

Education Services Review Policy

Purpose

The primary purpose of an education service review is to measure and support quality, which will assist the College in making decisions about services.

Policy

1. All departments will develop service standards, and conduct Ongoing Service Quality Reviews to assist in maintaining and improving service quality.
2. In addition, on a rotational basis (commonly once every five years, as resources allow), Service Review Committees will be formed to conduct Formal Service Reviews.
3. All recommendations and resulting actions will be subject to the governance processes of Education Council and the VCC Board.

Applies to

the following education services:

Assessment Centres
Counselling and Advising Services
Financial Aid
First Nations Services
Individualized Education Programs for Adults
Information and Computing Services
Interpreting and Braille Services
Learning Centres
Library
Media Services
Registrar's Office

Procedures

A. Ongoing Service Review:

1. The Office of Institutional Research (IR) will send to departments pertinent data as it becomes available.
2. IR will tabulate the data and forward the results to the supervisor/IRA of the department and the administrator of the service.
3. The supervisor/IRA will review this information with other department members, to identify and act on strengths and areas for improvement.
4. The supervisor/IRA of the department will review this information with the administrator of the service.
5. IR will store data for inclusion in the Formal Service Review.

B. Formal Service Review:

1. The appropriate Vice President will bring forward the proposed Formal Service Review schedule to Education Council for consultation.
2. The Vice President may initiate a Formal Service Review outside the usual rotational schedule.
3. In addition, departments may request Formal Service Reviews outside the usual rotational schedule of the Vice President.
4. Initiation of out-of-schedule reviews will take place after consultation with Education Council.
- 5.a) The administrator of the service will strike a Formal Service Review Committee (FSRC), normally consisting of:
 - i) an administrator from outside the service as chair;
 - ii) the supervisor/IRA of the service;
 - iii) an employee from the service chosen by the department;

- iv) a representative from IR;
 - v) a student or graduate;
 - vi) a staff member chosen by CUPE;
 - vii) a faculty member chosen by the VCC Faculty Association.
- 5.b) The final constitution of the Committee will be guided by the following:
- i) the size of the service;
 - ii) the nature of the service;
 - iii) balance.
6. The FSRC will collect the following service review data:
- i) ongoing service review data;
 - ii) data collected through exit surveys, focus groups, hard data, reports;
 - iii) employee input from the service;
 - iv) other, as appropriate.
7. The FSRC will review all available data, and submit a draft report of its findings to the administrator of the service area, based on the data collected. A copy of the draft report will also be forwarded to the service employees for their input and clarification.
8. The administrator of the service area will forward a copy of the draft report to the Service Advisory Committee, where applicable, and invite their comments.
9. The administrator will inform the Vice President of the results of the review and his/her recommendations.
10. The Vice President will present a final report and the list of recommendations to Education Council.
11. Additional Review:
- i) If the Vice President concludes, in consultation with Education Council, that further review is required, he/she will reconvene the FSRC and will request a specific additional review. The Vice President may request expanded

- membership of the Committee, including outside representatives.
 - ii) At the conclusion of the additional review, the chair will submit a revised report to the administrator of the service area.
12. The Vice President will seek Education Council's advice on any recommendations or resulting plans for action that have an impact on education, and will seek its approval on any recommendations or resulting plans for action that fall within Education Council's jurisdiction.

Responsibilities:

The Vice President is responsible for:

- determining the number of reviews per year;
- initiating a review outside rotational schedule when warranted;
- making formal service review recommendations to Education Council;
- seeking Education Council's approval on any recommendations or resulting plans for action that fall within its jurisdiction.

The Administrator is responsible for:

- approving student surveys and degree of sampling;
- striking the formal Service Review Committee;
- initiating further review where required;
- informing the Vice President of the results;
- making recommendations to the Vice President.

Supervisors/IRA's are responsible for:

- ongoing review of information, undertaking appropriate actions as a result of ongoing review;
- ensuring service area employee input.

The Chair of the Formal Service Review Committee is responsible for:

- scheduling and chairing of the meetings;

- writing and filing the report of the Committee;
- ensuring employee input into the Formal Service Review Committee.

The Institutional Research Officer is responsible for:

- forwarding pertinent information to the supervisor/IRA of the department and the administrator of the area;
- assisting in development and implementation of student surveys;
- assisting in development and implementation of other research.

Education Council is responsible for:

- consulting on the review process as stated in this policy;
- consulting on the rotational schedule for Formal Service Reviews;
- approving any recommendations or resulting plans for action that fall within Education Council's jurisdiction;
- giving advice to the Board as per the College and Institute Act.

Related Policies:

- College Services Review Policy
- Program Review Policy