organization Reviews for compliance and continuous improvement purposes.

## Purpose

Program Reviews ensure that all ASM programs are current, achieve stated objectives, and meet with the quality assurance standards and requirements of the government and relevant professional or accreditation bodies. Organization Reviews are conducted to assess ASM's capacity to deliver its programs and services as planned and in compliance with regulatory requirements and quality assurance standards. Periodic reviews will identify opportunities for improvements at the program and organizational levels.

## Scope

Program Reviews and Organization Reviews are required for all degree programs at ASM.

Program Reviews and Organization Reviews will, at a minimum, meet the guidelines, standards and timelines set by the Degree Quality Assessment Board (DQAB).

### Program Reviews

Each academic program offered by Acsenda will be the subject of a comprehensive program review at least once every five years from the date the program is first offered or as required by DQAB;

### Organization Review

A comprehensive Organization Review will be completed every five years or when required by the Degree Quality Assurance Board (DQAB). Academic Council or delegated committee of Academic Council will approve new Program Proposals and Program Reviews to ensure that the curriculum is current and reflects the state of knowledge in the field and the needs of the field in practice.

Reviews will be conducted according to the following criteria:

- Reviews will be comprehensive and evidence-based following the guidelines provided by DQAB
  - Reviews will involve appropriate consultation with all stakeholders - e.g. faculty, staff, administration, students, alumni, Academic Council and program advisory committees.
  - Reviews may include assessment by qualified external experts;
- ASM's programs will be benchmarked against similar programs offered at other BC institutions.

## Definition

These definitions apply to terms as they are used in this policy.

| Word/Term | Definition                                                                                                                                                               |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DQAB      | The Degree Quality Assessment Board is an independent advisory board that ensures legislated quality assurance requirements are met for post-secondary education in B.C. |
| Dean      | The Dean refers to the appropriate academic program head                                                                                                                 |

## Related legislation

## Related policies

| Policy Number | Policy Title                               |
|---------------|--------------------------------------------|
| 5005          | Program Development and Curriculum Changes |
|               |                                            |

## Responsibility

The President is accountable for the initiation and the completion of Program Reviews and Organization Reviews according to a five year schedule or when required by DQAB;

The Dean or Academic Program Head for each program is responsible for leading the Program Review in accordance with the DQAB guidelines

The Dean or Academic Program Head prepares the Program Review submission for review by the President.

The President is responsible for leading the Organization Review, the Self-Study and the External Review.

The President is responsible for commissioning external experts for the Program and Organization Reviews in consultation with the Dean or the Academic Program Head.

The President is responsible for reporting to Academic Council on the progress and results of the Self-Study, the Program and Organization reviews.

The President or designated Academic Program head submits the Program and Organization Reviews to the Academic Council for approval.

The President submits all proposals and reviews to DQAB and is responsible for all communications with DQAB and Ministry officials regarding the submissions.

The President responds to all recommendations or conditions arising from the Program and Organization Review decisions and takes appropriate action where required.

Academic Council is responsible for approving policies related to the Organization and Program Reviews.

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The President initiates the Program and Organization Reviews and, in consultation with the appropriate Dean, identifies timeframes and resource requirements for the completion of the Self-study and External review. Program reviews will be anticipated and budgeted for, appropriately.

The Dean leads the Program Review process, recommends the appropriate standards and criteria for review (based on standards set by the Degree Quality Assessment Board and/or other relevant accreditation bodies).

The President approves the final drafts of Program and Organization Reviews and ensures timely submission to DQAB to meet deadlines for consent or approval.

The President is the key contact for communications with DQAB and the Ministry of Advanced Education.

### Self Study

Normally, the Dean or designate assembles a Self Study Committee comprised of a combination of six (6) full-time and part-time faculty members who teach within the program under review.

The Self Study Committee establishes the criteria, processes and timelines for completion of the Self Study Report; formulates a Self Study Report outline, a list of questions to be addressed, and identifies the data and resources required to complete the Self-Study. Criteria for assessment must be aligned with DQAB guidelines or quality assurance and compliance standards as well as any other accreditation body relevant to the program. The Self Study Committee develops a work plan specifying collective and individual duties and delivery dates.

The Self Study Committee secures data from staff including the Registrar’s Office, Library, Student Services and other departments relevant to support the self-study analysis and reporting requirements

The Self Study Committee uses appropriate methods for gathering and analyzing input from the relevant faculty members, staff, students and the Program Advisory Committee (PAC).

A draft of the Self Study Report with initial key findings is reviewed by the President prior to the writing of the final report providing an opportunity for review and clarification of the findings and recommendations.

The Self Study Committee produces a comprehensive Self Study Report identifying program strengths, areas for short and longer-term improvements, and opportunities for new course or program development.

The Self Study Committee submits the final report to the President who commissions qualified external reviewers to assess and report on program operations and deliverables. The Self Study Committee may recommend appropriate reviewers to be considered for appointment by the President.

The President provides the Self-Study Report to the external reviewers, assists the reviewers to plan and to coordinate the site visit and access to information required by the reviewers.

### External Review

The President may appoint an External Program Review Panel comprised of three to five qualified individuals (depending on the size of the program). External reviewers will be reimbursed for expenses (travel, accommodation, meals, and honoraria).

The primary focus of the External Program Review Panel is on academic quality, curriculum and program learning outcomes. The External Program Review Panel considers the Self Study Report for the program and any documentation regarding university policies, procedures, the University Calendar and website, detailed course outlines, online courses, and data on student and faculty performance. The Chair of the External Program Review Panel prepares an agenda for the panel's site visit. The agenda is reviewed by the President and the Chair to ensure availability of participants to meet with the External Program Review Panel.

The External Program Review Panel provides preliminary feedback to the President and the Dean at the conclusion of their site visit.

External reviewers compile a draft report identifying program strengths and areas for further development. The draft report is forwarded to the President with a copy to the Dean, within 20 working days of site visit. The President, in consultation with the Dean, the Self Study Committee, the Registrar or other senior leadership staff (where applicable) has 15 working days in which to respond in writing to the External Program Reviewer Panel accepting the report, correcting elements noted therein, or questioning or disputing findings.

The External Program Review Panel reviews the feedback and completes the final version submitting the report to the President.

## APPENDICES

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|---------------------------|-------------|-----------------|-------------|
| Policy Title:             | [Type text] |                 |             |
| Policy No:                | [Type text] | Policy Version: | [Type text] |
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