

**Cape Breton University Quality Assurance Monitoring Process  
Follow-Up Report  
May 2025**

	<b>QAM Reviewer Recommendations</b>	<b>Action to be Taken</b>	<b>Individual/Unit Responsible</b>	<b>Status (As of November 2023)</b>	<b>Final Status and Comment</b>
1.	CBU proceed with its commitment to review its Framework for Quality Assurance relying both on the introspection prompted by this QAM review and the following recommendations as inputs for possible revisions.	Conduct a review of the Quality Assurance (QA) framework to incorporate the recommendations brought forth by the external reviewers.	Quality Assurance Committee of Senate (QAC)	In progress; to be completed by April 2024	Completed. The revised Quality Assurance Framework will receive final approval from Senate May 23, 2025.
2.	A revised Quality Assurance Framework be more explicit about the need to harmonize accreditation processes and procedures with internal quality assurance protocols in order to reduce the “regulatory burden” to the extent possible.	Develop procedures to align CBU’s accredited programs with internal QA processes.	Quality Assurance Committee of Senate (QAC)	In progress; to be completed by April 2024	Completed. The revised Quality Assurance Framework will receive final approval from Senate May 23, 2025.
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3.1	Remove the “institutional overview”, which could be shared with the external reviewers when they are invited to serve.	<ul style="list-style-type: none"> <li>Remove the institutional overview from the QA framework requirements.</li> <li>Develop a standardized institutional overview to be shared with external reviewers by the Quality Assurance Officer.</li> </ul>	Quality Assurance Committee of Senate (QAC)	Completed	Completed. The QA Advisor provides the approved overview to the Review Committee.
3.2	Encourage the use of links to (instead of descriptions) of relevant academic policies.	Revise the QA framework to embed links to academic policies, via the CBU website.	Quality Assurance Committee of Senate (QAC)	Completed	Completed. Links are now provided to Review Committee.

3.3	Eliminate the request for detailed information about faculty members at 4.1 and instead rely on the provision of faculty CVs, as called for under “accompanying documentation.”	Consult with staff of Deans’ Offices to understand what faculty information can be collected annually for ongoing quality assurance purposes.	Quality Assurance Committee of Senate (QAC)	In progress; to be completed by April 2024	Completed. Internal Community of Practice on Quality Assurance has been established to efficiently maintain faculty information.
3.4	Establish a normal word-length for self-studies.	Include a suggested word/page length for text- heavy sections of the QA framework.	Quality Assurance Committee of Senate (QAC)	In progress, to be completed by April 2024	Consultation on word length will be done on a case-by-case basis by the QA Advisor.
3.5	Make it clear when these Guidelines allow for options, alternatives or the exercise of academic discretion.	Develop guidelines to outline the procedure a Review Committee (RC) can take when looking to modify a section of their study.	Quality Assurance Committee of Senate (QAC)	In progress; to be completed by April 2024	Completed. Guidelines now included in the revised framework.
3.6	Enable the Vice-President Academic and Provost to determine whether both a SWOT analysis and a Benchmarking exercise are vital to particular self-studies.	Determine if SWOT analysis and benchmarking exercises are required for self-study reviews.	Office of the Vice-President Academic and Provost (VPA)	Completed	Consultation on requirements will be done on a case-by-case basis by the QA Advisor.
4.	The Quality Assurance Committee expedite the creation of follow-up procedures and action plans, perhaps using a template to provide guidance and to enable consistency.	Create an action plan template and follow-up procedures consisting of follow up every 6 months for the first 2 years preceding the VPA response approval at Senate.	Quality Assurance Officer	Action Completed in May 2023. Additional template is now included on the VPA microsite.	Completed
5.	Programs or units under review suspend implementation of structural modifications while a review is in progress.	Revise QA launch letters to include “while a review is in progress, programs/academic support units will suspend the implementation of structural modifications”.	Quality Assurance Committee of Senate (QAC)	Completed	Completed. Revised letters now in use.

