CONESTOGA
Connect Life and Learning

ACADEMIC ADMINISTRATION - QUALITY HIGHLIGHTS
ACADEMIC YEAR: SEPTEMBER 2022 – AUGUST 2023

MEETING OUR COMMITMENTS

This report identifies the work on:

Ensuring academic quality

Supporting students' success

Engagement and development

ENSURING ACADEMIC QUALITY

PROGRAM PLANNING & PATHWAYS

Program Planning & Pathways partners with academic areas and other academic administration services such as the Registrar's Office to ensure program development quality and maintain program lifecycle quality by overseeing new program and course approval and program design change processes. These processes are a result of program review activities (APR and MPR) as well as changing student, academic area, and labour market needs.

APR = Annual Program Reflections
MPR = Major Program Review

Curriculum Consultants Supported

61	New programs brought to Internal Approvals, of which:
3	Masters
5	Degrees
40	Ontario College Graduate certificates
8	Ontario College diplomas
5	Ontario College certificates
51	New programs were validated by Credentials Validation Service (CVS)
23	New programs were approved for funding by Ministry of Colleges and Universities (MCU)
5	Degree APRs
36	MPRs (mapping and program modifications advice)
176	Program structure changes (**115** design related from APR and **61** from MPR)
2,903	Course outlines reviewed
211	New course outlines
18	Sections of EDEV0640, a mandatory course for new faculty, for **1,087** faculty members

To improve program and course development and review activity, Program Planning & Pathways launched a new tool to support course outcomes mapped to evaluations in the course outline portal.

DEGREE QUALITY

Degree Quality & Accreditation supports academic areas to develop innovative new degree programs through internal approvals and external review. The office also supports the development and submission of renewal applications in alignment with requirements of the Ministry of Colleges and Universities, the Postsecondary Education Quality Assessment Board (PEQAB), and industry-specific accrediting bodies.

The office supports various degree enhancement activities across the college in collaboration with internal stakeholders with the aim of ensuring quality experience for students and faculty in Conestoga's degrees.

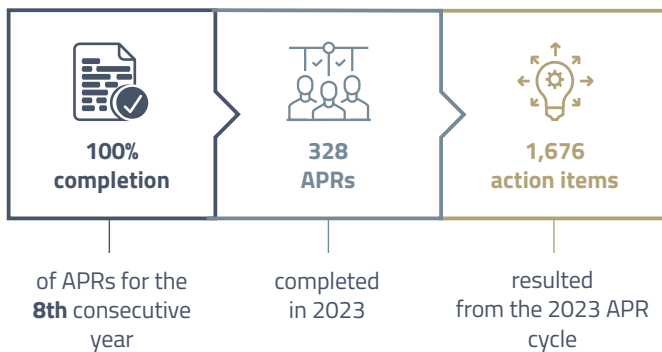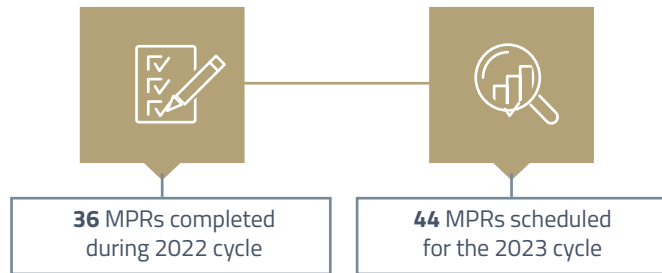|	
30	Faculty and administrators engaged in degree-quality best practice sessions
5	Site visits with external reviewers
155	Faculty completed courses in the "Teaching in Degree Programs" micro-credential
7	Degrees received "Consent to Deliver"
30	Degree students participated in quality reviews of degree programs
120	Degree students attended interdisciplinary degree events
83	Industry members participated in quality development and review of degree programs

ENSURING ACADEMIC QUALITY

INSTITUTIONAL QUALITY MANAGEMENT

The Institutional Quality Management (IQM) department oversees and supports program review, revision, renewal, non-degree accreditations, and quality systems and initiatives. The Annual Program Reflection (APR) and Major Program Review (MPR; occurs every 5-7 years) help program teams assess program performance and support student success.

