



PROGRAM DELIVERY PROCEDURE

Approved by: Academic Coordinating Committee

Authorizer: Executive Dean Academic Administration

Reference Code: C5 V3

Effective Date: 4/26/2009

PROCEDURE STATEMENT:

Conestoga programs will be delivered with a focus on students' successful achievement of program learning outcomes. Delivery of program learning outcomes is informed by the academic plans and student enrolment management of the institution and school as well as the Curriculum Policy and related policies and procedures.

SCOPE:

This procedure applies to the delivery of programs approved by Conestoga and under the *Ministry of Training, Colleges and Universities Minister's Binding Policy Directive: Framework for Programs of Instruction*, excluding Conestoga Certificate programs.

DEFINITIONS:

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.

Academic Semester/Session:

Semester/session refers to the time periods for the fall semester (Sept. to Dec.), winter semester (Jan. to April) and spring/summer semester (May to Aug.).

Academic Level:

Refers to the level within the program for a specific cohort.

Annual Program Reflection (APR):

Is a team-based reflection of the previous academic year to discuss and address opportunities for program enhancements and planning. The process is discussion based and documented to guide continual improvement in the program for student success.

Comprehensive Program Review:

Comprehensive program reviews typically occur every five to seven years and refer to strategic assessments in support of ministry or accrediting bodies program requirements. 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 numeric and/or alpha 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.

Course Shell:

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

Credentials:

Recognition which is awarded upon completion of a program of study as set out by the Ministry of Training, Colleges and Universities. Approved credentials include: Certificate, Ontario College Certificate, Ontario College Diploma, Ontario College Advanced Diploma, Ontario College Graduate Certificate, and Baccalaureate Degree.

Credit Course:

A distinct and discrete teaching and learning framework containing content that has been approved by an expert source and structured to be delivered over an identified period of time.

Credit courses have measureable learning outcomes and formal student evaluation. Student evaluation in a credit 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.

Essential Employability Skills (EES):

Essential Employability Skills are 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 MTCU.

eConestoga:

eConestoga is Conestoga's learning management system (LMS), an online course and teaching environment powered by Brightspace (Desire2Learn). 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.

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:

Is a course within the program that engages students in learning that exposes them to at least one of the five themes outside their program of study.

Major Course Change:

Includes changes to any or all of the following in a course that would impact program requirements, delivery method or transferability: course code, description, credits, hours, title, pre and co-requisites, and/or 20% or more of the course learning outcomes. See degree procedures for separate requirements.

Major Program Change:

Refers to any of the following changes at the program level: title, funding, significant change to 20% or more of the program learning outcomes or hours, transferability, student enrolment, enrolled student completion and resources. Approval is required from internal committees and/or external agencies. This may result in a change in program code to manage clarity in admissions and pathway implications. A change to a credential requires development of a new program. See degree procedures for separate requirements.

Minor Program Change:

Refers to changes which do not impact student enrolment, enrolled student completion or require external approval. These include changes in sequencing of delivery, and significant changes to less than 20% of the program learning outcomes. Programs continue compliance with existing provincial program standards.

Major Program Review (MPR):

Formal process of strategic review involving multiple stakeholders, a defined process, and documentation. It is conducted no less than every five to seven years.

Ministry of Training Colleges and Universities (MTCU):

The MTCU has the function of assessing all program proposals for determination of appropriate code classification, funding weights and parameters, and program titling.

Minor Course Change:

Minor course changes can be administered independently through the academic schools. Minor changes include any or all of the following: grammar, typos, formatting, changes to classroom materials (i.e. textbooks), additional information, and general refinement of the course or unit outcomes provided the changes support achievement of the course learning outcomes. See degree procedures for separate requirements.

Minor Program Change:

Refers to changes which do not impact student enrolment, enrolled student completion or require external approval. These include changes in sequencing of delivery, and significant changes to less than 20% of the program learning outcomes. Programs continue compliance with existing provincial program standards. See degree procedures for separate requirements.

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.

Program Learning Outcomes:

Represent the culminating demonstrations of learning and achievement across a program of study and encompass vocational outcomes, Essential Employability Skills outcomes and general education outcomes. They demonstrate that significant integrated learning by graduates of the program has been achieved and verified.

