



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

Department of Languages

Faculty of Social Sciences and Humanities

May 2020

## **Programs covered by this cyclical review:**

Honours Bachelor of Arts (French)

Honours Bachelor of Arts (English and French)

Bachelor of Arts (English and French) – 4 year

Honours Bachelor of Arts (French and History)

Honours Bachelor of Arts (French and Philosophy)

Bachelor of Arts (French)

Bachelor of Arts (Languages)

Honours Bachelor of Arts (French), Bachelor of Education (Primary/Junior)

Honours Bachelor of Arts (French), Bachelor of Education (Intermediate/Senior)

Bachelor of Arts (French), Bachelor of Education (Primary/Junior)

Bachelor of Arts (French), Bachelor of Education (Intermediate/Senior)

Honours Bachelor of Arts (English and French), Bachelor of Education (Intermediate/Senior)

Honours Bachelor of Arts (French and History), Bachelor of Education (Intermediate/Senior)

Certificate of French Proficiency for Non-French Majors – Basic

Certificate of French Proficiency for Non-French Majors – Intermediate

Certificate of French Proficiency for Non-French Majors – Advanced

Certificate in International Languages

Minor in French

Minor in Classics

Minor in Finnish (no new students admitted as of 2016-17)

Minor in German (no new students admitted as of 2016-17)

Minor in Spanish (no new students admitted as of 2016-17)

Executive Summary and Implementation Plan:  
Languages 2018

## Executive Summary

In accordance with the Lakehead University Institutional Quality Assurance Process (IQAP) and the Ontario Quality Assurance Framework (QAF), the Department of Languages submitted a self-study (November 2018). 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 core faculty and contract lecturers contributing to the delivery of the programs.

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 29 and 30, 2018. The site visit included meetings with the Provost and Vice-President (Academic), Deputy Provost, Dean of Social Sciences and Humanities, the Chair of the Department, full-time, tenure-track faculty members, the technician, a group of undergraduate students, the Liaison Librarian, the Administrative Assistant for the Department, the Vice-Provost (International) and Manager of ELC and International Student Services and a group of alumni and community partners. The Review Team toured the Thunder Bay campus including classrooms, offices, the Chancellor Paterson Library including the Teaching Commons, and group study spaces.

In their report (January 14, 2019), the Review Team provided feedback that describes how the programs delivered by the Department of Languages meet the Quality Assurance Framework evaluation criteria and align with the University mission, strategic plan and academic plan. The Review Team noted that the department displays strength in research related to Lakehead University's priorities, particularly in the category of "Cultures, Societies, and Social Justice".

At the undergraduate 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 well-aligned with other Ontario language departments, and are effective in preparing graduates to meet defined program outcomes and the University's Undergraduate Degree Level Expectations.

The Review Team noted several strengths of the Languages programs and summarized them as follows:

- Faculty: all department members, including contract lecturers, are thoroughly engaged and dedicated to student success;
- Collaboration with the Faculty of Education: the department plays a key role in training new teachers, thanks to the Concurrent Education programs;
- Class sizes: there is institutional support for small classes in language teaching;

- Curriculum and course delivery: the department offers language courses dedicated to excellence in the four skills as well as innovative courses in literature, linguistics and culture. They use a wide array of course delivery methods to do so;
- Community outreach: while this could be expanded, the department does an excellent job of linking the students to the community;
- International experiential learning opportunities are made available to students.

Responses to the Review Team were received from the Chair of the Department (April 2019), and the Dean of the Faculty of Social Sciences and Humanities (July 2019). 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 program, 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.

Implementation Plan (Part A): Program Responsibilities

Implementation of the Recommendations	Proposed Follow-up	Responsibility*	Timeline
Undertake a comprehensive review of the degree level curricula for all French major programs (addresses Recommendations 1, 2, 3, 5, 9).	Develop a plan for curriculum review and renewal.	Department Chair*, assisted by Dean FSSH	June 2020
Consider accessibility in the design and implementation of course requirements (e.g. verbal participation in class) (addresses Recommendation 4).	Work with SAS and the Vice-Provost Teaching and Learning to consider the impacts of accessibility on assessment of teaching and learning; develop plan for courses.	Department Chair*, Department members, SAS, Vice-Provost Teaching and Learning	Spring 2020
Investigate opportunities for students to participate in international and interprovincial exchanges to provide experiential learning and possible transfer credit (addresses Recommendation 6).	As part of Departmental response to Academic Plan 2019-2024, develop a plan to address	Department Chair*, Department members, Vice-Provost International	Spring 2020
Continue to work with Student Central (including Office of Recruitment) to ensure that student advising has most up to date information (addresses Recommendation 7).	Set up meeting with Student Central to exchange information.	Department Chair*, Student Central (i.e. Manager of Student Advising, Manager of Recruitment)	ongoing
Encourage additional opportunities for collaboration on research and/or teaching at the Graduate level (addresses Recommendation 8).	As part of Departmental response to Academic Plan 2019-2024, develop a plan to address	Department Chair, assisted by Dean FSSH* and Dean FGS	Spring 2020

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

Implementation of the Recommendations	Proposed Follow-up	Responsibility*	Timeline
<b>Meet regularly with Department to monitor progress on the Implementation Plan**</b>	Report to the Provost and Vice-President (Academic) as part of the Annual Review process	Dean SSH*	Annually

\*indicates individual or office with responsibility

\*\*Note - The Dean of the Faculty, in consultation with the Department Chair 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).