CONESTOGA
Connect Life and Learning

PROGRAM DELIVERY PROCEDURE

Authorizer: Vice President Academic/Student Affairs & Human Resources
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PROCEDURE STATEMENT:
Conestoga programs will be delivered in a manner that ensures that program course structure, sequence, and learning outcomes are delivered in such a way that students have an opportunity to achieve the program Vocational Learning Outcomes (VLOs) and any associated Essential Employability Skills (EESs).

SCOPE:
This procedure applies to all programs of study offered at Conestoga that are encompassed by the Ministry of Colleges and Universities Minister's Binding Policy Directive: Framework for Programs of Instruction, as well as local college certificates and certificates of achievement.

DEFINITIONS:
Academic Forum
This academic committee oversees all academic activities that support quality and sustainability and the institutional priorities of the college related to improving teaching, learning and the quality of academic programs of study.

Academic Management Calendar
Conestoga's calendar of critical dates used to manage the implementation of decisions related to new programs, development, delivery and change in programs. It also drives the communication of academic dates and activities for student enrolment (admission, billing, registration) and progression.

Academic Year
The period from September 1 to August 31.
- Current Academic Year – refers to the start date of the academic year.
- Upcoming Academic Year – refers to the academic year subsequent to the current academic year.

- Following Academic Year – refers to the start date of the academic year occurring two years from the current academic year.

Annual Program Reflection (APR)
A review process that requires a team-based discussion and evaluation of the previous academic year. The APR facilitates continuous improvement in the program to support student and program success. Program teams are required to document their reflection in the online APR system and are encouraged to identify planning opportunities for program enhancement for the upcoming academic year.

Comprehensive Program Review
Comprehensive program reviews require program teams to undertake a strategic assessment in support of Ministry or accrediting bodies program requirements. Most programs follow a five to seven-year review cycle unless external and/or internal circumstances identified through the annual reflections indicate the need for a revised review cycle. Conestoga's comprehensive program reviews include the Major Program Review, the degree renewal self-study and program accreditations.

Course
A distinct and discrete teaching and learning framework, containing content that has been approved by an expert source, usually structured to be delivered over an identified period of time, with measurable learning outcomes, and formal student evaluation.

Course Code
The unique alphanumeric identifier assigned to each course offered at Conestoga.

Course Outline
An approved document outlining the course and unit learning outcomes, course title, course code, course description, credits, hours, prerequisites, co-requisites, resources, and evaluation methodology and associated grading allocation, for credit courses offered at Conestoga.

Course Shell
A course shell is a blank template that can be populated with instructional content, course communications and activities, essential elements and student assignments and feedback within eConestoga. Course shells are assigned to a specific delivery of a course (e.g. COMP1234-15F-Section 1- Computer Software).

Credential
Recognition awarded upon completion of a program of study as set out by the Ministry and/or Conestoga College.

Credit Course
A course is weighted in the calculation of the grade point average.

Curriculum
A plan for learning that is coordinated and articulated in a manner designed to result in the achievement by students of specific knowledge and skills and the application of this knowledge. Curriculum refers to the content (the material to be learned), the actions and resources involved in teaching and learning and processes for evaluating the attainment of educational objectives and is driven by learning outcomes.

eConestoga
eConestoga is Conestoga's learning management system (LMS), an online course and teaching environment. eConestoga delivers online content and activities, and allows for online discussions, assessments and grading. Faculty and students can interact through the system, supporting classroom enhanced, hybrid and fully online courses.

Essential Employability Skills (EES)
Non-vocational skills critical for success in the workplace, in day-to-day living, and for lifelong learning that students learn as part of the formal curriculum, and as stipulated by the Ministry.

Evaluation
An activity designed to assess students' achievement of the learning outcomes. This includes, but is not limited to assignments, tests, exams, quizzes and projects.

General Education Course
A course within the program that engages students in learning beyond their vocational field of study. The course will fall into at least one of the following five MTCU mandated themes: Arts in Society, Civic Life, Social and Cultural Understanding, Personal Understanding, and Science and Technology.

Major Program Review (MPR)
A framework which requires teams to strategically assess their program's fit, viability and relevance, and identify opportunities for program update or renewal; while considering multiple stakeholders needs and feedback. Every 5-7 years, program teams are required to conduct a strategic assessment of their program and create a plan for update and renewal of the program. The process encourages improvement in the program to support student and program success; and is documented within the MPR system in two sections Strategic Program Assessment and Program Update/Renewal.

