

Ontario College Quality Assurance Service

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ASSURING QUALITY: A System-Wide Approach in Ontario

The development and implementation of a system-wide quality assurance service for public colleges

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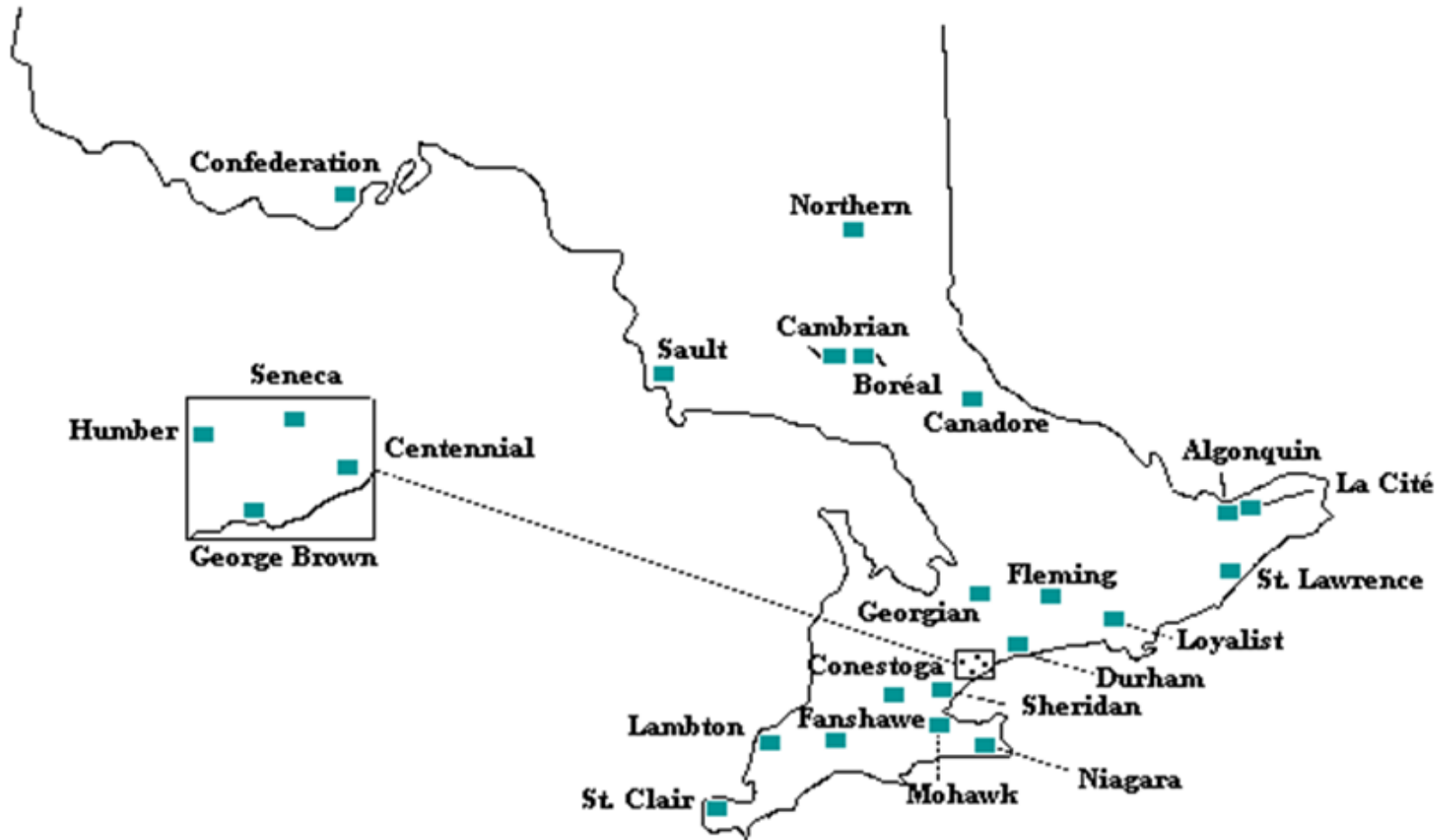