Annual Program Reflection

100% completion > **328 APRs** > **1,676 action items**

of APRs for the **8th** consecutive year | completed in 2023 | resulted from the 2023 APR cycle

Major Program Reviews

36 MPRs completed during 2022 cycle

44 MPRs scheduled for the 2023 cycle

To ensure college-wide quality and consistency, a new **IQM Communication site** was developed for improved college-wide collaboration.

Non-Degree Accreditation

In July 2023, the Office of Program Accreditation and Recognition was established to provide enhanced support for the growing number of new and existing non-degree accreditation teams.

84 Accreditor relationships (includes both non-degree and degree programs)

PROGRAM HANDBOOKS

370 updated > **32 updated** > **12 created**

Program Handbooks | School Templates | New Program Handbooks
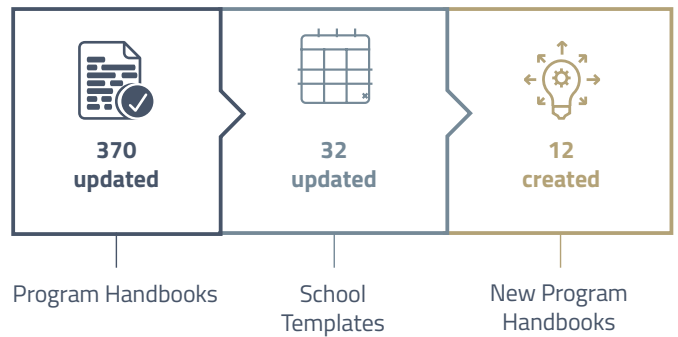
PROGRAM ADVISORY COMMITTEE (PAC)

112 Program Advisory Committees

30 Workshops and training

Launched the PAC School Report Card in 2023

Preparing for Next Audit

Conestoga will undergo its **4th** College Quality Assurance Audit Process (CQAAP) audit during the 2024-2025 academic year. Preparations for the audit have started: **6** working groups have been established to support the review and alignment of the CQAAP standards.

ENSURING ACADEMIC QUALITY

INSTITUTIONAL RESEARCH AND PLANNING

Institutional Research provides a wide range of data and analytics to support program development, program review and college service planning.

2023 INITIATIVES

Labour Market Reports	
158	Labour market reports to support program development and review

Formal Course Evaluations, students rate:	
82%	their professor as very good or excellent
79%	the quality of their course as very good or excellent

Early Course Check-in Surveys	
62,017	students provided feedback from **4,267** classes

Ontario College Student Experience Survey	
11,710	Conestoga students participated in **2022-23** survey
90%	agree their program provides knowledge and skills useful for a future career
89%	agree Conestoga is positive, respectful and inclusive
79%	are satisfied with the quality of services offered

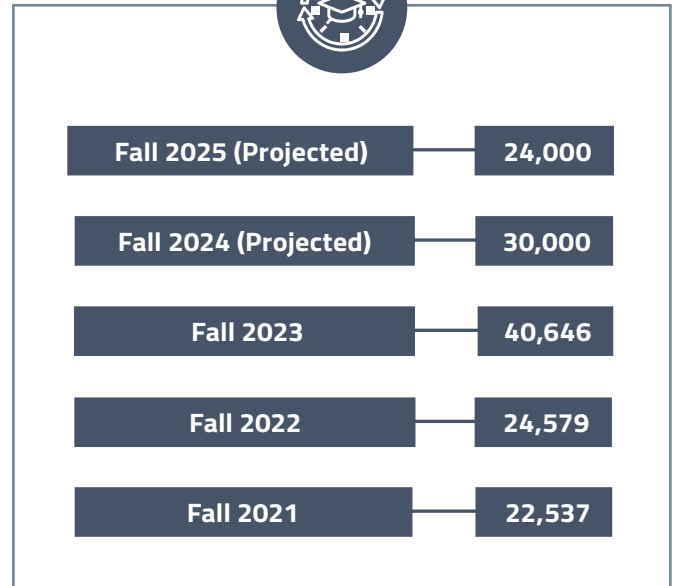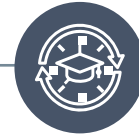| Economic Impact Report Highlights	
53.6%	of the local* population has been served by Conestoga
58.9%	of local* resident employment is represented by Conestoga's local graduates, Continuing Education (CE), and Corporate Training (CT) students

Testament to quality - proportion of CE students from outside our region* has risen from **20%** in 1990 to **31%** in 2022.

