

Action Plan: Program/Department Name

Date Self-Study was submitted to AQA: Wednesday, February 15, 2023

Date of External Review: Wednesday, April 5, 2023

Institutional Response

We acknowledge the dedication and thoughtfulness that Mono Brown has brought to this Self-Study and Action Plan, building upon the work started by Alena Buis. The Action Plan is comprehensive and connects the work of all the reviewers. The recommendations support Langara's need to further engage with the concept of pathways for our students and we now have a clear understanding of the work that is needed to better support our Diploma in General Education students.

The Dean of Arts and Vice-President Academic are committed to supporting this credential and providing the leadership to bring these recommendations forward into concrete changes.

Signed



August 3, 2023

Dean of Arts (Interim), Darren Bernaerdt

Date

Signed



August 10, 2023

Provost & Vice-President, Academic

Date

Recommendations from the Self-Study and External Review this Action Plan does NOT Address.

Provide a brief rationale for why each Recommendation cannot be addressed. Add or remove rows as necessary.

Recommendation	Self-Study or External Review (include p.#)	Rationale
N/A		

Goal 1: Transform General Education’s structure, including its social purpose, both to streamline admission and enrolment and, more importantly, to better and more holistically support our students.

Planned Actions: What Planned Actions will the department complete to achieve this goal? Add or remove rows as needed.

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
1. Create a position for and hire a General Education Administrator to ensure continuous and ongoing leadership and support for General Education—both the program and its students.	General Education Program Review Team	Fall 2023	Fall 2023	The person appointed to this role would be responsible for implementing many of the planned actions documented in this action plan.
2. Establish a General Education Working Group to advise on and support transformations to General Education’s structure, admission, and enrolment.	General Education Program Review Team	Fall 2023	Fall 2023	Tentatively, founding members of the General Education Working Group would include those who led the program through the completion of its Self-Study and External Review.
3. Designate a home faculty for General Education and streamline Diploma offerings accordingly.	General Education Administrator	Fall 2023	Summer 2024	Since the General Education Diploma (Arts) has the highest average enrolment of all three Diplomas (Arts, Science, Social Sciences), there is a strong case to be made for situating General Education within the Faculty of Arts; this planned action’s anticipated completion of Summer 2024 is informed in part by the timing of the upcoming Diploma in Arts and Science (General) Program Review, which may have implications for the decision to locate General Education within the Faculty of Arts.
4. Further investigate enrolment trends among both domestic and international students to determine whether to revise overall eligibility for direct admission into General Education, and how to modify program and course offerings and College supports, most of all for international students.	General Education Administrator; Registration and Enrolment Services; Langara Global	Fall 2023	Summer 2025	A qualitative study of General Education pathways has revealed the need to create more security for international students by Term 1. Direct admission into General Education—both the program and certain required first-year courses—will relieve pressure on international students and lay the foundation for their success at Langara.
5. Conduct an environmental scan of General Education programs across the sector, as part of transforming General Education’s structure and social purpose.	General Education Administrator; General Education Working Group	Fall 2024	Summer 2025	An environmental scan will focus mainly on how post-secondary institutions deliver an academically rigorous yet broad-based, flexible curriculum.

What Self-Study or External Review Recommendations do the Planned Actions support? Check the appropriate column to indicate if the Recommendation is from the Self-Study or External Review. Add or remove rows as needed.

