

Quality Assurance at Centennial College

Our Statement

Centennial College recognizes the importance of creating, developing and implementing a comprehensive quality assurance process to ensure academic and service excellence. Our approach extends beyond the rigorous compliance with external and government regulations, standards and practices, and strives further to uphold our institutional principle to “pursue excellence” to advance our mission.

At Centennial College, quality assurance processes have been given a priority in our strategic commitments, our academic plans, our business plans and in our service functions.

Quality Assurance Audits for Ontario Colleges

A quality assurance framework has been created by the Ministry of Training, Colleges and Universities (MTCU) to ensure quality in programs of instruction at Ontario colleges. The colleges’ charter (College of Applied Arts and Technology Act, 2002) called for self-regulatory mechanisms to ensure program consistency and quality. It uses a process that examines both academic and service functions of a college from pre-application by a student to graduation and alumni status.

The Ontario college system established the Ontario College Quality Assurance Service (OCQAS), with a board of directors. This OCQAS board oversees the provincial quality assurance process known as **PQAPA - the Provincial Quality Assurance Process Audit**. This evaluation requires that every five years, colleges will undergo a comprehensive process audit to determine their effectiveness in five areas outlined with extensive, detailed and specific comprehensive criteria. To-date, Centennial College is one of four Ontario colleges to have fully met quality requirements in all areas. For a summary of Centennial College’s results in the 2008 PQAPA process audit, please see www.centennialcollege.ca.

Centennial College Quality Assurance Mechanisms

At Centennial College, we have established quality assurance practices for our academic and service functions. This includes the following:

1. Government directives. We follow all government directives, regulations, policies, procedures and guidelines to serve all of our students. The needs of our domestic and international students are served through carefully developed and monitored internal processes to support their learning and success.
2. Centennial College governance directives (a) Our College Council is an academic committee created by our Board of Governors comprising of 40 members, 50% of whom are faculty and 50% management, students and support staff. This Council scrutinizes all new program proposals, program modifications and academic policies before they go to Board. (b) Our Board of Governors has a sub-committee comprised of five governors called The Learning and Engagement Committee. All new program proposals and major program modifications are scrutinized by this governance committee for accountability and quality before the program goes to full Board for approval, then to the Ontario Credential Validation Services and finally to the Ministry of Training Colleges and Universities.
3. Our Dashboard Matrix and Balanced Scorecard. This rigorous performance evaluation process measures and manages our organization's progress toward strategic objectives across four domains: student and community perspective, financial perspective, quality and service perspective and learning and growth perspective. Measurement tools generate complex comparative data for analysis and include an Academic Quality Index and a Student Experience Index. Results from this process help us to more quickly identify quality assurance strengths and challenges and to effectively evaluate the outcomes of quality assurance process improvements that are implemented
4. Our Program Quality Assurance Task Force. This college committee establishes rigorous standards by which schools develop programs, deliver curricula, and assess students using a quality and standards matrix.
5. Our Annual Program Quality Review Process. This process requires our schools each year to review our programs. The review looks at application and enrolment data, Key Performance Indicators (KPI) and detailed data on academic features of our programs. We report on these results to college faculty, staff and decision makers.

6. Centennial College Quality and Growth Matrix: Our Corporate Planning Office uses the results of our Annual Program Quality Review data to create a grid showing where every program is situated with regards to quality and enrolment. Programs that are performing poorly are intensely scrutinized for improvement or re-constituted for greater relevance and rigor.
7. Our Comprehensive Program Quality Review Process. We review all of the post secondary programs offered at the college over a five year cycle. The comprehensive review identifies program strengths and weaknesses, and recommends improvements and positive changes.
8. Our Guidelines for New Program Development and Curriculum Modifications.
Our guidelines outline a rigorous process that we use to develop and renew our programs to meet provincial standards. New programs are reviewed through a three stage 20 step process internally before being submitted for approval to the Ontario Credential Validation Services and the Ontario Ministry of Training Colleges and Universities.
9. Program Partnerships and Articulations. We monitor and review all programs offered in partnership, articulation or other arrangements with other institutions or associations, and make sure that we are clear about the nature of these agreements signed by our college, in our communications and materials.
10. Program Advisory Committees (PAC). These external expert committees advise the college on current industry standards, requirements and practices. Their input is used to maintain the rigor and relevance of our programs. The PACs are held accountable to the college through an annual report of their recommendations and their follow up actions.
11. External accreditations, designations, certification or recognition. We look for opportunities to have our programs recognized, accredited or certified by external associations, professional and regulatory bodies, and follow all required application and review processes. We apprise students of their responsibility to familiarize themselves with the requirements of these external bodies.
12. Library Services and Applied Research. Library services are consistently renewed and updated to address the currency of our program supports. Through our applied research processes and activities, we provide opportunities for students and staff to engage in robust, ethically-reviewed research projects to support their learning.
13. Placement and Academic Advisement of Our Students. Students are offered opportunities for review of their prior learning (Prior Learning Assessment and Review, PLAR) and placement advising. English language learners (ELL) are offered specific instructional

support to scaffold their learning in a new language. Academic and program advising is offered by schools.

