

# From Program Renewal to Program Reset

A Framework for  
Quality Assurance



- Kathleen Geelen, Program Manager, MA.Ed
- CAUCE, May 2026







# Agenda

- Program Renewal vs Program Reset
- Framework for Program Quality and Workflow
- Program Review Standing Committee
- Early Indicators of Success
- Program Reset Recommendations
- Questions



# Program Renewal

## A definition from Ontario's Higher Education

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Program renewal in higher education is a continuous process focused on improving the quality and relevance of academic programs. It involves evaluating, analyzing, and enhancing curriculum and learning activities.

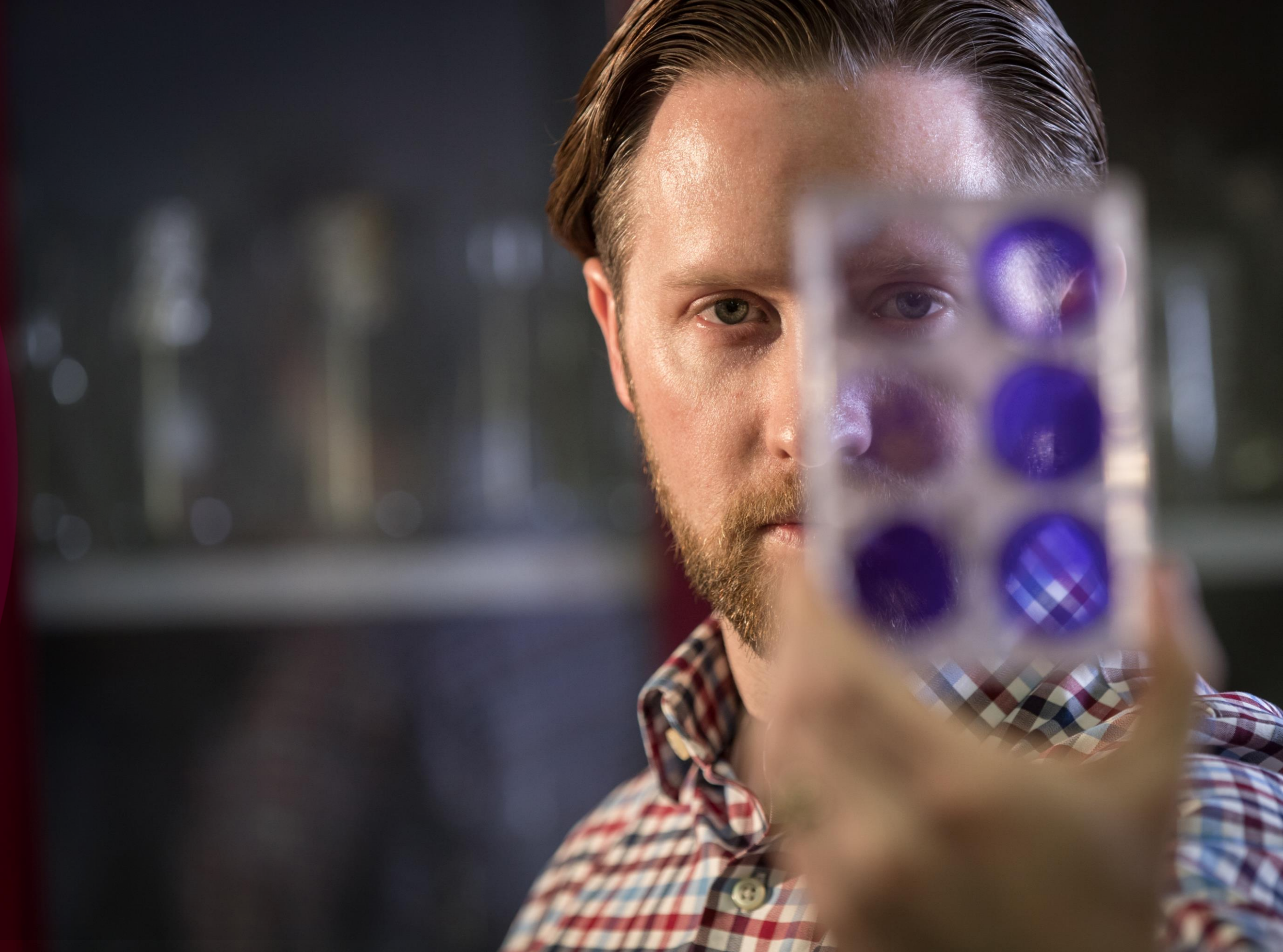
Including:

