

D – Executive Limitations

Commitment to Quality

Background

In its policy governance role, the Board of Governors has responsibility and accountability to the various groups or entities —communities, students and staff, the Government of Ontario and the citizens of Ontario — for the development and delivery of quality programs and services by Northern College.

Northern College adheres to the quality framework as described by the Colleges Quality Assurance and Audit Process (CQAAP), recognized by the International Network of Quality Assurance Agencies in Higher Education. The College adheres to the outcome indicators of Strategic Mandate Agreements, as defined by the Province of Ontario. The Board of Governors has instituted three further quality metrics: students, staff and community satisfaction.

Policy

The President shall not fail to:

1. ensure a commitment to quality in the achievement of the College's Ends;
2. consider the following indicators of quality with a view to continuous improvement:
 - 2.1 quality of teaching, including evaluation by students;
 - 2.2 student satisfaction with courses and programs;
 - 2.3 graduate satisfaction with their programs;
 - 2.4 employer satisfaction with graduate skills including their ability to think critically;
 - 2.5 graduate employment rate;
 - 2.6 availability of services, facilities and equipment to meet the students' needs;
 - 2.7 staff satisfaction;
 - 2.8 community satisfaction.

Procedure

A mix of internal and external evaluation tools will be administered to assess quality.

Monitoring System

The President shall provide the Board with reports concerning the College's performance with respect to quality and the College's performance with a comparator group of colleges (2.2 to 2.5 – KPI Data) and any new trends with respect to the measurement of quality in the Ontario college system. Reporting to the Board will occur within 60 days of receiving Ministry or survey data, or at the next scheduled Board meeting following preparation of the reports.