# Teaching, Learning, and Quality Assurance

How Can We Use Cyclical Program Review as an Opportunity for Appreciative Faculty Development?

Alana Hoare and Catharine Dishke Hondzel

Thompson Rivers University campuses are on the traditional lands of the Tk'emlúps te Secwépemc (Kamloops campus) and the T'exelc (Williams Lake campus) within Secwépemc'ulucw, the traditional and unceded territory of the Secwépemc.  Our region also extends into the territories of the St'át'imc, Nlaka'pamux, Nuxalk, Tŝilhqot'in, Dakelh, and Syilx peoples.
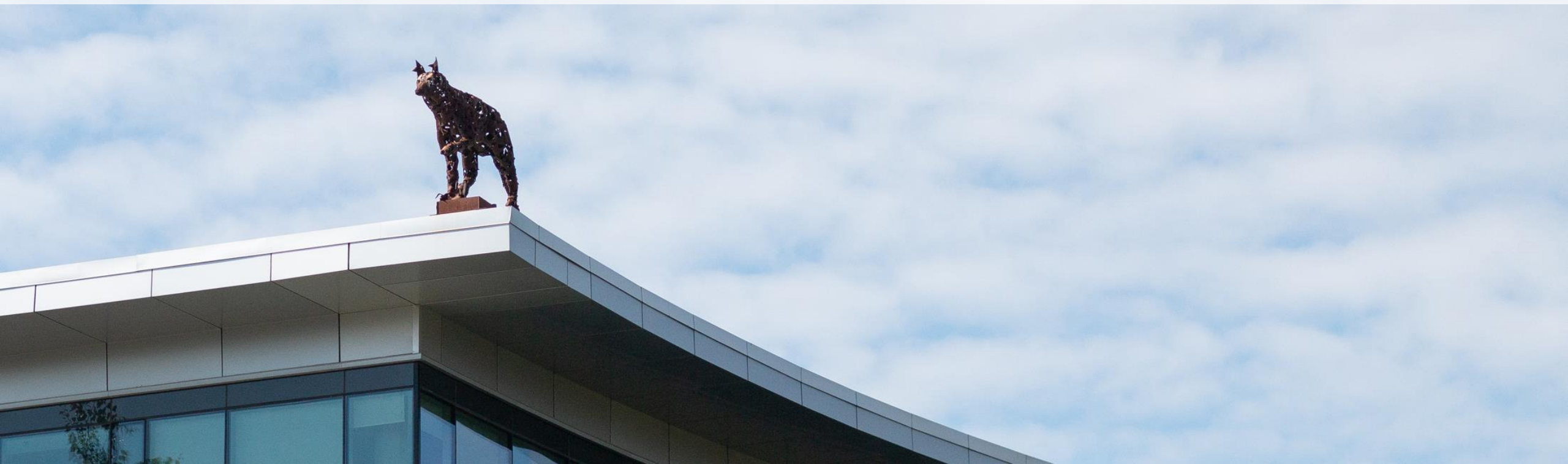
# Introductions and Roundtable Discussion

Who are you and what is your role within your institution?

What is your role in your institution's program review?

What is your unit's self-evaluation like?

Have you seen any direct benefits resulting from program review?

# Program Review

Higher education institutions are required to evaluate program quality through external peer review.

Despite it being an entrenched feature of higher education, there persists dissatisfaction with the lack of integration of program review findings into other planning processes.

The notion of program review action plans collecting dust on the shelf is so ubiquitous that the concept is normalized as an expected outcome.