- determining needs
- creating a vision
- developing program learning outcomes
- curriculum mapping

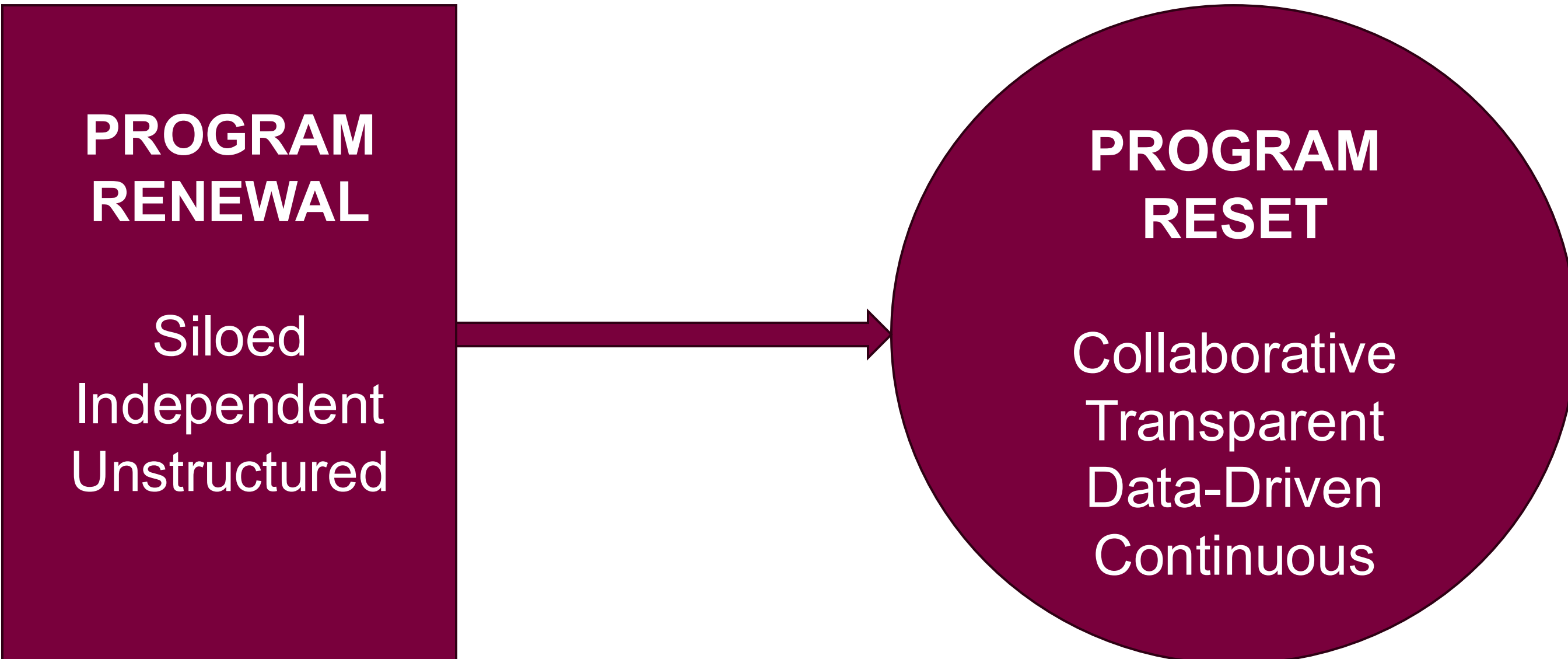
The goal is to enhance the student experience, ensure program standards are met, and prepare graduates for future challenges.