14. Off-Site Learning for Our Students. We closely monitor the experience of our students in off-site learning settings such as cooperative, field and clinical placements, and student exchange programs.
15. Exposure to Professional and Workplace Job Requirements. Students are offered opportunities to participate through contact, clubs and activities in professional and industry associations who partner with the college.
16. Space Utilization Review. Our Space Utilization Committee monitors the optimal use of college learning and teaching spaces, labs and hands-on instructional settings.
17. Review of Our Teaching Practice. Centennial College follows a clearly outlined professional model called Reflective Practice Guidelines (RPG), to ensure regular review and development of full-time faculty and staff, related to our learning and teaching practices. In addition, part-time and new faculty members undergo an evaluation process to which students contribute through feed back forms.
18. Our College Policies and Procedures. We follow a clearly documented process for the creation, revision, approval and implementation of all of our college policies and procedures.
19. Learning for Our Employees. All employees are supported in their learning about our policies, procedures, and practices through our Centre for Organizational Learning and Teaching (COLT), and specific due diligence training programs are required and provided. Additionally, elective learning and development opportunities are also provided.
20. Human Rights and Equity. Our Human Resources Division and our Office of Equity monitor our compliance with the requirements of workplace laws and regulations, and the requirements of the Ontario Human Rights Code.
21. Safety in the College. Centennial College is committed to creating a safe and respectful learning, teaching and working environment, as reflected in our RESPECT Campaign and our policies. The College performs regular health and safety audits to ensure the safety of students and staff and is rigorous in our compliance with the Ontarians with Disabilities Act. The college has a Violence Prevention Team which has developed a Violence Prevention Policy and an Anti-Bullying web site and resources.
22. Quality in our Corporate Service Functions. Through external audits and internal processes, we monitor our corporate service functions such as finance, IT, human resources, health

and safety, facilities, marketing and communications, and make sure that we meet the external standards of the professional associations to which staff in these areas belong.

23. Quality in Our Student Service Functions. Through standards, checklists, protocols, audits, gathering of feedback and adherence to critical paths, the student service functions of the College strive to provide quality services and experiences for students outside of the classroom. Some of these measures and quality management tools include:
- a. Student Athlete Academic Success Program: Focuses on classroom performance of varsity athletes to foster academic success by monitoring academic progress and implementing support initiatives
 - b. Admissions Control Document: Developed following an annual review of student success; defines consistent admission requirements, processes, and variables and strives to remove unnecessary barriers to college admission
 - c. Scheduling Principles: Documents scheduling practices to ensure consistency, timeliness, and student-centered schedules.
 - d. External Reporting Team: Ensures the quality of data reported to external parties
 - e. Operational User Group: Defines and shares best practices and implements administrative process improvement
 - f. Data Management Policy: Defines the foundation for data access, security and integrity
 - g. Retention Reporting Working Group: Utilizes data to identify students at risk.
 - h. Centre for Students with Disabilities Policy: Defines the roles and responsibilities of stakeholders in the management of cases involving a student with a disability
 - i. Career and Counseling Centre Policy and Procedures Manual and Case Management Guidelines: Ensures consistent practices for managing operations and specific student cases
 - j. SharePoint: Provides call centre and front counter staff with current information to ensure consistency of messaging to students
 - k. Avaya and Q-Matic CRM systems: Measures calls and front-counter activity to determine service level and training required to improve quality
 - l. Call Escalation Procedures: To identify routing and escalation of phone calls from students and prospective students
24. Strategic Enrolment Management Team. This team of key leaders from the academic, enrolment and planning areas establishes, implements and monitors the College Strategic

Enrolment Plan; monitors the enrolment and retention patterns in all of our schools; and advises the College on strategic enrolment strategies, decisions and support mechanisms.

25. KPI Committee. This team oversees the KPI administration process and investigates ways to guide and encourage the academic and services areas of the College to strive for continuous improvement by reviewing the relevant KPI data, developing plans of action, implementing strategies, and measuring outcomes.