6.	Make more widely known that partial teaching remission or the provision of modest stipends may be forthcoming when program reviews are occurring.	Revise QA launch letters to highlight the teaching remission/stipend for the RC Chair.	Quality Assurance Committee of Senate (QAC)	Completed	Completed. Revised letters now in use.
7.	The plan to invite the “lead” of a program or service to attend the pertinent meeting or meetings of the Quality Assurance Committee be executed.	Invite all RC Chairs to attend the QAC meeting in which their self-study will be discussed.	Quality Assurance Officer	Completed	Completed RC Chairs are invited by QA Advisor.
8.	The new CIO be well oriented to the QA Framework so that CBU continues to exploit Ellucian, its relatively new data management system, as a supplier of reliable and consistent data for use in quality assurance reviews.	Establish a working group with IT Services and the Office of the VPA to determine data needs and level of access on QA related matters.	Office of the Vice-President Academic and Provost (VPA)	In progress; to be completed by April 2024	The QA Advisor will continue to work with IT Services and the Data Governance Group on QA data needs.
9.	The newly appointed Officer for Quality Assurance work closely with the Centre for Teaching and Learning to refine an understanding both of learning outcomes and their assessment and of mapping as a tool for deepening that understanding.	Coordinate with the CTL Projects Coordinator and CTL Teaching Chairs on the development of outcomes mapping workshops and educational materials.	Quality Assurance Officer	In progress; to be completed by April 2024	Completed. CTL Projects Coordinator is part of the QA Community of Practice at CBU.
10.	The Quality Assurance Officer consider compiling a list of best practices in quality assurance that could be shared with Deans, Chairs and others in order to enhance a quality culture at CBU.	Compile QA best practices to present to the Quality Assurance Committee of Senate (QAC) and the Provost Group.	Quality Assurance Officer	In progress, to be completed by September 2024.	The QA Advisor continues to keep the Provost Group, Office of the VPA and QAC updated on QA best practices.
11.	After each review, the Quality Assurance Officer or the Vice-President Academic and Provost solicit, with a very brief questionnaire, input from external review teams on their experience doing the evaluation expected of them.	Develop and distribute questionnaires to QA external reviewers and members of QA Review Committee to solicit ongoing feedback on the QA framework and practices.	Quality Assurance Officer	Completed	Completed. Questionnaires will be distributed to QA stakeholders after each review.

12.	With assistance from the Quality Assurance Officer, improve communication about quality assurance between the Vice-President and Provost's Office and faculty members at large, using at a minimum the microsite maintained by the Office.	Develop a QA microsite and communication plan.	Quality Assurance Officer	Microsite has been completed.  In progress – The Quality Assurance Officer will develop a communication plan in partnership with the CTL during the Fall of 2023.	Completed. Plans for communication regarding QA matters, was created in consultation CBU QA Community of Practice members.
13.	Communicate the influence of quality assurance processes on budgetary and resource allocation decisions.	Present completed self-study reviews and recommendations to the CBU Executive for information purposes and discussion prior to the VPA&P final report submission to Senate.	Office of the Vice-President Academic and Provost (VPA)	Completed	Completed. VPA presents completed reviews and recommendations to the CBU Executive on an ongoing basis.

### Items for Comment

In addition to the above action-oriented recommendations, the QAM reviewers made several recommendations outside the scope of CBU Quality Assurance. These recommendations do not have specific actions attached to them, but we felt it was important to comment on how they will guide our processes throughout the next cycle.

**1. QAM Review Recommendation:** Implementation of the Strategic Enrolment Plan continue to be a high priority at CBU.

**Comment:** The Strategic Enrolment Management (SEM) plan will continue to provide guidance and support across the institution as CBU strives to continuously improve the student experience. The Vice-President Academic and Provost will inform the Quality Assurance Committee of Senate of the ongoing SEM efforts.

2. **QAM Review Recommendation:** When planning for the medical school a significant consideration be the impact of the new entity on the quality of existing programs and services.

**Comment:** In consultation with Dalhousie, it has been determined that the CBU Medical Campus will have it's own services and supports.

3. **QAM Review Recommendation:** Sustain the initiatives of the working group on the first-year experience, widely regarded as a high-impact activity.

**Comment:** The Quality Assurance Officer will remain a member of the Student Success Committee and continue to liaise with units across campus on issues related to first-year experience.

4. **QAM Review Recommendation:** Continue to entrust the President and the two Board members who are also Senators with the job of ensuring that the Board is fully briefed on the extent of CBU's commitment to quality assurance.

**Comment:** With the recent addition of presenting completed self-study reviews and recommendations to the CBU Executive for information purposes and discussion, the Vice-President Academic and Provost ensures that the President is well informed on all quality assurance related matters.