Source: [MANUAL ONTARIO COLLEGES 4 YEAR DEGREES April 2024 update.pdf](#)

**“Who in your organization is responsible for Program Quality Assurance?”**



# Program Reset: We are all in it!



Picture is about 2 years old – it's only about half the team... we need an update.

# Program Reset Model

- Mandate & Structure of the McMaster Continuing Education (MCE) Quality Assurance Working Group
- Framework for Program Quality (Policy and Standards Operating Procedures (SOPs))
- Workflow for Program Quality
- Program Review Standing Committee (Mandate and Structure)



# Mandate & Structure of the MCE Quality Assurance Working Group

Mandate: To develop Policy and SOPs required for QA

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The seven members of the ad-hoc working group included a representative from each of our staff units:

- Two Program Managers
- Lead Instructional Designer
- Business Systems Analyst
- Program Associate
- Student Information Specialist (Customer Service)
- Marketing Specialist

# MCE Program Quality Framework

## PROGRAM QUALITY POLICY

**Purpose:** To define key glossary terms and clarify how the listed Standard Operating Procedures (SOPs).  
**Supporting Resources:** Centralized Data Strategy SOP(s), Service Level Agreement (SLA) Customer Service, New Program Development SOP(s)

**The purpose of the following SOPs are to:**

Evaluate program performance using data-driven insights.

**Program Wellness Check**

Improve learning experience through design at the program level.

**Program Review**

Evaluate instructor performance and guide next-step strategies.

**Instructor Performance and Development**

Determine the scope of course changes, including ongoing maintenance.

**Course Quality**

Outline the full lifecycle of course design and development.

**Course Development**

# Standard Operating Procedures (SOPs) for Program Quality

## Program Wellness Check

- Ongoing review: budgets, student feedback, labor market data
- Centralized dashboard + feedback from staff, instructors, students
- Reviewed with leadership guide to decisions

### May trigger:

- Program Review, Instructor development, Course updates, Marketing support, Program closure

## Program Review

- Minor – internal
- Major – Senate approval
- Major reviews include:
  - instructional design support
  - advisory input
  - stakeholder feedback
- Drives program and course improvement

# Standard Operating Procedures (SOPs) for Program Quality

## Instructor Performance and Development

- Strong content alone isn't enough
- Learner experience depends on, timely instructor interaction, clear expectations, meaningful feedback, etc.,
- Goal: foster a community of learners
  - safe, interactive, and connected to real-world issues
- Challenge:
  - creating this experience can be demanding for new instructors
  - gap exists between basic competency and teaching excellence



Munaza Jamil



Gillian Martin



Skye Preston



Funlayo Buraimoh



Tim D'Souza



Jeffrey Brayley



Rosemarie Clarke



Sally Bean



Lekan Akindele

Some of our Superstars!



