

POLICY AND PROCEDURES

POLICY NAME: Service Reviews	POLICY NUMBER: 2.4.3	CATEGORY: Administration
RESPONSIBLE EXECUTIVE: Chief Academic Officer	APPROVAL AUTHORITY: Senior Leadership Team	EFFECTIVE DATE: October 6, 2023
NEXT FULL REVIEW DATE: October 5, 2028	REVISED: October 23, 2023	REPLACES:

Purpose

This policy supports Coquitlam College’s commitment to providing excellence in service and outlines the process for conducting service reviews that support College operations.

Scope

This policy applies to all employees of the Coquitlam College.

Policy Statements

1. The College maintains a high standard for the delivery of all services it provides and is committed to the regular review and renewal of these services.
2. Services reviews will inform the College’s mission and strategic objectives and will help support and guide the changing needs of the College community, so that all services are provided fairly, equitably and using best practice in industry.
3. Service Reviews will be conducted for each service area every five years. The Senior Leadership Team will determine a schedule for the review of each service area. Service areas subject to review are Library, Student Services, Office of the Registrar, Information Technology.
4. The College’s Curriculum Review Coordinator will maintain a Services Review Manual (Manual) to guide and direct all service reviews.
5. All data provided, collected and analyzed during service reviews will be monitored by the Curriculum Review Coordinator and will align with applicable legislation and College policy.

Procedures

1. Service Reviews are intended to provide opportunities to growth and renewal over time.
2. Input is gathered from various departments in the College, and where applicable external sources, to ensure a transparent and informed process.
3. The College community will have access to review progress, including findings and reports via the College’s intranet. Opportunities to provide feedback will also be available.

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4. Action Plans will be made available publicly to ensure accountability and buy-in from the educational community and institutional partners of the college.

Roles and Responsibilities

1. Senior Leadership Team is responsible for:
 - Establishing a service review schedule
 - Providing required resources and support for the full and thorough completion of service reviews and the fulfillment of action plans
 - Ensuring that information gathered and used in service reviews is accurate, transparent, and upholds the mission statement of the College
 - Creating action plans that reflect informed decision-making based on review outcome
 - Communicating action plans
 - Monitoring and updating action plans as needed throughout the review cycle
2. The Curriculum Review Coordinator is responsible for:
 - maintaining the Service Review Manual and assisting Service Area Leaders with the review process
 - providing Service Area Leaders with guidance and support for data collection, including approving the release of data for analysis, consultations, and drafting reports
 - monitoring the review process to ensure a timely delivery of resources and documents
 - drafting the final summary report in collaboration with the Service Area Leader
3. Service Area Leaders are responsible for:
 - Working with the Curriculum Review Coordinator to establish a review schedule and identify required resources
 - Conducting reviews in compliance with applicable College policies and processes
 - Providing oversight and direction throughout the self-study process and engaging relevant parties in consultation
 - Submitting reports to Senior Leadership Team for review
 - Implementing action plans as directed by Senior Leadership Team
4. The IT department is responsible for:
 - Working with the Curriculum Review Coordinator to provide relevant, accurate and timely data throughout the review process. Student registration data will be provided in compliance with applicable privacy legislation and approval of the Privacy Officer.

Follow-Up

5. During the course of the five-years prior to the release of the action plan, it is expected that the executive, academic, and service department heads will monitor and reflect on their own ability to achieve the goals as laid out by the action plan by following the specific KPI's listed for their departments and the school/program at large.

Definitions

None

Related Documents

[1.2.2 Records Management Policy](#)

[1.2.3 Information Security](#)

[Personal Information Protection Act \[SBC 2003\] Chapter 63](#)

Appendix A: Introduction to Service Review at Coquitlam College