Program of Study:

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

School College Work Initiative (SCWI):

A strategic goal and priority for the Ministry of Education and the Ministry of Training, Colleges and Universities. The SCWI is designed to build and sustain better linkages between the college system and the secondary school system while increasing and improving transitions of secondary students to college.

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.

Strategic Enrolment Management:

Is the dynamic task that begins with an understanding of the Strategic plan, changing workforce needs, and anticipates changes and coordinates institution wide efforts in areas such as marketing, student recruitment, admission, registration, financial aid, student progression/retention, academic and career counseling, curriculum development and major change and related resources management.

Enrolment Management:

Managing the processes of marketing, student recruitment, admissions, registration, financial aid, student progression/retention, academic and career counseling, and implications to program delivery of new program development, course development/revision, program review and/or program suspension/cancellation.

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 records consisting of minimally 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 Schools:

- Deliver programs and courses according to the approved program design for cohort, academic dates and delivery procedures.
- Implement minor or major changes to courses or programs in alignment with the Academic Management Calendar.
- Implement minor or major program delivery improvements as a result of the APR or MPR, as required.
- Complete pre-semester processes for course outline and course shell updating, timetable preparation, faculty assignment and ordering of resources according to Conestoga's timelines.
- Support student success by informing students, at the start of every course and every program, of the following:
 - Expectations of course and program requirements,
 - Expectations of student involvement in the course and program delivery,
 - Requirements for progression and opportunities for recognition of success, and
 - Availability of and access to student services.

Registrar's Office:

- Publishes the Academic Management Calendar in conjunction with the Strategic Enrolment Management committee.
- Publishes a schedule of academic dates for students and program delivery.
- Publishes an annual Student Guide.
- Manages admissions of programs according to ministry and Conestoga requirements.
- Coordinates changes to program offerings and admission requirements with schools.
- Manages course/program enrolment according to ministry requirements and Conestoga policies and procedures.
- Manages the academic integrity of the student record by ensuring retention, access and revisions to student records are done so in accordance with approved policies and procedures.

Curriculum Office and Organizational Development Office:

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

Academic Scheduling & Administration Office:

- Implements the pre-semester loading of all courses for a program of study into SIS for implementation.
- Manages room scheduling and timetabling for each semester in collaboration with academic schools.

Educational Technology:

- Supports eConestoga by ensuring course shells are available to faculty and students and supports the delivery of online learning.

PROCEDURE:

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.
 - 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 fully in-class, online or in a hybrid format in order to provide a range of opportunities for student success.
 - c. Dual credit courses offered through the SCWI support future recognition in academic programs.
2. The Registrar's Office and the Academic Scheduling & Administration Office collaborate with the academic schools to plan for the current and upcoming academic years.
 - a. Academic Scheduling & Administration Office confirms:
 - i. Program delivery information and changes needed for the upcoming academic year, and
 - ii. Confirms program offering information and changes needed for the following academic year.
 - b. Registrar's Office confirms:
 - i. Program cohort delivery details for the upcoming academic year, and
 - ii. Program campus cohort offering information for the following academic year to support recruiting, admissions and OCAS.
 - c. The Full Time Calendar is released and the Conestoga website is available to students to support recruiting and admission plans.
3. The Board of Governors typically 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 of Training, Colleges and Universities.
4. Academic schools prepare for the upcoming year by preparing:
 - a. An annual budget,
 - b. An annual Enrolment Activity Plan, and

- c. Annual Program Reflection activities
 - i. Updating of course outlines/course shells
- 5. Office of Academic Administration informs the Conestoga community of all academic policies and procedures.
 - a. Academic schools and services departments ensure compliance.
- 6. Academic schools deliver academic programs/courses by:
 - a. Delivering the approved program design as found in SIS.
 - i. A full-time program delivery is organized and delivered by cohorts.
 - ii. The cohort is identified by intake year and semester.
 - iii. A part-time program delivery is organized and delivered on a course-by-course basis.
 - b. Ensuring the delivery of a course is supported by:
 - i. A course outline that aligns with Conestoga's course outline protocols and is present on the SIS.
 - ii. Course materials are available in an accessible format.
 - iii. Pre-semester confirmation of resources including faculty and support staff; technological infrastructure; and the planning of off campus activities.
 - c. Ensuring all credit courses have a mandatory course shell which meets the requirements as outlined in eConestoga.
 - i. Program delivery by the teaching/learning team is supported by instructional plans and a schedule of evaluations for the course within the course shell.
 - d. Providing formative and summative feedback and documentation of academic progress to students following the Grading Procedure and Evaluation of Student Learning Procedure.
 - i. Dean's Honour List – Recognition upon completion of an academic year of all students registered in diploma/advanced diploma/degree program that are two or more semesters in length follows the Honours Procedure.
 - e. Managing student concerns and progress and maintain documentation in accordance with provincial program standards and Conestoga policies and procedures.
- 7. Students receive information about program and course delivery, student expectations and student rights and responsibilities through a variety of Conestoga documents and processes such as:
 - a. Program orientation at the beginning of each intake.
 - b. The Conestoga Student Guide posted on the Conestoga website and Student Portal.