Ministry of Colleges and Universities (MCU)
The Ministry of Colleges and Universities has the function of assessing all program proposals for determination of appropriate code classification, funding weights and parameters, and program titling.

Ontario College Application Service (OCAS)
The centralized application service for Ontario's public colleges.

Program Cohort
The intake group for a particular group of students in an academic year that aligns with the program design for this group.

Program Design
The structure of a program dated for a particular cohort which reflects the approved courses, hours, credits, and sequencing, prerequisites and co-requisites which are the basis for admission, delivery and assessing the completion of the program for student graduation.

Program Handbook
A document produced by the program team that sets out the rules and regulations applicable to that program. All program level expectations align with Conestoga policies and procedures.

Program Learning Outcomes
Represent culminating demonstrations of learning and achievement. They are interrelated and, as a result, should be viewed as a comprehensive whole rather than in isolation. Learning outcomes describe performances that demonstrate that significant integrated learning by graduates of the program has been achieved and verified. Learning outcomes can also be referred to as graduate attributes, i.e., the knowledge, values and skills possessed and demonstrated by graduates.

Program of Study
A planned and coordinated selection of courses delivered to an identified student body leading to a certificate, diploma, degree or other credential awarded by the Board of Governors.

Student Information System (SIS)
The Student Information Systems (SIS) captures all electronic transactions associated to admission, registration, and achievement of student records, along with program/course delivery, part-time contracts, faculty workload (SWF), etc.

Student Record

Refers to the collection of data dealing with an individual who is associated with a program or course of study. Most of the data is categorized as academic, personal and/or financial and is maintained by the Registrar's Office. The Official Record for each student is a permanent record. It consists, minimally, of the student's name, student numbers, personal data, achievement and academic decisions/standing and is maintained for a minimum of 55 years.

- Academic Record: consists of the academic activity (program/course registration, achievement, transfer credits and academic standing.
- Personal Record: consists of biographical data and may include previous education achievements such as secondary school records.
- Financial Record: financial transactions with Conestoga specifically to tuition and incidental fees.

RESPONSIBILITIES:

Academic Administration
- Update and ensure the communication of college-wide expectations regarding policies, procedures, and practices that impact course and program delivery.

Academic Scheduling
- Coordinate, execute, and administer course scheduling and room assignments for delivery of instructional activities into specific space for timetabling purposes, in collaboration with academic schools, Facilities Management, and Information Technology Services.
- Manage use of academic space resources in compliance with regulatory standards, including generation of business intelligence utilization reporting.

Academic Schools
- Deliver programs and courses according to the approved program design for cohort, academic dates and delivery procedures.
- Implement changes and improvements resulting from APR or MPR in alignment with the Academic Management Calendar.
- In collaboration with other college departments, complete pre-semester processes for course outline and course shell updating, timetable preparation, faculty assignment and ordering of resources according to Conestoga's timelines.
- Maintain the program handbook
- Ensure compliance with college policy and procedure
- In collaboration with other college services, support student success by informing students, at the start of every course and every program, of the following:
    - Program requirements,

o   Expectations of student involvement in the course and program,
  o   Requirements for progression and,
  o   Program Handbook.

Curriculum
- Work collaboratively with the academic schools to support effective delivery of programs and courses.

Online Learning Centre (OLC)

- Provide access to a course shell for each course section.
- Provide an access point to the course outline within each course shell.
- Support students and faculty with use of eConestoga technology.

Registrar's Office
- Publishes a schedule of academic dates for students and program delivery.
- Manages admissions of programs according to Ministry and Conestoga requirements.
- Coordinates changes to program offerings and admission requirements with schools.
- Oversees program enrolment according to Ministry requirements and Conestoga policies and procedures.

Program Review
- Work collaboratively with the academic schools to support effective delivery of programs and courses through annual reflections and comprehensive program review.

PROCEDURE ELABORATION:

1. Program chairs plan for the delivery of programs for the upcoming and following academic years by managing the strategic enrolment management plan and its implications for delivery (Program Calendars, OCAS, SIS) with the Registrar's Office and the Marketing department taking into consideration that:
   a. Program cohort delivery may occur at several different locations, campuses or sites with consideration of resources required such as:
      i. Faculty and support staff;
      ii. Technological infrastructure; and
      iii. Student services (i.e., bookstore, etc.).
   b. Programs may be delivered in a range of formats (e.g., fully in-class, online or hybrid)

2. The registrar and the Academic Scheduling collaborate with the academic schools to plan for the current and upcoming academic years.