Recommendation	Self-Study (specify page #)	External Review (specify page #)
Appoint a Division Chair or Coordinator to oversee General Education curriculum, advise students, and generally support the large numbers of students in the Diploma programs.	6	
An individual be appointed to oversee implementation of this review's recommendations.		3
Once the recommendations are implemented and program redesign is successfully complete, a Program Coordinator may be required to oversee the program on an on-going basis.		3
Having three designations (Arts, Science and Social Science) with the same curriculum and courses needs to be addressed and revised, as well as similarity to the General Arts and Science program.		3
Conduct research to better understand enrolment trends among International Students to determine whether to revise their eligibility for direct admission into the General Education Diploma programs.	6	
The program be assessed and evaluated for direct international student admission.		3
Survey domestic students enrolled in the program to better understand why they are entering the program, transferring into the program, and leaving this program.		3
Waitlists across Langara's broader programs, resulting in students being unable to get into courses needed for those programs, was cited many times by students as a reason for entering the General Education program. There is a need to continue to address this as a strategic approach for the college to maintain university transfer and degree student satisfaction.		3

NOTE: Add "Planned Actions" and "Recommendations" tables if there are distinct themes within each Goal.

Which [Academic Plan 2025 Lens or Lenses](#) does this Goal supports? Add or remove rows as needed,

Academic Plan 2025 Lens (only include the title of the lens)
2. Holistic Student Engagement and Support
4. Social Responsibility/Community Relationships

What resources will be used to achieve this Goal? Indicate if existing resources will be used or if additional resources are requested.

Resources
Salary for General Education Adminstator

Goal 2: Envision a General Education program that intentionally supports the four lenses of Academic Plan 2025 and a flexible curriculum that better prepares our students for future work and study.

Planned Actions: What Planned Actions will the department complete to achieve this goal? Add or remove rows as needed.

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
1. Craft and publicize a mission statement for General Education that envisions a program that intentionally supports the four lenses of the Academic Plan, to generate investment in curriculum design and renewal.	General Education Administrator; General Education Working Group	Fall 2023	Fall 2023	<u>All planned actions in this table, aside from this first action, which could be completed by a General Education Working Group, are dependent on the appointment of a General Education Administrator.</u>
2. Map the current General Education Diploma curriculum as part of determining ways to streamline and coordinate snəwəyət leləm Langara College’s General Education offerings.	General Education Administrator; General Education Working Group	Fall 2024	Summer 2025	As mentioned above (see Goal 1, Planned Action 3), this work must happen in tandem with the Program Review for Langara’s Diploma in Arts and Science (General).
3. Bring General Education’s English language proficiency requirements into alignment with those of post-secondary institutions with similar program offerings and student demographics.	General Education Administrator; General Education Working Group	Fall 2024	Summer 2025	This action, though ongoing, will be informed by the results of the environmental scan conducted as part of Goal 1. All required courses in General Education must be transferable at the post-secondary level, and changes to English language proficiency requirements must reflect this standard.

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
4. Explore partnerships units on campus (for example, VOLT; Langara's Co-op and Career Development Centre) as part of incorporating work-integrated learning and volunteer opportunities that are unique to General Education.	General Education Administrator; General Education Working Group	Fall 2024	Ongoing	
5. Develop new Program Learning Outcomes for General Education that prioritize a flexible curriculum while better preparing students for future work and study.	General Education Administrator; General Education Working Group	Fall 2025	Ongoing	This action could also be informed by the results of the environmental scan conducted as part of Goal 1.
6. Introduce core, required courses for General Education to equip students for success in post-secondary and professional contexts.	General Education Administrator; General Education Working Group	Fall 2025	Ongoing	Students and alumni have identified research, career success, and collaboration skills as areas of interest. See below for a Self-Study recommendation that outlines three potential one-credit General Education core courses in relevant areas. Proposed coursework in academic integrity could draw on current offerings developed by Langara Library and Student Conduct and Academic Integrity.

What Self-Study or External Review Recommendations do the Planned Actions support? Check the appropriate column to indicate if the Recommendation is from the Self-Study or External Review. Add or remove rows as needed.

