



Quality Assurance Plan for: **Minor in Counselling**

Date Self-Study Report approved by SSCPR: April 24, 2019

## Program Review Quality Assurance Plan

Date submitted to SSCPR: Oct 7, 2020

Date of External Review: Oct 31, 2019

### **SUMMARY**

*Summarize what the program has determined - through evidence - about program quality (e.g. strengths, challenges, opportunities for improvement, potential threats, etc.)*

This summary is based on the information derived from the multiple sources utilized in the program review including: survey data from students, alumni, faculty and discipline sector; administrative data regarding retention and student outcomes; curriculum review; review of institutional mandates and missions; feedback from the Dean of Arts; and the external review report.

Notable strengths of the program included: strong and consistent student demand; instructional excellence, pedagogical sophistication, and dedication to experiential learning. The program has an excellent reputation as a result of its strong teaching and course content. The major challenges in the program are having a small number of faculty members and the limitations this entails, and the narrow demographic base that counselling attracts (e.g., primarily young, Caucasian female students). It is noted, however, that as the services that Counsellors provide are increasingly viewed as less stigmatized and a central part of well-being, we are seeing a greater diversity amongst the student body for these courses. The strong and consistent demand indicate enormous opportunities in terms of potential for growth. There are also opportunities to be more explicit in the ways we infuse culturally responsive pedagogy. The primary challenge for the program is rooted in the challenge all post-secondary institutions face in working within designated funding formulas and the uncertainties ahead due to the Covid-19 pandemic.

## QUALITY ASSURANCE GOALS

List the program's Quality Assurance Goals (broad statements about what the program intends to accomplish to ensure program quality). Identify the Recommendation(s) - drawn from the **Self-Study Report and External Review Report** - each Goal addresses. Provide a brief Rationale for each Goal (see the Quality Assurance Plan Guidelines for instructions). Add or remove rows as necessary.

GOAL 1: Expand course offerings while increasing accessibility.

RATIONALE FOR THIS GOAL: Both the self-study and external review indicate course demand and a need for increased offerings that meet diverse student needs.

Recommendation(s) this Goal Addresses	Report (page number)
That the department expand the current number of faculty members and build a stable core of regular faculty who are engaged in practice and/or have had extensive background in practice,	SS: p. 52, 63 (External Review p. 5)
Continue to offer summer courses to ensure students are able to graduate in a timely manner.	SS: 52, 63 (External Review p. 5)
Extend participation options for the current suite of courses to be available to other allied disciplines (e.g., nursing, human resources within business programs) through KPU's portable Minors.	External Review p. 5
Ensure that a minimum one year of CNPS course offerings is available to students via through the Counselling Program website to facilitate more efficient course planning.	P. 52, 63

**GOAL 2: Engage in curriculum review/revisions and informed educational planning**

**RATIONALE FOR THIS GOAL:** *Curriculum review/revisions are an essential aspect of ongoing success in meeting learning outcomes consistent with KPU's strategic and academic plan.*

Recommendation(s) this Goal Addresses	Report (page number)
Remove EDUC 1100 as a required course within the Counselling Minor given that students frequently declare the Minor in their 3 <sup>rd</sup> and/or 4 <sup>th</sup> year when the content of EDUC 1100, a course focused on first-year transitions, is no longer relevant to them.	P. 52, 64 ER: 6, 7
CNPS faculty are to meet regularly to review curriculum across the program's delivery methods to explore the inclusion of additional experiential components	P. 52
Provide a student survey to examine interest in alternate course delivery methods (e.g., condensed, online)	P. 52
Consider the inclusion of ePortfolios in appropriate counselling courses (e.g., CNPS 4310 Reflective Practitioner; CNPS 3330 Cultural consideration) as a means to support the development of students' competency in digital literacy.	P. 52
Examine prerequisites and co-requisites for courses and review which courses should be mandatory, elective or added (i.e., Special Topics)	P. 64
Revise course outline to align directly with the new BA Framework core competencies once the framework is approved.	P. 52

GOAL 3: Explore the addition of workplace, service learning, applied experiential learning opportunities through building stronger internal and external partnerships.

