



## CBU Office of the Registrar and Admissions Quality Assurance Review

### Executive Summary

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On November 16, 2018 a letter from the Vice-President Academic and Provost (VPA), Dr. Richard MacKinnon, was sent to Registrar, Brendan MacDonald, launching a review of the Registrar's Office. In response to this, Mr. MacDonald identified a Review Committee (RC) chair, who subsequently submitted the composition of the RC to the Office of the VPA, followed by the submission of a proposed timeline.

The RC held meetings and engaged in an information gathering phase, including some initial stakeholder feedback sessions with other departments it works with on a regular basis, for much of 2019 and into early 2020 when the global pandemic struck. This led to a pause in the work of the RC as the Registrar's Office focus shifted to preparing for a virtual convocation. In conjunction with the retirement of the Registrar in 2020, an amalgamation of the Registrar's Office and Enrolment Services took place to create what is currently the Office of the Registrar and Admissions (ORA). This amalgamation meant that the self-study now needed to include the units of Enrolment Services as well. The RC resumed its work in 2021 with several new committee members.

The first full draft of the self-study report was submitted to the Quality Assurance Committee (QAC) in February 2022. The QAC discussed the draft of the self-study at their March 15, 2022 meeting and provided feedback to the RC. The RC made the suggested edits to the document and resubmitted on July 27, 2022. The QAC reviewed the resubmission and accepted the revised self-study.

Review team members were identified in June 2022 and the virtual site visit was scheduled for August 24-26, 2022. The two external reviewers – **Darcy McCardle**, *Associate Registrar, University of Prince Edward Island*; **Geraldine Jones**, *Registrar and AVP, Enrolment, Brock University* - were assisted by Dr. Kristin O'Rourke, CBU Department of Education. The visit, outlined in the site visit agenda found in this document at the end of the External Reviewers' Report, involved meetings with a broad cross-section of staff from the various ORA units, faculty, students, along with staff members from units the ORA works closely with. As this was a virtual visit, a tour of facilities was accommodated using the [CBU Virtual Tour](#) .

In their report, submitted to the VPA on October 26, 2023, the external reviewers were complimentary of the ORA and noted that staff are greatly respected across the institution for the work they do. The reviewers fifteen (15) recommendations for improvement and investment were prioritized from high to low. These recommendations cover the areas of human resource needs, infrastructure, efficiency of processes and operations, and staff development.

After receiving the RC response to the external report, VPA, Dr. Richard MacKinnon, presented an overview of the external recommendations to the CBU Executive at the January 25, 2023 meeting. The final report was submitted to Senate in May 2023 for approval at the June 16, 2023 meeting. The VPA's response also includes an action plan in which the first scheduled follow up with members of the ORA Quality Assurance Implementation Committee will take place in September 2023.