Recommendation	Self-Study (specify page #)	External Review (specify page #)
Formulate Program Learning Outcomes (associated with Institutional Learning Outcomes) that maintain the flexibility of the curriculum while better preparing students for post-secondary education and encourage life-long learning.	9	
Design and develop for credit core courses, related to research, preparation for career success and group collaboration skills. Three possible one credit courses could be: Who's At snəwəyət̚ lələm̚ - Internationalization, Indigenous, and Intercultural Communication; Post-Secondary Learning - Academic Integrity, Study Skills, Writing, Mental Health; Applied Research Skills – Data Analysis, Critical Thinking and Problem Solving.	9	

Recommendation	Self-Study (specify page #)	External Review (specify page #)
As part of an analysis of student pathways and goals, envision an innovative General Education program that intentionally supports the various lenses of Academic Plan 2025 particularly Curiosity, Creativity, and Innovation; Holistic Student Engagement and Support; Transformational Learning Experiences; and Social Responsibility/ Community Relationships.	9	
The program's curriculum be assessed in tandem with a review of the General Arts and Sciences Diploma, as the two program types are almost identical, except for the post-secondary English requirements and course selection being restricted to only the Faculty of Arts and Sciences. This similarity may be confusing and may be producing redundancy between the programs in their current forms.		4
Similarly, the program's three designations (Arts, Science and Social Science) with the same curriculum and courses should be assessed and reviewed as it does not make sense for the same curriculum choices to be in each. If there are to be both an Arts and Science stream, there must be more specificity in the course requirements to distinguish the two.		4
Consideration be given to a curriculum that infuses the program with social purpose. This can be beneficial for a program that serves many international students, particularly with reference to Social Responsibility and Community Relationships as per the Academic Plan. Partnering with VOLT (Langara Volunteer Program) or including a Service-Learning course in the curriculum to facilitate community connection are some practical examples of design elements for consideration. These additions will also help students feel more connected to the local community and the college.		4
English should be transferable at the post-secondary level. A post-secondary diploma should consist of post-secondary level courses. The English could be tailored to international students. Review English courses at other post-secondary institutions (e.g., ENG112 at Capilano College or ENG190 at Coast Mountain).		4
The program would benefit from a required core course requirement, such as applied research methods, group collaboration, preparation for career success, etc. These courses may or may not be transferable and/or for credit, and could include skills-based micro-credentials, but would be required for graduation.		5
Develop partnerships through VOLT and Career Services to provide students with opportunities to learn job skills and include a Service-Learning course in the curriculum.		6

NOTE: Add "Planned Actions" and "Recommendations" tables if there are distinct themes within each Goal.

Which [Academic Plan T2025 Lens or Lenses](#) does this Goal supports? Add or remove rows as needed,

Academic Plan 2025 Lens (only include the title of the lens)
1. Curiosity, Creativity, and Innovation
2. Holistic Student Engagement and Support
3. Transformational Learning Experiences
4. Social Responsibility/Community Relationships

What resources will be used to achieve this Goal? Indicate if existing resources will be used or if additional resources are requested.

Resources
N/A

Goal 3: Explore, improve upon, and forge new pathways to student success in General Education and beyond.

Planned Actions: What Planned Actions will the department complete to achieve this goal? Add or remove rows as needed.

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
1. Continue to investigate student pathways into and through General Education and disseminate findings widely.	General Education Administrator; General Education Working Group	Summer 2023	Fall 2024	As part of this action, programs from which students are switching into General Education will be notified as part of determining the extent to which this program's popularity is being driven by waitlist and course registration issues in other programs at Langara. <u>As above, all planned actions aside from this one are contingent upon the the appointment of a General Educaiton Administrator.</u>
2. Introduce college-wide protocols for advising students seeking to enrol or switch into General Education.	General Education Administrator; General Education Working Group	Fall 2024	Summer 2025	For example, international students may require additional support to understand potential pathways as part of course selection, and to lay the groundwork for future post-secondary study. This planned action anticipates the upcoming introduction of Workday@Langara for students.