RATIONALE FOR THIS GOAL: In a rapidly evolving context students needs to be equipped with the knowledge and skills that best prepare them for the ever-changing workplace.

Recommendation(s) this Goal Addresses	Report (page number)
Develop Counselling External Advisory Board consisting of Professional and Industry representatives to advise on labour market trends and key attributes and skills desired in new graduates that will also increase awareness in the community of KPU's Minor in Counselling Program.	P. 63
Explore external expansion of the current Minor using the same suite of courses to engage potential markets outside of current KPU students.	P. 64 External Review: P. 5

## RECOMMENDATIONS THE QUALITY ASSURANCE PLAN DOES NOT ADDRESS

List the Recommendations from the Self-Study and External Review this Plan does not address. Provide a brief rationale for why these Recommendations cannot be addressed. Add or remove rows as necessary.

<i>Recommendations</i>	<i>Report (page number)</i>	<i>Rationale</i>
Consider changing the scheduling option for the CNPS 4300 (Counselling Relationships & Basic Skills) course in order to accommodate filming sessions	<i>External Report 2</i>	External review committee suggested we do not move forward with this change as evidence not sufficient
Explore the appropriateness of OER's for courses throughout the Minor in Counselling	52	Four of the six courses are current OER. The other two courses we have determined are not appropriate for OER at this time.
Explore opportunities for Co-op placements	9	As a minor, the program is limited to 15 upper division credits. Co-op placements require 10 credits and as such are not feasible in a minor program. Students seeking co-op will be encouraged to do so through their Major program of study.
Expanding diversity of student population	External report: 8	The student survey demographics asked only about age, gender, and whether domestic student. Age range is in line with broader undergraduate student demographic (30% were 25 years and older); graduate certificates will result in older student demographic. As noted by the external review committee, the number of male students has increased considerable since the time of this data. Males students make up to a third to half the number of students in current course offerings. A greater number of male and international students will be targeted through the inclusion of portable minors with other disciplines, particularly business.

## QUALITY ASSURANCE FIVE-YEAR ACTION PLAN

Describe the Quality Assurance Strategies (specific plans of action) the program must achieve to attain its Goal over the next five year. Detail the steps the program will take to achieve each Strategy. Add or remove Strategies and tables as necessary.

**MONTH/YEAR WHEN THE FIVE-YEAR ACTION PLAN BEGINS: January 2021 to December 2025**

STRATEGY 1: Expand the number of faculty members and build a stable core of regular faculty who are engaged in practice and/or have had extensive background in practice.

GOAL(S) THIS STRATEGY SUPPORTS: Expand course offerings while increasing accessibility.

Step(s) Required to Achieve this Strategy	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
The Dean has approved the addition of a 50% Regular Counselling Faculty position.	CNPS Search Committee	Sept 2020	November 2020	Search process begun and to be complete in November 2020. The hiring of this position will also increase summer course offerings.

Resource Implications (if applicable)
What are the resources required to achieve this Strategy? <i>No additional resources</i>
When are these resources required? <i>No additional resources</i>
What Faculty and/or Institutional support is required? <i>No additional resources</i>

STRATEGY 2: Extend participation options for the current suite of courses to be available to other allied disciplines (e.g., nursing, human resources within business programs) through portable minors

GOAL(S) THIS STRATEGY SUPPORTS: Expand course offerings while increasing accessibility.

