

# Langara School of Management

## Department Overview

The [Langara School of Management](#) (LSM) is a leading undergraduate business school with a commitment to giving students hands-on business experience and getting them career-ready for a successful career.

The programs/departments covered in this review are as follows:

- Accounting Post-Degree Diploma
- Business Administration Post-Degree Diploma
- Marketing Management Post-Degree Diploma
- Bachelor Of Business Administration (BBA)
- Accounting Diploma
- Business Management Diploma
- Financial Management Diploma
- Marketing Management Diploma
- Diploma in Arts and Science (Commerce)
- Associate of Arts in Commerce and Business Studies

## Self-Study

LSM launched its program review in academic year 2020/21 with a Self-Study. Brent Kennedy was the primary Self-Study writer on behalf of the rest of LSM's faculty. Additional support was provided by:

- LSM instructors and Department Chairs:
  - Adrienne Petersohn
  - Alina McGuinness
  - Don Hill
  - Gayle Hayashi
  - Grant Mowbray
  - Jehanne Burns
  - Jennifer Duffy
  - Jonathan Steele
  - Marie-Claire Seebohm
  - Rochelle Grayson
  - Ron Prasad
  - Spencer Dane
- Marianne Gianacopoulos (Division Chair, School of Management)
- Susan Kelsall (Dean, School of Management)
- Pennie Poon (Manager, Office of Academic Quality Assurance)
- Sunita Wiebe (Director, Office of Academic Quality Assurance)
- Institutional Research analysts

Data sources for the Self-Study included:

- Institutional Research-compiled student administrative data (*e.g.*, headcounts, retention, satisfaction)

- Student survey
- Alumni survey
- Faculty survey
- Employer survey

The Self-Study was completed in April 2021.

### External Review

LSM's external review took place on April 27, 2021. The External Review Team consisted of:

- Brian Koehler, Computer Science, Langara (External Review Chair)
- Nick Fry, Senior Advisor, BDC
- Barry McGillivray, PhD, Okanagan College
- Wanda Pierson, Faculty of Nursing, Langara
- Peter Tingling, PhD, Simon Fraser University

### Action Plan Goals

In response to the Self-Study and External Review, LSM created an Action Plan with these goals:

- Goal 1: New BBA program proposal, review current PDD programs, and propose new graduate certificates.
- Goal 2: Review and revise course-level learning outcomes and improve pedagogy and assessment.
- Goal 3: Assess and realign resources to best meet student and alumni supports and engagement.
- Goal 4: Create a strong Faculty community, collectively within the Faculty of Management and for specific teams.
- Goal 5: Increase division engagement of Justice, Equity, Diversity & Inclusion for students and faculty.

### Examples of Post-Review Successes

Development of a new BBA proposal. Development of a new Teaching and Learning Committee. Re-alignment of Chair and Assistant Chair duties and responsibilities to provide better student support. Analysis on student enrollment, persistence and graduation patterns.