



## CBU Student Affairs Quality Assurance Review

### Executive Summary

On December 11, 2020 a letter from the Vice-President Academic and Provost (VPA), Dr. Richard MacKinnon, was sent to the Director of Student Affairs, John Mayich, launching a review of Student Affairs. In response to this, Mr. Mayich 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 began meeting in February 2021 with an initial focus on the previous review and began constructing their approach to the current review given the growth of units within Student Affairs in the last five (5) years. In April 2021, as a result of rising COVID-19 cases, the CBU campus was once again shifted to virtual operations. This resulted in a pause in the progress of the RC, which resumed their work on the self-study in September 2021.

The first full draft of the self-study report was submitted to the Quality Assurance Committee (QAC) on October 19, 2022. The QAC discussed the draft of the self-study at their November 2, 2022 meeting and provided feedback to the RC. The RC made the suggested edits to the document and resubmitted on November 7, 2022. The QAC reviewed the resubmission and accepted the revised self-study.

Review team members were identified in September 2022 and the virtual site visit was scheduled for November 28-30, 2022. The two external reviewers – **Dr. Casey Phillips**, *Assistant Vice-President, Students, Nipissing University*; **Dr. Keltie Jones**, *Associate Vice-President, Student Experience, Mount Saint Vincent University* - were assisted by senior CBU faculty member Mary Jane Morrison, Associate Dean, Partnership and Engagement. 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 Student Affairs units, faculty, and students. As this was a virtual visit, a tour of facilities was accommodated using the [CBU Virtual Tour](#) and along with a series of videos created by the Student Affairs department to highlight the various locations they occupy on campus.

In their report, submitted to the VPA on February 17, 2023, the external reviewers were appreciative of the thorough self-study that the RC provided to them and noted that Student Affairs staff demonstrate a high level of commitment to the students of CBU. The reviewers eight (8) recommendations for improvement and investment were prioritized from high to low. These recommendations cover the areas of:

- senior leadership and unit organization,
- staffing levels,
- infrastructure and multi-site operations,
- communication,
- program development consultation, and
- the location of academic supports.

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 March 26, 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 Student Affairs Quality Assurance Implementation Committee will take place in September 2023.