



QUALITY is a JOURNEY

MOHAWK

COLLEGE OF APPLIED ARTS AND TECHNOLOGY

Program Quality Assurance Process Audit (PQAPA)

On-Site Consultations: March 4, 5 & 6, 2009

www.mohawkcollege.ca/quality

An external **Program Quality Assurance Process Audit (PQAPA)** has been mandated by the Province of Ontario to assure quality academic programming and related services at all Colleges. It is in process at Mohawk in 2009, with on-site consultations occurring in March. The audit will measure Mohawk's quality assurance (QA) processes and policies in the context of the following defined set of criteria:

Criteria for Exemplary Quality Assurance Processes

To what extent does your college's quality assurance process ensure:

- Criterion 1.** The existence and communication of information to support admission, credit for prior learning, promotion, graduation, and other related academic policies support program development and student achievement of program learning outcomes.
- Criterion 2.** Programs conform to the Framework for Programs of Instruction and the Credentials Framework, are consistent with accepted college system nomenclature/program titling principles, and maintain relevance.
- Criterion 3.** Methods of program delivery and student evaluation are consistent with the program learning outcomes.
- Criterion 4.** Human, physical, financial, and support resources to support student achievement of program learning outcomes are available and accessible.
- Criterion 5.** Regular program quality assessment that involves faculty, students, industry representatives, and others as appropriate for the purpose of continual improvement is in place and happens.

For more information: www.mohawkcollege.ca/quality

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- www.ocqas.org/pqapa.html

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S T U D E N T S A N D L E A R N I N G A R E A T T H E H E A R T O F A L L W E D O

Update on Mohawk's PQAPA Preparations

In 2007, a new measure of quality assurance was implemented for Ontario Colleges. The Program Quality Assurance Process Audit (PQAPA) has been developed as the second component of the self-regulatory mechanism for the Colleges of Applied Arts and Technology. As a co-requisite to colleges gaining greater authority over their own programs, the need for a provincial standard for college postsecondary program quality assurance was identified. PQAPA supports the responsibility of each college and its Board to manage the quality of their own programs.

Every Ontario college is audited every 5 years, and to date, approximately half of the Colleges have completed their first audit.

The Process for Mohawk

- Over the past 18 months: A 19-member steering committee, chaired by the Vice President, Academic, has been overseeing audit planning.
- Mohawk conducted a Self-Study related to quality assurance and improvement processes and gathered Evidence Data
- Gaps identified resulted in the development of "workplans" to address specific areas of improvement
- A "Call for Brags" was issued and departments responded identifying exemplary processes, projects and activities at Mohawk which could be highlighted through the Audit process.
- Corporate Policies and Procedures, in particular, those that are necessary to PQAPA have been updated
- December, 2008: The Self-Study Report, Evidence Data and other documentation was submitted to the auditors
- An external, 3-member audit panel is reviewing the material ahead of an on-site visit
- March 4-6, 2009: An On-site audit is scheduled
- Faculty, staff, students and other stakeholders in selected programs will be interviewed to validate documented processes
- Spring, 2009: The audit panel will provide a full report identifying whether Mohawk's quality assurance processes meet, partially meet, or fail to meet the 5 criteria
- The Executive Summary of this report will be posted online
- 18 months later: Mohawk must provide a status report on progress with the work plan to close gaps and improve quality
- Quality Assurance process will focus on continuous improvement
- 5 years from now: The process will be repeated

Consultations

- Focus groups around PQAPA took place with subject matter experts, at Mohawk College between June 10 and June 26/08
- "Conversations" to share information and create awareness are being held with various College stakeholder groups. Each presentation has been customized to highlight those aspects of PQAPA most relevant to group needs, interests and departmental mandates
- A general awareness campaign is informing the College community, including students, about the PQAPA audit, what it means to the College, and the importance of improving quality programming and services

During the Audit

- Audit team members will be welcomed to Mohawk, and will visit selected areas according to a pre-approved schedule
- Staff, students and the entire Mohawk community should be aware of PQAPA
- Individual staff involvement will be requested where specific input is required