# Standard Operating Procedures (SOPs) for Program Quality

## Course Quality

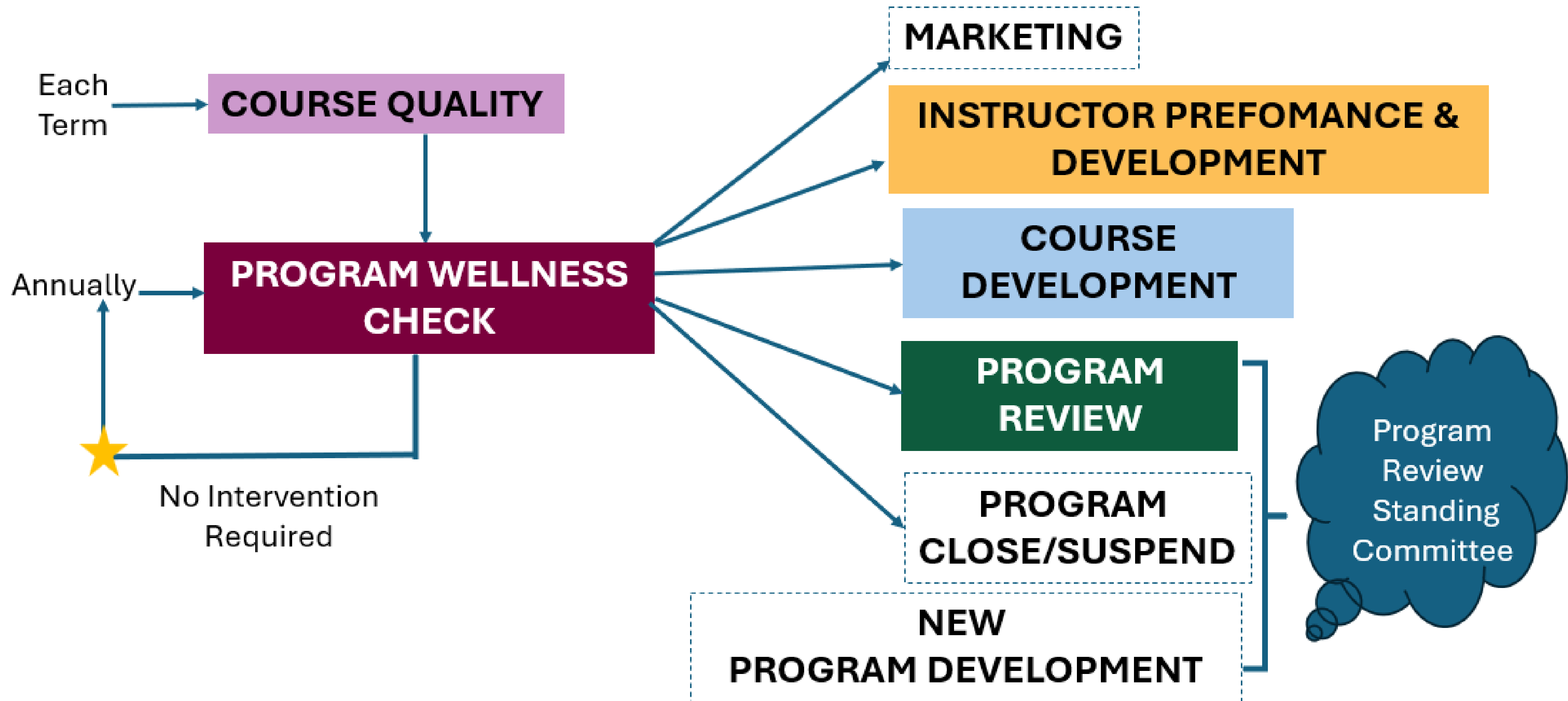
- Ongoing quality managed through master course shell
- Updates require tracking form + Program Manager approval
- Centralized process ensures consistency
- Eliminates workarounds and standardizes practice

## Course Development

- Triggered by Program Wellness Check or Senate approval
- Outlines full course design and development lifecycle
- Focus on improving speed to market
- Exploring more efficient development approaches

For New  
and  
Existing  
Courses

# Workflow of MCE Program Quality



# Program Review Standing Committee

(Newly Formed)

## Mandate

- Approve new program proposals
- Guide major program reviews
- Approve program closures & suspensions



## Membership

- Senior Director (Co-Chair)
- Assistant Directors (Finance & Ops; Marketing & Enrolment)
- Program Managers (min. 3; rotating Co-Chair)
- Program Associate (min. 1)
- Lead Instructional Designer

# Early Indicators of Success



Shared ownership of  
quality across the  
Continuing  
Education Team

Increased cross-  
functional  
collaboration and  
dialogue

Renewed  
commitment to  
quality as a core  
value

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Including:

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# Program Reset: Recommendations



Shifts quality assurance from a few individuals to a shared responsibility across the organization.

Expands the focus from pedagogy to; labour market alignment, student experience, instructor excellence, course quality

Requires a commitment to the tools required for data-driven decision making

# Questions

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