Step(s) Required to Achieve this Strategy	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
To meet with allied disciplines within Faculties to determine appropriateness of the Minor for their students through portable Minors (Faculty Academic Advisors, Departmental Chairs, and Faculty Councils)	Faith Auton-Cuff	November 2019	Dec 2021	
To explore with the Dean of Arts, Senior Administration and Facilities the possibility of repurposing existing space (e.g., at the Langley Campus) to construct two-way mirrors between at least two of the larger classroom spaces.	Faith Auton-Cuff, Briar Schulz	January 2021	Sept. 2022	
To explore with the Dean of Arts the feasibility and purchase of camera-ready recording devices in each small room to be used for counselling practice courses requiring recording (standard practice) and supervision in repurposed existing spaces on the Langley Campus.	Faith Auton-Cuff, Briar Schulz	January 2021	Sept. 2022	

Resource Implications (if applicable)
What are the resources required to achieve this Strategy? <i>Budget for renovations of existing space with two-way mirrors, and purchase of new recording equipment and its installation in small rooms on Langley campus in existing space.</i>
When are these resources required? Over the next two years
What Faculty and/or Institutional support is required? <i>Dean of Arts and Senior Administration approval</i>

STRATEGY 3: Ensure that a minimum one year of CNPS course offerings plan is available to students via the Counselling program website to facilitate more efficient course planning.

GOAL(S) THIS STRATEGY SUPPORTS: Expand course offerings while increasing accessibility.

Step(s) Required to Achieve this Strategy	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Ensure EDST website is regularly updated with department’s educational plan for the year.	Chair, Department Assistant	January 2021	Ongoing	

Resource Implications (if applicable)
What are the resources required to achieve this Strategy? <i>No additional resources</i>
When are these resources required? <i>No additional resources</i>
What Faculty and/or Institutional support is required? <i>No additional resources</i>



STRATEGY 4: *Remove EDUC 1100 as a requirement from the Counselling Minor given that students frequently declare the Minor in their third or fourth year when the content of EDUC 1100, a course focused on first year transitions, is no longer relevant to them.*

GOAL(S) THIS STRATEGY SUPPORTS: *Engage in curriculum review/revisions and informed educational planning*

Step(s) Required to Achieve this Strategy	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Submit revision to Faculty of Arts Curriculum Committee for approval	EDST Curriculum Committee Representative	March/2020	Complete	EDUC 1100 was successfully removed from the Minor at the March 2020 Faculty of Arts committee

Resource Implications (if applicable)
What are the resources required to achieve this Strategy? None
When are these resources required? N/A
What Faculty and/or Institutional support is required? N/A

STRATEGY 5: Regular curricular review, revision and educational planning

GOAL(S) THIS STRATEGY SUPPORTS: *Engage in curriculum review/revisions and informed educational planning*

Step(s) Required to Achieve this Strategy	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Meet to engage in a full review of course curriculum to provide a logical sequence of the goals and outcomes of the program, with regular, yearly meetings thereafter to review delivery methods (e.g., in person, online, hybrid) and to continually ensure the inclusion of appropriate experiential components and culturally responsive pedagogy and up-to-date course content.	CNPS Faculty	January 2021	Ongoing	Initial curriculum review meeting will be held in January to include new faculty member. Yearly curriculum review meetings to be held thereafter
Survey students regarding preferences for course delivery methods (e.g., fully online, in person, hybrid) for each of the courses in the program.	Sarah Hickinbottom and EDST Departmental Assistant	March 2021	March 2021	By the Spring 2021 semester, students will have had 2-3 semesters of online courses and experience in an array of delivery methods. The results of these surveys will be used, in conjunction with pedagogical rationales, for planning delivery methods of courses going forward.
Examine prerequisites and co-requisites for courses, and review which courses should be mandatory, elective, and added (i.e., Special Topics).	CNPS Faculty	Immediately	Dec 2020	
If necessary, bring changes to curriculum committee through to Senate Curriculum for approval	EDST Curriculum Representative	Feb 2021	May 2021	
Explore the inclusion of additional experiential components in course review and revision	CNPS Faculty	Immediately	Dec 2020	Will involve consultation with the Experiential Learning Teaching fellow in the Teaching and Learning Commons

Revise course outlines to align directly with the new BA framework core competencies once the framework is approved (as necessary)	CNPS Faculty			To begin following approval for the BA framework
Increase offerings of high demand courses (specifically CNPS 3310)	EDST Department	Immediately	September 2020	With new sections allocated to department, sections of CNPS 3310 have doubled from 4 sections a year to 8 sections.