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
3. Establish partnerships or relationships across Langara to develop new course offerings into General Education.	General Education Administrator; General Education Working Group	Fall 2024	Ongoing	Both the Self-Study and External Review underscored the value of proposals for courses that provide transferable skills for international students seeking employment (see, for example, BCIT's XCER 4010 Canadian Employment Readiness Foundations or XCER 4020 Canadian Employment Readiness Bootcamp, a microcredential); successful proposals could potentially be incorporated into General Education core program requirements (see above).
4. Meet regularly with Counselling and other units on campus to discuss the ways that General Education might be of value to students on academic suspension.	General Education Administrator; General Education Working Group	Fall 2024	Ongoing	The Langara Return-to-Learning (LRTL) course is, for example, a potential site for a collaboration with General Education.
5. Launch a pilot program for laddering Langara General Education alumni back into a regular-studies degree or diploma program.	General Education Administrator; General Education Working Group	Fall 2025	Ongoing	This planned action anticipates a desire among General Education alumni for meaningful options to pursue further postsecondary education—for example, in their original programs of study.

What Self-Study or External Review Recommendations do the Planned Actions support? Check the appropriate column to indicate if the Recommendation is from the Self-Study or External Review. Add or remove rows as needed.

Recommendation	Self-Study (specify page #)	External Review (specify page #)
Perform additional research into General Education students' progression through the credential, specifically focusing on the four programs in which most General Education students begin their studies at Langara (1. Diploma: Business Management; 2. Associate of Science: Computer Science; 3. Diploma: Computer Science; and 4. Associate of Science; Health Sciences), and into pathways after graduation from General Education.	16	
Explore offering microcredentials as agile, flexible learning opportunities to provide transferable, skills for students on the pathway to employment in Canada (see, for example, BCIT's XCER 4010 Canadian Employment Readiness Foundations or XCER 4020 Canadian Employment Readiness Bootcamp.)	16	
Majority of students in the General Education program have transferred into the program from the following programs: (1) Diploma: Business Management; (2)		5

Recommendation	Self-Study (specify page #)	External Review (specify page #)
Associate of Science: Computer Science; (3) Diploma: Computer Science; and (4) Associate of Science; Health Sciences. Many of the transfers appear to have been precipitated by an inability for students to find seats in required courses of their originally selected programs. Given that international students want to complete their post-secondary education within a two- or three-year time period, many appear to be transferring to the General Education program as a remedy to being waitlisted for courses in their original programs. Without a system-wide adjustment to academic planning, the General Education program will continue to grow as a backup remedy for such students.		
There may be opportunities to create curricular pathways for students to move from the General Education program to other programs at Langara College and elsewhere. This could be accomplished by mapping the curriculum, which is likely to result in some second-year courses being required.		5
Students should have additional support in course planning while at Langara, to facilitate laddering pathways. Given the high proportion of international students in the program, additional effort may be needed to educate students on potential pathways, thus allowing these students to lay the best groundwork should they wish to return to school after some years; noting that some international students return to complete their studies beyond the two-year credential once they gain Permanent Residency.		5
Creating changes within the curriculum to create pathways for education that would allow students to return to Langara College or elsewhere for further education.		6

NOTE: Add “Planned Actions” and “Recommendations” tables if there are distinct themes within each Goal.

Which [Academic Plan 2025 Lens or Lenses](#) does this Goal supports? Add or remove rows as needed,

Academic Plan 2025 Lens (only include the title of the lens)
1. Curiosity, Creativity, and Innovation
2. Holistic Student Engagement and Support
3. Transformational Learning Experiences
4. Social Responsibility/Community Relationships

What resources will be used to achieve this Goal? Indicate if existing resources will be used or if additional resources are requested.

Resources
N/A

Goal 4: Strengthen awareness of and investment in General Education as a pathway to student success and a site of transformational learning experiences for instructors and students.

Planned Actions: What Planned Actions will the department complete to achieve this goal? Add or remove rows as needed.

