



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

School of Social Work
Faculty of Health and Behavioural Sciences
November 2018

In accordance with the Lakehead University Institutional Quality Assurance Process (IQAP) and the Ontario Quality Assurance Framework (QAF), the School of Social Work in the Faculty of Health and Behavioural Sciences submitted a self-study (February 2014). Volume 1 presented the program descriptions and outcomes, an analytical assessment of the programs and program metrics including results from a student survey along with institutional information and statistical data. Volumes 2 and 3, respectively, provided a collection of the program course outlines and the CV's for each full-time member with teaching responsibility in the program.

Two external reviewers and one internal reviewer, selected by the Senate Academic Quality Assurance Sub-committee (SAC-QA) from a set of proposed reviewers, examined the materials and completed a two-day site visit in April 2014. The site visit occurred in conjunction with a Canadian Association of Schools of Social Work (CASWE) re-accreditation process. Two of the reviewers are members of the Commission on Accreditation of the CASWE. Two reviewers (one external and one internal) attended the Orillia campus site on April 2 and all three review team members attended the Thunder Bay campus on April 3 and 4, 2014. The site visit included meetings with the Dean and Vice-Provost (Orillia), Deputy Provost, Dean of the Faculty of Health and Behavioural Sciences, Director and Associate Director of the School of Social Work, University Librarian, full- and part-time faculty members, field supervisors, administrative support staff, current students, alumni and community partners (96 individuals in total). The Review Team toured University facilities on both campuses including offices, classrooms, meeting spaces and the library.

In their report, submitted April 2014, the Review Team provided feedback that describes how the Social Work programs meet the IQAP and QAF evaluation criteria and are consistent with the University's mission and academic priorities. They reported that the admission standards, curriculum structure and delivery, and teaching and assessment methods are appropriate, reflect the current state of the discipline, and are effective in preparing graduates to meet defined outcomes and the University's Undergraduate Degree Level Expectations (DLE's).

The Review Team summarized the many strengths of the Social Work programs as follows:

- The School is fortunate to have committed and qualified faculty members and staff.
- Faculty members at Thunder Bay in particular, have outstanding records of research and publication that draw recognition nationally and internationally.
- Sessional instructors reported that they felt supported in their role.
- As entry to the program is very competitive, the quality of students entering is high.
- Students regard faculty members at both campuses as competent and capable instructors.
- There is strong support for the new Director and she is highly committed to ensuring the success of the program at both Thunder Bay and Orillia.
- Judging by our meetings with agency representatives, students are well prepared for practice and agencies are happy to hire them as qualified social workers.
- By and large, the School of Social Work has a good reputation and strong connections to the local communities.

The Director of the School of Social Work, and the Dean of the Faculty of Health and Behavioural Sciences, submitted responses to the Review Team Report (September 2018). Clarifications and corrections were presented followed by a response to each of the recommendations made by the Review Team.

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 programs, the opportunities for program improvement and enhancement, and sets out and prioritizes the recommendations that have been selected for implementation.

The Implementation Plan identifies who will be responsible for approving the recommendations set out in the FAR; who will be responsible for providing any resources made necessary by those recommendations; any changes in organization, policy or governance that will be necessary to meet the recommendations; who will be responsible for acting on those recommendations; and timelines for acting on and monitoring the implementation of those recommendations.

Programs Covered by this Review

Honours Bachelor of Social Work 4 Year
Honours Bachelor of Social Work 1 Year

Implementation Plan (Part A): Departmental Responsibilities

Implementation of Recommendations	Proposed Follow-up	Responsibility**	Timeline
Comprehensive assessment of field education placement resources (Orillia campus)	Based on regular monitoring, determine current resource requirements and adjust resourcing and/or student numbers to ensure adequate support for students and quality of the program.	Director SSW*, faculty members, Dean FHBS	June 2015
Address field education situation in Orillia	Based on analyses, hire an additional full time, permanent placement coordinator and/or reduce the number of students.	Director SSW*	June 2015
Complete a curriculum review	Ensure that learning outcomes are clearly defined and consistently applied throughout the curriculum.	Director SSW*, faculty members	June 2016
Improve communication and consistency between the two campuses	Develop a plan to ensure that a. messaging is consistent, b. the Director spends significant time on both campuses c. the Mission of the SSW is reviewed and revised to reflect both campuses, d. technology is used effectively to enhance information exchanges between staff and faculty e. faculty retreats are held regularly	Director SSW*, faculty members	June 2015

Consider adjustments to admission requirements	Will discuss alternate admission models with the Dean	Director SSW*, faculty members, Admissions Officer (AARR), Deans of other affected Faculties (e.g. SSH, SES)	June 2019
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Implementation Plan (Part B): Decanal & Administration Responsibilities

Implementation of Recommendations	Proposed Follow-up	Responsibility**	Timeline
Establish appropriate budgeting processes related to potential expansion of the program	Dean to determine appropriate steps and information required to assess any program expansion; Director SSW and faculty to be engaged at appropriate stages of this work.	Dean FHBS*	Should occur within 4 months, should expansion be proposed.
Monitor progress on the Implementation Plan**	Report to the Provost and Vice-President (Academic) as part of the Annual Review process	Dean FHBS*	Annually

* Indicates individual or office with direct responsibility

**The Dean of the Faculty, in consultation with the Director of the School, 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).