- c. Program Handbooks which follow content requirements, are provided in accessible format, are posted on the program website and may also be posted on the course shell.
 - d. The Student Portal with student grades and financial information.
 - e. myConestoga with general information to support student success.
 - f. Ongoing student engagement within the program, such as progress review sessions/tutorials/open access time in labs.
8. Program completion and academic recognition:
- a. Programs celebrate student success with recognition events.
 - b. Exceptional academic achievement is recognized upon graduation following the Honours Policy and Procedure.
 - c. Recognition of the successful completion of studies follows the Graduation and Convocation Procedure and Academic Recognition Policy and Procedure.
9. All programs are delivered according to applicable legislation whether it is national, provincial, municipal or internal to Conestoga. Examples of such legislation 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.*
10. Risk to the integrity of program delivery is managed as follows:
- a. Disputes from students regarding program delivery follow:
 - i. the Student Concerns policy/procedure,
 - ii. the Academic Dispute and Resolution policy/procedure, or
 - iii. the Student Code Conduct policy/procedure.
 - b. Disputes between academic schools and departments providing academic related services regarding interpretation of academic policies/procedures related to program delivery will be adjudicated by the executive dean, academic administration.
 - c. The occurrence of significant and unforeseen disruption of program delivery will result in a formal contingency management process as initiated by the executive dean of the school.
 - i. Such disruptions include but are not limited to:
 - 1. Faculty/staff work interruptions,
 - 2. An issue during the admission process which places Conestoga at risk in meeting program delivery requirements,

3. Failure to secure needed resources (equipment/space/faculty) required to deliver the program,
 4. Lack of practicums/placements/coops/ in order to complete the delivery program cohort, and/or
 5. An external governing body which changes the graduation or the professional regulatory outcomes of the current cohort.
- ii. The executive dean/dean/designate of the academic school immediately takes action by developing a formal contingency plan which includes:
1. Collaborating with the executive dean, academic administration, registrar, and vice-president student affairs;
 2. Developing the plan for remediating the situation; and
 3. Communicating with students, college community and external bodies as required.
11. Continuous quality assurance processes are supported by the following:
- a. Academic schools gain student feedback related to Student Assessment of Teaching (SAT) and Key Performance Indicators (KPI);
 - b. Industry input through Program Advisory Committees;
 - c. Strategic Enrollment review of enrolment, retention statistics, and surveys; and
 - d. Program reviews as per the approved procedure.

RESOURCE DOCUMENTS:

1. Course Outline Development Process
2. Course Development Process
3. New Course Request Form
4. Assignment of Course Code Work Instructions
5. Existing Course Change Approval Form
6. New Program Approval Process
7. Program Design Information for New Programs Form
8. Proposed Program Curriculum Changes Form
9. Program Mapping Templates for APR/MPR

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

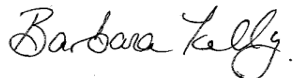
Occupational Health and Safety Requirements
Program Management and Curriculum Policy Schematic
Curriculum Policy
Admission Policy and Procedure
Evaluation of Student Learning Policy and Procedure
Grading Procedure
Academic Dispute Resolution and Appeals Procedure
Academic Recognition Policy
Honours Policy and Procedure
Graduation and Convocation Procedure
Academic Credential Procedure
PAC Policy and Procedure
Program Development Procedure
Course Development and Revision Procedure
New and Revised Provincial Program Standards Procedure
Program Suspension and Cancellation 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

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.



Barbara Kelly, Executive Dean
Academic Administration

September 20, 2012

Date

