



**SUMMARY OF THE PRINCIPAL
FINDINGS OF THE QUALITY
ASSURANCE AUDIT OF WILFRID
LAURIER UNIVERSITY**

AUGUST 2019

Summary of the Principal Findings of the Quality Assurance Audit of Wilfrid Laurier University

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Wilfrid Laurier University is one of three universities to be audited in the seventh year of this first cycle of quality assurance audits under the Quality Assurance Framework (QAF). The primary objective of the audit is to determine if the institution has complied with the parameters of its Institutional Quality Assurance Process (IQAP), as ratified by the Ontario Universities Council on Quality Assurance (the Quality Council), for the development of new programs, cyclical program reviews and major program modifications. Three arm's-length members of the Quality Council Audit Panel conducted the audit, with assistance throughout the process from Quality Council staff.

The audit itself included a review of Wilfrid Laurier University's IQAP (the original version ratified by the Quality Assurance Council on June 21, 2011 and subsequent revisions were re-ratified by the Quality Council on November 15, 2012, March 13, 2014 and March 22, 2017) and focused on a sample of nine programs that have undergone the various processes included

was clear to the auditors from the outset that the University has firmly embraced the quality assurance process and seeks to make improvements on an ongoing basis. The auditors left the site visit confident that the University's commitment to quality assurance—as it relates to teaching, learning, and research—is both deep and genuine.

The audit focused on the following programs:

New Programs

- Data Science, BSc
- Game Design and Development, BFAA

Expedited Approval of New Program

- Spiritual Care and Psychotherapy, G Dip (Type 3)

Cyclical Program Reviews

- Global Governance, PhD
- Health Studies, BA/BASc
- Music Therapy, BMT/MMT
- Psychology, BA/BSc/MA/MSc

Major Modifications

- Archaeology and Classical Studies, BA
- Social and Environmental Justice, BA

The audit report makes seven recommendations. Two of the recommendations concern recordkeeping of all documentation, including monitoring final Cyclical Program Review recommendations. These are intended to ensure that Laurier has a record of the creation of the documentation and appropriate sign-57e0 (T)46G (U)892 (e)4t. B-29(1)5B3 0.8e4 (0)8 (a) (p) J. (e)49 (0) e-5)0.

In conclusion, the audit of quality assurance at Wilfrid Laurier University has revealed a significant and on-going engagement with the goals and practices of the Quality Council. Reviews have been undertaken with rigour and attention to detail. Commitment and support from the senior administration has provided strong and helpful leadership for the campus community. The result is that there is a culture of understanding of and concern for quality across the institution. While several recommendations and suggestions have been provided by the auditors, their overall assessment is that policies and procedures at Laurier work well.

Recommendations

Wilfrid Laurier University must:

RECOMMENDATION 1: Ensure that the explanation for including or excluding external reviewers' recommendations for the FAR and IP is well documented.

RECOMMENDATION 2: Ensure that there is a clear and transparent system for implementing and monitoring CPR recommendations that are to be acted on.

RECOMMENDATION 3: Retain complete and accurate documentation for each stage of all quality assurance processes.

RECOMMENDATION 4: Ensure that the articulation of learning outcomes assessment are adequately addressed in each self-study for Cyclical Program Reviews.

RECOMMENDATION 5: Revise the relevant sections in Policy 2.1. and 2.2. of the University's IQAP to clarify that distinct internal responses to external reviews are required from both the academic unit and the relevant Dean in New Program Proposals and Cyclical Program Reviews (QAF 2.2.8 and 4.2.4 f))

RECOMMENDATION 6: Ensure that students and staff are explicitly engaged in specific ways in the process of New Program Proposals and Cyclical Program Reviews.

RECOMMENDATION 7: Ensure that when multiple programs are reviewed concurrently, the quality of each academic program is addressed explicitly, as set out in the evaluation criteria (QAF 4.2.2).

Suggestions

There are five suggestions, which are listed below.