

Using QAPA for Quality Improvement

Experience from the Simon Fraser University Audit



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Presentation Outline



1. Organization of the SFU Audit
2. Preparation for the Site Visit
3. The Site Visit
4. QAPA Assessors' Report
5. SFU Response to the QAPA Assessors' Report
6. Overall Assessment Summary
7. Personal Takeaways



1. Organization of the SFU Audit

2. Preparation for the Site Visit

- Quality Assurance Process Handbook
- SFU Institutional Report
- Orientation Session



3. The Site Visit

- Site visit schedule
- SFU Overview
- Meetings with the three exemplar units

“The SFU Senate Guidelines for External Reviews of Academic Units are very clear and comprehensive and the implementation of those guidelines in the reviews of the three units presented to the panel was first rate.”



4. QAPA Assessors' Report

5. SFU Response to the QAPA Assessors'
Report



6. Overall Assessment Summary

“The assessors concluded that SFU meets the highest standards and practices in academic quality assurance. The process of review and subsequent improvement is characterized by thoroughness and dedication. The three units whose materials were available to the panel, all derived significant benefits through the whole process: during the meetings, the panel saw and learned that the process is working in these three cases.”



7. Personal Takeaways

- Importance of the self-study in audit and program reviews
- A gradual approach to implementation of learning outcomes and LO assessment was reinforced
- Critical importance of emphasizing that this is an audit process and not a program review
- Recency of the review is important in selecting exemplar units



7. Personal Takeaways *(continued)*

- Common issues in internal QA processes
 - integration of accreditation and program reviews
 - length of program self-studies
 - critical self-reflection in self-studies
 - inclusion of teaching effectiveness in program reviews
 - sound action plans and follow-up