<b>Resource Implications (if applicable)</b>
What are the resources required to achieve this Strategy? <i>No additional resources required</i>
When are these resources required? <i>Click here to enter text.</i>
What Faculty and/or Institutional support is required? <i>Click here to enter text.</i>

STRATEGY 6: Inclusion of ePortfolios in appropriate counselling courses (e.g., CNPS 4310 Reflective Practitioner, CNPS 3330 Cultural Considerations) as a means to support the development of students’ digital literacy.

GOAL(S) THIS STRATEGY SUPPORTS: *Engage in curriculum review/revisions and informed educational planning*

Step(s) Required to Achieve this Strategy	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
“Pilot” the inclusion of ePortfolios in CNPS 4310 The Reflective Practitioner	Faith Auton-Cuff	Sept 2020	Dec 2020	
Evaluate the “pilot” using instructor and student feedback	Faith Auton-Cuff	Dec 2020	May 2021	

Resource Implications (if applicable)
What are the resources required to achieve this Strategy? <i>Continued institutional financial support for Pebble Pad</i>
When are these resources required? <i>No additional resources</i>
What Faculty and/or Institutional support is required? <i>Continued institutional financial support for Pebble Pad</i>

STRATEGY: 7 Develop Counselling External Advisory Board consisting of alumni, professionals, industry representatives on labour market trends, and key attributes and skills desired in new graduates that will also increase awareness in the community of KPU's BA Minor in Counselling program.

GOAL(S) THIS STRATEGY SUPPORTS: Explore the addition of workplace, service learning, applied experiential learning opportunities through building stronger internal and external partnerships.

Step(s) Required to Achieve this Strategy	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Identify and invite internal and external community stakeholders who could be potential community advisory board members serving CNPS (alumni, professionals, industry representatives)	Briar Schulz	January 2021	May 2021	
Schedule and hold Community Advisory Board meetings twice each year.	Briar Schulz	June 2021	Ongoing	

Resource Implications (if applicable)
What are the resources required to achieve this Strategy? <i>Budget for catering for advisory committee members (unless virtual)</i>
When are these resources required? September 2021
What Faculty and/or Institutional support is required? <i>Budget support from EDST budget</i>

STRATEGY 8: Explore external expansion of the current minor using the same suite of courses to engage potential markets outside of current KPU students

GOAL(S) THIS STRATEGY SUPPORTS: Explore the addition of workplace, service learning, applied experiential learning opportunities through building stronger internal and external partnerships; expanding diversity of student population.

Step(s) Required to Achieve this Strategy	To be Led by	To Begin on (M/YY)	To be Completed By (M/YY)	Notes
Explore the feasibility of offering a Counselling Stream, Post-Baccalaureate Diploma, and/or Graduate Certificate in Counselling.	CNPS Faculty	January 2021	Dec 2021	Strategy 2 (renovation and repurposing of existing spaces with two-way mirrors, and camera-ready recording suites in existing small rooms) has implications for the offering of any of these options.
Depending on the decision reached, follow the necessary steps for Program Development	CNPS Faculty	Sept 2021	TBA	
Depending on decision reached, target marketing towards more mature demographic (post-graduate students; mid-life career change).	CNPS Faculty	Sept 2022	TBA	

Resource Implications (if applicable)
What are the resources required to achieve this Strategy? Institutional budgetary support
When are these resources required? Resources are required TBA whenever program approved or depending on decision reached
What Faculty and/or Institutional support is required? None

PLAN SUPPORTED BY:

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Date 11/16/2020

Date 11/10/2020