



Quality Assurance Monitoring (QAM)  
One-Year Report  
Due April 5, 2023

QAM Reviewer Recommendations	Act
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		<p>members receiving external funding opportunities for research. We feel that this can also have a positive waterfall effect on students where they can become more involved in the campus research community fabric.</p> <p>In summary, plans are moving forward to continue exploring both formal and informal engagement strategies in enhancing relationships between the Senate and Board in order to facilitate decision making and leverage opportunities aimed at improving overall quality programming at Saint Mary's.</p>		
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<p>capability to promote informed decision making at all levels within SMU, this is necessary to enable timely and agile responses to specific events (such as the Covid-19 pandemic)</p>	<p>have uploaded the data into Vena to run numerous analyses, so we can better gauge registrations for upcoming terms. This information is shared with EMG on a weekly basis. Some additional action areas are as follows:</p> <ul style="list-style-type: none"><li>The creation of annual department reports that will include 5 years of data on registrations, majors/minors/, graduates, grade distribution/DFW rates, etc. ‘</li><li>Data visualization tools are being examined to determine which one best meets our needs for sharing data with senior management, faculty and staff. (Tableau and Power BI).</li></ul>
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		<p>currently being implemented and will significantly improve the curriculum revision and addition process</p>		
<p>8.</p>	<p>To strengthen the communications strategy and its delivery modes for both staff and students, to ensure that information is communicated to all relevant parties in a timely and accurate manner. For example the use of a sole and designated medium and address for all formal communications.</p>	<p>The university continues to make investments in communication at Saint Mary's University. In 2018, the university added the position of Internal Communications Officer, responsible for overseeing communications to staff and faculty. In 2019, the university added the Student Communications Officer who develops strategic communications plans and executes communication with students. The addition of these two important positions demonstrates that the university is placing a priority on internal communications to all audiences: faculty, staff and students.</p> <p>The Student Communications Officer is chairing a new working team under the university's Student Success Committee, focused on Student Communications &amp; Engagement. Other initiatives include the new social media channels known as Student Life started in July 2020. The channels combine information that was previously spread over several separate channels. The new channels are experiencing better results in terms of reach and engagement. This is being measured and reported. Student Life will also have a new web presence, to go live in Fall 2020. The webpage will replace outdated webpages and bring greater visibility and access to information for current students. All students now receive the #SMUCommunity Bulletin, a weekly newsletter of stories, updates and timely news for the entire Saint Mary's community. The Student Communications Officer is also working with departments across the university to develop systems and processes for better internal collaboration, which will lead to an enhanced communication experience for students.</p> <p>Faculty and staff are also receiving the weekly #SMUCommunity Bulletin. There are frequent mass emails to all faculty and staff from members of the executive management group (EMG) ensuring that they receive information in a timely and consistent manner. Members of EMG regularly hold virtual town halls with high participation and engagement from both faculty and staff. This is a new practice begun during the pandemic, evolved from the more traditional in-person town halls that were held in previous years on campus. In response to the pandemic</p>	<p>Currently in planning and development (2020-2021)</p> <p>Weekly SMU Bulletin Communication initiated in April 2020. Frequency of Town Halls has increased since May 2020. Virtual platform has resulted in increased community participation. Town Hall sessions are now recorded and posted on the SMU website for campus wide access.</p> <p>Work in this area continues to be formative and under cyclical monitoring.</p>	<p><b>February 2023 Update:</b> SMU Community Bulletins (e-bulletins) are sent twice a month via email. One version is customized to faculty and staff, and the other to students.</p> <p>This continues to be a very successful communications channel as evidenced by the open rates:</p> <ul style="list-style-type: none"> <li>- Faculty and staff 60.6%</li> <li>- Students 48.6%</li> </ul> <p>Faculty and staff virtual Town Halls continue to be a valued format for both sharing updates with faculty and staff, and hearing concerns and answering questions.</p> <ul style="list-style-type: none"> <li>- In 2022, we held 6 Town Halls</li> <li>- Avg attendance 225</li> </ul> <p>The official SMU social media channels are extremely successful based on followers and engagement. Faculty, staff and students all follow these channels:</p> <p><b>Followers</b> Facebook: 23,553 Twitter: 13,300 Instagram: 10,800 LinkedIn: 49,000</p> <p><b>Engagement</b> Facebook – 80,526 Twitter – 8,187 Instagram – 10,144</p>