Ontario Public College System


▶ Quick facts:

- Education in Canada is a provincial mandate and there is no national/federal education body or authority
- In Ontario there are 24 colleges serving about 200 communities
 - 22 English-language; 2 French-language
- Colleges established by provincial government and operate as crown agencies
- About 500,000 students enrolled per annum
 - 200,000 full-time
 - 300,000 part-time
- Full range of programs offered from basic literacy to baccalaureate degree

24 Colleges across the Province



Programs

- ▶ Literacy and Basic Skills
 - ▶ Apprenticeship
 - ▶ Certificate, Diploma programs (from 1 – 3 years in length)
 - Preparatory
 - Health Sciences
 - Business
 - Technology
 - Creative and Communications
 - Human Services
 - ▶ Full and Part-time, including distance education
 - ▶ Post Diploma and Degree programs
 - ▶ Joint College–University programs
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▶ 2002

- Provincial government mandates the development of a self-regulatory quality assurance mechanism for colleges

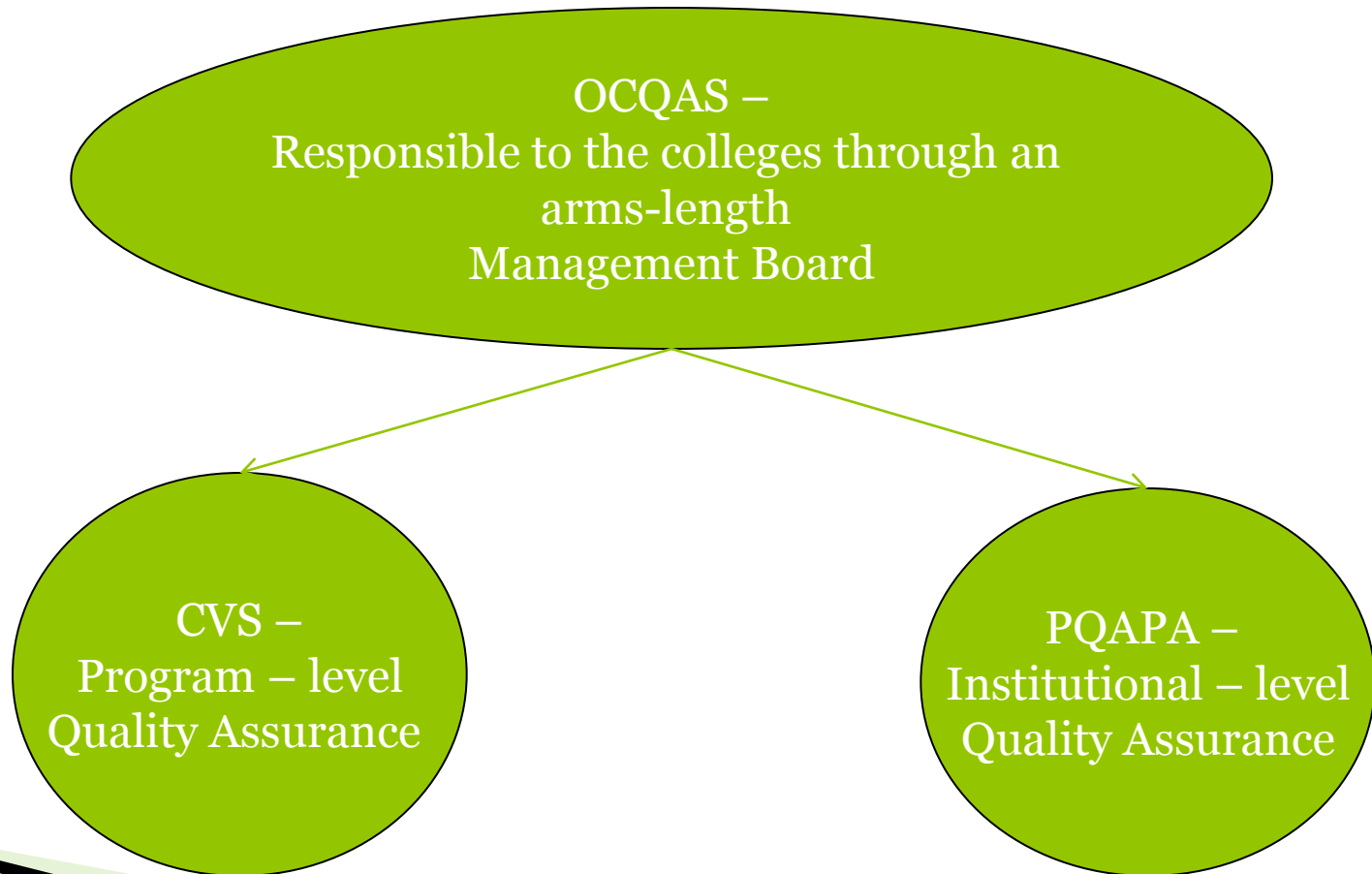
▶ 2005

- Quality assurance service begins on two levels with the Credentials Validation Service for program-level quality assurance and the Program Quality Assurance Process Audit at the institutional level

▶ 2006

- External evaluation of service conducted by Dr. Massy

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Program Quality Assurance Process Audit

▶ *PQAPA*

- An ‘academic audit’ approach to quality assurance
- Standardizes the way colleges demonstrate and articulate the state of their quality assurance policies and practices
- Measured against a set of 5 internationally recognized ‘quality characteristics’

Program Quality Assurance Process Audit

- ***Self-Study Report***

- Submitted with supporting evidence to an external audit panel
- All audit panel members selected from a pool of trained auditors

Program Quality Assurance Process Audit

- ***Site Visit***

- Pre-visit review of documentation
- Visit determines the validity of the self-assessment and evidence