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
1. Host a General Education Town Hall to be attended by representatives from Academic Quality Assurance, the Academic Success Centre, the Centre for Intercultural Engagement, Counselling, Indigenous Educaiton & Services, Langara Global, Registration Student Conduct and Academic Integrity, the Teaching and Curriculum Development Centre, and other relevant units across campus.	General Education Administrator; General Education Working Group	Fall 2023	Fall 2023	
2. Survey instructors who teach top courses of enrolment in General Education (e.g, PHOT 1100) to better understand current learning experiences in General Education and identify opportunities to expand and improve upon program offerings.	General Education Administrator; General Education Working Group	Fall 2023	Summer 2024	<u>Though dependent on the appointment of a General Education Administrator</u> , this planned action could also take place alongside the completion of the upcoming Diploma in Arts and Science (General) Program Review.

What Self-Study or External Review Recommendations do the Planned Actions support? Check the appropriate column to indicate if the Recommendation is from the Self-Study or External Review. Add or remove rows as needed.

Recommendation	Self-Study (specify page #)	External Review (specify page #)
Establish an administrative structure for the General Education Diploma that would foster relationships with the Academic Success Centre (Langara Student Success Course, Langara Return to Learning Course, Peer Assisted Learning, and the Writing and Tutoring Centre in the Learning Commons etc.); Langara Global; Student Conduct and Academic Integrity (SCAI); and other relevant units across campus.	17	
Creating an administrative structure within the General Education Program to collaborate with other departments and resources across the college could benefit the program. A recommendation would be to create a position such as a Program Coordinator to oversee the General Education Program, as well as putting together an advisory group made up of internal College supports and representatives from the English department and transfer programs.		5

NOTE: Add “Planned Actions” and “Recommendations” tables if there are distinct themes within each Goal.

Which [Academic Plan 2025 Lens or Lenses](#) does this Goal supports? Add or remove rows as needed,

Academic Plan 2025 Lens (only include the title of the lens)
2. Holistic Student Engagement and Support
3. Transformational Learning Opportunities

What resources will be used to achieve this Goal? Indicate if existing resources will be used or if additional resources are requested.

Resources
Funding for food and beverages, audiovisual support, and communications and marketing for a Town Hall (amount contingent upon whether, by Fall 2023, General Education is situated within a home faculty).

Goal 5: Nurture lasting relationships with General Education alumni that set a precedent for future work and study at snəweyət leləm Langara College.

Planned Actions: What Planned Actions will the department complete to achieve this goal? Add or remove rows as needed.

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
1. Work with Langara Alumni to develop strategies for engaging with General Education alumni, to improve their sense of connection to Langara and inspire their confidence in returning for future study.	General Education Administrator; General Education Working Group	Fall 2023	Ongoing	
2. Collaborate with the Career and Co-op Development Centre (CCDC) to identify career-based alumni outreach opportunities.	General Education Administrator; General Education Working Group	Fall 2025	Spring 2025	One option, for example, is for General Education and CCDC to host a job fair for graduating students and alumni to increase their awareness of work opportunities at Langara.

What Self-Study or External Review Recommendations do the Planned Actions support? Check the appropriate column to indicate if the Recommendation is from the Self-Study or External Review. Add or remove rows as needed.

Recommendation	Self-Study (specify page #)	External Review (specify page #)
Improve engagement with General Education alumni, specifically, letting them know about Langara programs they could come back to after becoming landed immigrants, and/or working for a few years.	18	
Creating positive engagement strategies with current students and alumni post-graduation, to stay connected with the college.		6

NOTE: Add "Planned Actions" and "Recommendations" tables if there are distinct themes within each Goal.

Which [Academic Plan 2025 Lens or Lenses](#) does this Goal supports? Add or remove rows as needed,

Academic Plan 2025 Lens (only include the title of the lens)
2. Holistic Student Engagement and Support
4. Social Responsibility/Community Relationships

What resources will be used to achieve this Goal? Indicate if existing resources will be used or if additional resources are requested.

Resources
N/A