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university created a new web section devoted to the 'virtual university' with information tailored for the three main audiences:

		<p>Western Sydney, Australia, known as the “Student’s Evaluation of Educational Quality” (SEEQ). In an ongoing effort in our review process, a Senate Sub-committee has been tasked with reviewing the ICE tool and related evaluation processes.</p> <p>While there is undoubtedly great value in the summative feedback received from the ICE survey results, Saint Mary’s is striving to promote effective evaluation tools and approaches to more formatively monitor student attitudes and enhance student voice in their overall learning process and campus experience. As an example, we have just released an early term survey designed to monitor student experiences learning remotely during the Covid pandemic. The Senate Sub-committee cited above has also been tasked with exploring functionality of software programs that will enable efficient campus wide formative evaluation.</p>		<p>We are in the midst of bringing this to the attention of both parties involved. Further progress is expected in the summer of 2022 as the Collective Bargaining negotiation process commences.</p> <p>*Further to the update above, the following actions were taken below:</p> <p><b>February 2023 Update:</b></p> <ol style="list-style-type: none"> <li>1. The Program Review Office has developed enhanced student survey tools for faculty to better support the program review process.</li> </ol> <p>In addition to the above, to attempt to capture student voice in evaluations and surveys, revisions to submission templates for new and modified courses are planned to provide space for instructors to respond to the question of whether revisions were an outcome of the evaluation or survey processes.</p> <p>To enhance the transparency of the program review process and provide students access to program review outcomes, the Academic Program Development and Review Office is expanding its website to create a location for posting program review outcomes (to include the Senate Summary Document, the Action Plan and the subsequent follow-up reports).</p>
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		<p>2. Additionally, the Program Review Office has been actively exploring more effective inroads in creating faculty culture around the benefits of formative classroom-based evaluations throughout the semester/year. Last November, the Manager, Program Review, attended a 2-day Symposium on “Student Voices in Quality Assurance” in Toronto with a small delegation of Saint Mary’s program advisors. The Saint Mary’s delegation brought back a variety of innovative ideas and approaches in eliciting formative classroom experiences from students that can help support programs more effectively with their ongoing quality assurance/program enhancement processes.</p> <p>As an action item, the Program Review Office is recommending the development of faculty workshops that foster more reflective practices around student feedback. Workshops in this area have proven to have a positive impact on quality assurance and continued program enhancement. This recommendation (along with recommendations cited above in # 6) has been forwarded to the Senate Standing Committee on Learning and Teaching (SCoLT) for their consideration in the 2021- 2022 academic year.</p>	<p>2. Added to SCoLT meeting agenda for November 6, 2020 (targeting 2021- 2022 academic year)</p>	<p><u>January 2022:</u></p> <p>2. While the ongoing pandemic somewhat impeded progress, efforts have been made to support developments in this area. Considering the formative nature of institutional culture change, it is anticipated that efforts and impact in this area will take both time and concerted support from both our Program Review Office and our educational development unit in the Studio. To this end, a faculty focused symposium event on “Reflective Teaching Practice” (as suggested by the Program Review Office) has been planned for February 2022. This event has been developed for faculty at Saint Mary’s in an effort to share best practices in reflective teaching which includes the consideration of student voice in the continuous program improvement process. This peer faculty event is the first of its kind and currently being promoted on our Studio website with the following description:</p> <p><b>“Reflective Teaching Practice</b>  The theme of this year’s symposium is <i>Building Teacher-Student Connections Through Reflective Teaching Practice</i>. One of the most powerful practices used by effective teachers is</p>
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modes of course delivery” as a result of the pandemic. The symposium fostered a series of round table discussions, informed by student feedback, on how faculty have dealt with challenges in teaching and