3. The Board of Governors approves ancillary fees and/or tuition fees annually for all programs and courses offered for the upcoming year. Where applicable, fees will be developed according to the Policy Framework provided by the Ministry.

4. Academic schools prepare an annual budget, enrolment activity plan, and Annual Program Reflection (APR) activities.

5. Academic schools deliver programs by:
   a. Delivering the approved program design as found in SIS.
   b. Managing student progress and maintaining documentation in accordance with Conestoga policies and procedures.

6. Academic schools deliver programs according to applicable college policies and procedures and legislation. Examples include but are not limited to the following:
   a. *Freedom of Information* and Protection of *Privacy Act (*FIPPA),
   b. *Accessibility for Ontarians with Disabilities Act (AODA),*
   c. *Quality Assurance as legislated by MTCU through the Ontario College Quality Assurance Service (OCQAS) and the Postsecondary Education Quality Assessment Board (PEQAB), and*
   d. *Occupational Health and Safety Requirements.*

7. The occurrence of significant and unforeseen disruption of program delivery will result in a formal contingency management process as initiated by the executive dean/dean/designate of the school to remediate the situation.

   a. Such disruptions include but are not limited to:

      i.   Faculty/staff work interruptions,

      ii.   An issue during the admission process which places Conestoga at risk in meeting program delivery requirements,

     iii.   Failure to secure needed resources (equipment/space/faculty) required to deliver the program,

     iv.   Lack of practicums/placements/coops/ in order to complete the delivery program cohort, and/or

      v.   An external governing body which changes the graduation or the professional regulatory outcomes of the current cohort.

8. Academic administration ensures continuous quality assurance processes for programs are supported by the following:

    a.   Academic schools gain student feedback related to Student Appraisal of Teaching (SAT);

    b.   Industry input through Program Advisory Committees;

    c.   Strategic enrolment review, retention statistics, and surveys; and

    d.   Annual reflections and comprehensive program reviews as per the approved procedure.

REFERENCES:

Ministry of Training, Colleges and Universities Minister's Binding Policy Directive: Framework for Programs of Instruction
Freedom of Information and Protection of *Privacy Act (*FIPPA)
Accessibility for Ontarians with Disabilities Act (AODA)
Quality Assurance as legislated by MTCU through the Ontario College Quality Assurance Service (OCQAS)
Postsecondary Education Quality Assessment Board, *Handbook for Ontario Colleges: Applying for Ministerial Consent under the Post-secondary Education Choice and Excellence Act, 2000*, 2014
Occupational Health and Safety Requirements

Academic Credential Procedure
Academic Dispute Resolution and Appeals Procedure
Academic Advancement and Achievement Policy
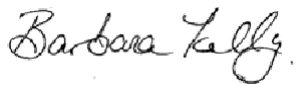Admission Policy and Procedure
Course Delivery Procedure

Course Development Procedure
Course Revision Procedure
Curriculum Policy
Evaluation of Student Learning Policy and Procedure
Grading Procedure
Graduation and Convocation Procedure
Honours Policy and Procedure
New and Revised Provincial Program Standards Procedure
Program Advisory Committee Policy and Procedure
Program Development Procedure
Program Quality Policy
Program Review Procedure
Program Suspension and Cancellation Procedure
Student Appraisal of Teaching Procedure

REVISION LOG:

May 12, 2009	Policies and Procedures Committee – Approved
August 10, 2009	Degree Management Committee – Approved
August 26, 2009	Academic Coordinating Committee – Approved
Nov. 5, 2009	Addition of Advertising and Marketing guidelines
Nov 17, 2009	Minor revisions
March 10, 2015	Academic Forum – Approved
March 17, 2015	Policy and Procedure Committee – Approved
March 18, 2015	Academic Coordinating Committee – Approved
November 20, 2019	Academic Forum
January 13, 2020	Academic Coordinating Committee

REVIEW LOG:

As Policy Owners, we certify that the **Program Delivery Procedure** is appropriate and provides an up-to-date framework in which decisions can be made and implemented.

September 20, 2012
Date Academic Administration

Barbara Kelly, Executive Dean