



# Quality Assurance Cyclical Undergraduate Program Review – Executive Summary and Implementation Plan

Faculty of Business Administration

March 2025

## **Programs Reviewed**

Bachelor of Administration (TB and O)

Honours Bachelor of Commerce with Majors in

- Accounting (TB)
- Human Resources Management/Industrial Relations (TB)
- Marketing (TB)
- Finance (TB)
- General Management (TB)
- Business Economics (TB)
- Business Analytics and Information Systems (TB)
- International Business (TB)
- Global Entrepreneurship (O)
- Business Administration (O)

Masters of Science in Management (TB)

## **Executive Summary**

In accordance with the Lakehead University Institutional Quality Assurance Process (IQAP) and the Ontario Quality Assurance Framework (QAF), the Faculty of Business Administration submitted a self-study (September 2020). Volume I presented the undergraduate program descriptions and outcomes, an analytical assessment of the programs, and program information along with institutional information and statistical data. Volume II provided course syllabi. Volume III provided the CVs for 26 tenure track faculty members and one continuing contract lecturer.

The Review Team for this cyclical program review included two external reviewers and one internal reviewer selected by the Senate Academic Quality Assurance Sub-Committee (SAC-QA) from a set of proposed reviewers. The reviewers examined materials and completed a two-day site visit on November 9-10, 2020. The site visit included meetings with the the Provost and Vice-President (Academic); Deputy Provost and Vice-Provost (Teaching and Learning); Dean of the Faculty of Business Administration; Program Chairs; Graduate Coordinator; Assistant Dean; Chair and members of the Assurance of Learning (AOL) committee; Associate Vice-President

Executive Summary and Implementation Plan:

Faculty of Business Administration Undergraduate and M.Sc.Mgmt. Programs

Research and Graduate Studies; Vice-President International; two sessions of faculty members (Orillia and Thunder Bay separately); a joint session of sessional lecturers; administrative staff; one group of undergraduate students; a group of recent and current graduate students; University Librarian; Liaison Librarian; and a group of alumni and community partners. The Review Team were provided with a video tour of the Faculty including teaching and lab space.

In their report (December 2020), the Review Team provided feedback that describes how the programs delivered by the Faculty of Business Administration meet the Quality Assurance Framework evaluation criteria and align with the University mission, strategic plan and academic plan. The Review Team noted that the programs are of high quality and offer students a regionally connected and learner-centred experience supported by the full-time faculty members.

At both the undergraduate and graduate level, students must meet the standard University admission policies which are appropriate for the Program Learning Outcomes. Curriculum structure and delivery, and teaching and assessment methods are appropriate, are aligned with comparable programs across Canada at the undergraduate and graduate level, reflect the current state of the discipline, and are effective in preparing graduates to meet defined program outcomes and the University's Undergraduate and Graduate Degree Level Expectations.

The Review Team noted several strengths of the Faculty of Business Administration programs and summarized them as follows:

- Faculty [members] are passionate about ensuring the right offerings are made;
- There is a high level of cohesion among faculty, staff, sessional lecturers and students;
- Communication and consultation avenues that the FOBA's Dean has developed have been appreciated;
- Numerous faculty and staff engage in ongoing curriculum and development through clear and defined roles (i.e. Chair of Year 1 and 2; Chair of Year 3 and 4; Graduate Chair, Chair of Orillia, Assistant Dean and Dean, etc.);
- Students receive competent advising about program requirements;
- New curriculum changes (ethics and indigenous awareness) seem excellent;
- Forthcoming program collaborations with Faculty of Engineering, Faculty of Social Sciences and Humanities.

Responses to the Review Team were received from the Dean of the Faculty of Business Administration (June 2020).

A Final Assessment Report (FAR) has been prepared to provide a synthesis of the external evaluation and internal response to the recommendations. This report identifies the significant strengths of the program, the opportunities for program improvement and enhancement, and sets out and prioritizes the recommendations that have been selected for implementation.

### **Implementation Plan**

The Implementation Plan included below identifies the academic unit's plans to action the recommendations, those responsible for ensuring their implementation and the timelines.

### Implementation Plan (Part A): Program Responsibilities

Implementation of the Recommendations	Proposed Follow-up	Responsibility*	Timeline
Continue Undergraduate program review to facilitate access to courses and updating of curriculum (Rec'd 1, 2, 3)	With respect to course offerings, consider removal of some courses, summer offerings and blended delivery options. Should calendar changes be required, follow Senate approved procedures.	FOBA Undergraduate Studies Committee	June 2021 and June 2022
Continue Graduate program review with an emphasis on access and course progression (Rec'd 8, 9, 10)	Consider admission requirements and campus offerings along with ongoing curriculum review. Should calendar changes be required, follow Senate approved procedures.	Graduate Studies Committee	Sept 2022
Support for instructors (Rec'd 4)	Continue to develop resources for onboarding new instructors.	Dean FOBA; Assistant Dean FOBA; FOBA Teaching and Learning Committee	Sept 2021
Improve networking between the Faculty, alumni and community (Rec'd 5)	Based on consultation, develop additional appropriate opportunities for networking between the Faculty, alumni and community	FOBA Teaching and Learning Committee Experiential Learning Navigator	Sept 2022
Explore suitable international and domestic academic program collaborations (Rec'd 6)	Based on consultation, identify suitable opportunities for collaboration with international and domestic partners in order to enhance the learning environment	Program Chairs; Graduate Coordinator; Assistant Dean	Sept 2021 and Sept 2022
<b>Note – as all Academic Units will be developing their response to the Academic Plan (2019-2024), some of these items may be addressed</b>			

**as part of this process.**

#### Implementation Plan (Part B): Decanal & Administration Responsibilities

Implementation of the Recommendations	Proposed Follow-up	Responsibility*	Timeline
Meet regularly with Chairs to monitor progress on the Implementation Plan**	Report to the Provost and Vice-President (Academic) as part of the Annual Review process	Dean FOBA	Annually
Identify appropriate space for sessional instructors to interact with students (Rec'd 7)	Discuss issue with sessional instructors to identify their space needs.  Discuss the issue and develop a plan with the Principal of the Orillia campus.	Dean FOBA	Sept 2022

\*indicates individual or office with responsibility

\*\*Note - The Dean of the Faculty, in consultation with the School Director shall be responsible for monitoring the Implementation Plan. The details of progress made will be presented in the Deans' Annual Reports and filed in the Office of the Provost and Vice-President (Academic).