- Exit interview provides initial, high-level feedback
 - ✦ Draft Report sent to college for comment
 - ✦ Final Draft Report (with college feedback) submitted to Management Board for approval and release

Program Quality Assurance Process Audit

▶ *Research:*

“The Impact of the Program Quality Assurance Process Audit on the Ontario College System (2009)” by L. Saari

- Three themes emerged in virtually every college’s response:
 - The value in self-reflection
 - The power of feedback by the audit panel
 - The usefulness of the constructive feedback from the panel

Program Quality Assurance Process Audit

- 24 Audits completed 2006 – 2010 (5 in pilot project and 19 after initial review and evaluation)
- Review of all services of the OCQAS
 - International team of experts chaired by Dr. J. Randall conducted this review and reported to Management Board with 20 recommendations (June 2010)
 - Management Board has considered the recommendations and developed a plan of action to address the relevant recommendations
- Currently undertaking round of audits with 5 colleges from the pilot round using the revised audit process

Audit Results

# COLLEGES	MET	PARTIALLY MET	NOT MET	%
2	5	0	0	40
2	4	1	0	40
1	3	2	0	20
Pilot Round Results				
# COLLEGES	MET	PARTIALLY MET	NOT MET	%
6	5	0	0	32
1	4	1	0	5
8	3	2	0	42
3	2	3	0	15
1	2	2	1	5
Non-Pilot Round Results				
# COLLEGES	MET	PARTIALLY MET	NOT MET	%
8	5	0	0	33
3	4	1	0	12.5
9	3	2	0	37
3	2	3	0	12.5
1	2	2	1	4
Total Results				
CRITERIO N	MET	PARTIALLY MET	NOT MET	
1	21	3		
2	17	7		
3	20	4		
4	19	5		
5	10	13	1	
Criterion distribution of partially met and not met				

Program Quality Assurance Process Audit

- ▶ **Randall Report – Recommendations and Response**
 - Some changes to quality criteria including the addition of one criterion
 - Changes to composition of Management Board to include external member and student voice
 - More emphasis on ‘*descriptive and evaluative narrative*’ of Audit Panel reports
 - Utilize international partners in monitoring of “*off – shore program delivery*”

For more information

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