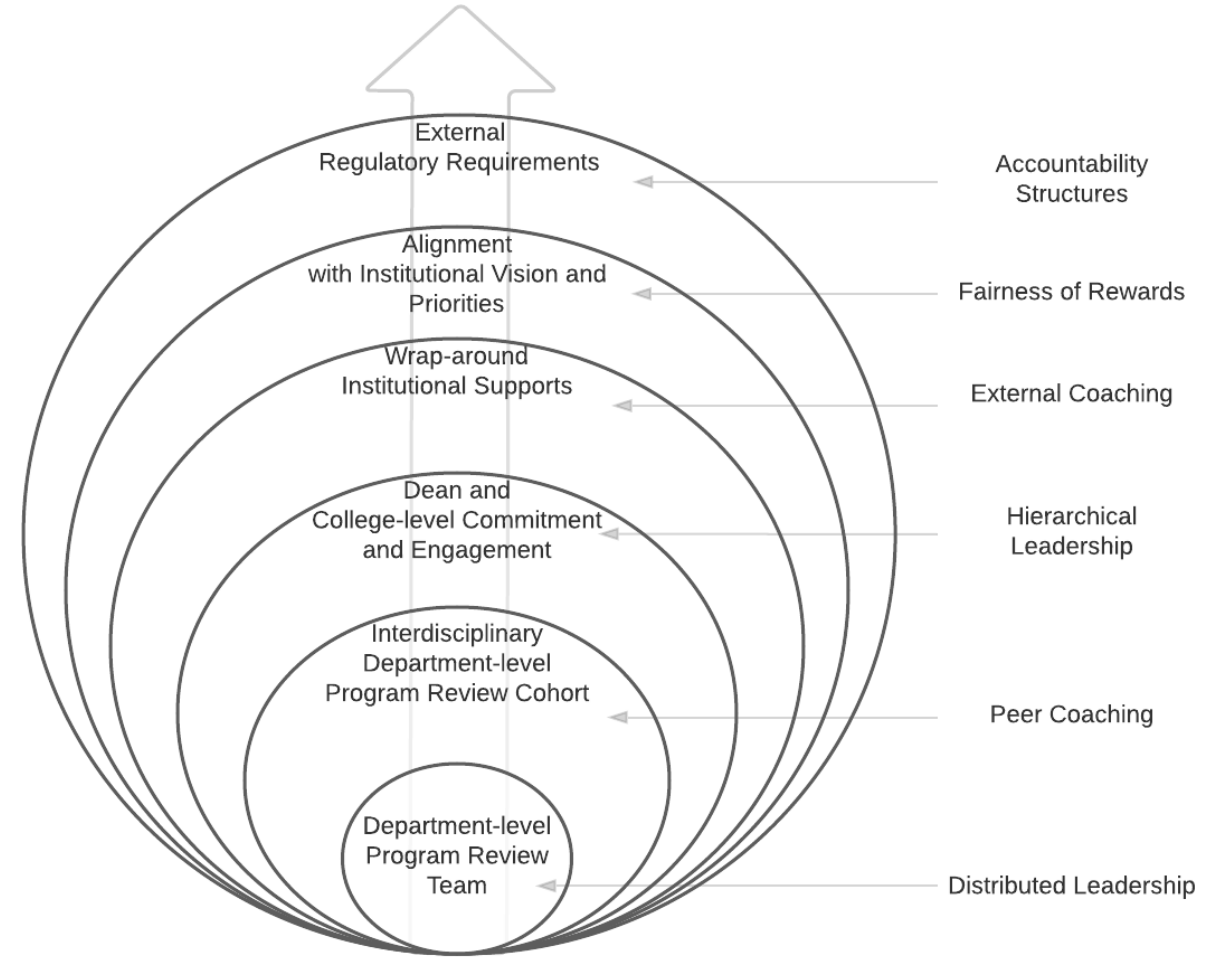

*Photo by Jasmine Coro on Unsplash*

# PRLC
(Program Review Learning Community)

We propose a conceptual model where teams of faculty members:

- join a cohort
- receive education and training
- gain access to institutional resources
- engage in cross-departmental collaborations
- collectively advocate for resources
- build on the strengths and aspirations of faculty

Goal → increase the capacity of faculty to implement improvement goals resulting from program review.

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External Regulatory Requirements — Accountability Structures

Alignment with Institutional Vision and Priorities — Fairness of Rewards

Wrap-around Institutional Supports — External Coaching

Dean and College-level Commitment and Engagement — Hierarchical Leadership

Interdisciplinary Department-level Program Review Cohort — Peer Coaching

Department-level Program Review Team — Distributed Leadership

# Definition

*Program Review Course*

A cohort-based course that encompasses eight program review modules.

Course content is available in Moodle and delivered through a variety of methods, such as through interactive workshops, one-on-one meetings, short info-sessions, and self-directed learning.

The 14-month Course is facilitated by the Office of Quality Assurance and Centre for Excellence in Learning and Teaching.

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# Program Review Course: 8 Modules

| | Apr. | May | Jun. | Jul. | Aug. | Sept. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Orientation | ■ | ■ | | | | | | | | | | | | | |
| 2. PLOs and Map | | ■ | ■ | ■ | ■ | | | | | | | | | | |
| 3. SOAR Analysis | | | ■ | ■ | ■ | | | | | | | | | | |
| 4. Surveys | | | ■ | ■ | ■ | ■ | ■ | | | | | | | | |
| 5. Self-Study | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | | | | | | |
| 6. External Review | | | | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | | | |
| 7. Action Plan | | | | | | | | | | | | ■ | ■ | ■ | |
| 8. Report to APPC | | | | | | | | | | | | | | ■ | ■ |

# Key Resources

Program Review Handbook (OER)

https://programreviewhandbook.pressbooks.tru.ca/

Program Review Course and Moodle Site

Quality Assurance Practitioners Educational Developers



**Program Review Handbook**

*A Course-based Approach to Conducting Program Review*

Alana Hoare
Catharine Dishke Hondzel
Shannon Wagner

Photo by Jasmine Coro on Unsplash

# Questions?

# Roundtable Discussion

How can we meaningfully engage more faculty in quality assurance processes?

# Roundtable Discussion

How can IT support program review?

What kind of technology would further enable this approach?

# Roundtable Discussion

What level should we conduct reviews? The parts or the whole?

- Department (e.g., Biological Sciences)
- Degree (e.g., Bachelor of Arts)
- Credential (e.g., Major in History)

# Roundtable Discussion

Who should have authority over the program Self-Study Report?

- Faculty-led program review teams
- Chair
- Dean

If the Dean, does this undermine and flatten the possibility of creativity and innovation from the program review teams?

# Roundtable Discussion

Who should have authority over the Action Plan?

- Faculty-led program review teams

- Chair

- Dean

Should the responsibility for setting a vision and actioning that vision lie with the Dean who is accountable to Faculty Council on the one hand and the Provost on the other?

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