Conestoga's local area defined as Waterloo Region, Guelph, Guelph/Eramosa, Puslinch, Stratford and Brantford.

FULL-TIME ENROLMENT*

Fall 2025 (Projected)	24,000
Fall 2024 (Projected)	30,000
Fall 2023	40,646
Fall 2022	24,579
Fall 2021	22,537

* Please note reported full-time enrolments do not include students on co-op placements.

SUPPORTING OUR STUDENT SUCCESS

Launched a cohesive visual identity across all student success service areas and renamed Student Affairs to Student Success.

Campus Services

212	CARE team referrals

ACCOUNTABILITY

Peer Assisted Learning (PAL)

14%	PAL participants achieved higher final grades, on average **14%** higher than their classmates
800+	Students served

Student Success Advisors

3	Years of Ministry funding received to pilot retention initiatives
8,900	Ask for Help form responses
2,800	Faculty referrals
6,000	Appointments attended

Accommodations

4,100	Tests scheduled
1,900	Make-up tests
3,800	Students served
9,600	Total test hours

Inclusiveness

75+	Student Ambassadors
24,000	Inquiries answered by Student Ambassadors
13	Field trips to explore off-campus community life
1,300	Student attendees

STUDENT SUCCESS
Every Step

ENGAGEMENT AND DEVELOPMENT

EMPLOYEE EXPERIENCE AND DEVELOPMENT

Employee Experience and Development provides a range of professional and personal development opportunities that support the development of an effective and high-performing employee team.

6,938 total registrations

336 workshop offerings

Multi-day Workshop Series Participants

224 Intercultural customer service interactions

364 Equity, diversity, and inclusion at Conestoga

412 SupportStaff@Conestoga

796 Wellness@Conestoga

366 Working in effective teams

E3 Conference

A week-long event that brings the college community together.

53 workshops

2,451 registrations

Professional Development

Professional Development Funds to support **380** external professional developmental activities

$136,094 Tuition Reimbursement to support completion of courses leading to post-secondary credentials for **61** employees

TEACHING AND LEARNING

Teaching and Learning supports faculty to continually develop their teaching effectiveness.

Faculty Participation In Educator Development (EDEV/EDV) Offerings

EDEV = credited courses that lead to micro-credentials and Post-Secondary Teaching Certificate
EDV = uncredited workshops 6,938 total registrations

593 faculty completed the mandatory four-course micro-credential "Teaching at Conestoga"

1,129 faculty took at least one EDV workshop

368 faculty participated in teaching observations

Educator Development Offerings - Workshops, Courses, Micro-credentials (MCs) and Certificates

210 unique EDV workshops offered

83 unique, stackable EDEV micro-courses offered, with **172** sections overall

18 post-secondary teaching-focused micro-credentials offered

The **Faculty Learning Hub** provides continuous support to faculty. With **76** new posts this year, the **Oral Assessments, Benefits, Drawbacks and Considerations** post leads with **1600** views.

ARTIFICIAL INTELLIGENCE (AI) GUIDANCE COMMITTEE

- Formal committee created May 2023

- The committee's mandate is to provide consistent advice and guidance on AI to senior management, making recommendations on strategies to support the integration of AI at Conestoga, the development and renewal of policies and procedures, and the development of a central resource site to support employees in their understanding and use of AI.

- The AI Guidance Committee created an internal communications SharePoint site providing AI guidance for all employees, called **Using Generative Artificial Intelligence (AI) at Conestoga**, supported the creation of the library's student-facing AI site called **Gen AI for Students**, engaged in arranging the college's licensing of Copilot for all employees and students for safe use, and supported **3** AI experiments.