

DRAFT #1 - AMENDMENT October 29, 2003

6.4.2 SERVICES PLANNING & REVIEW

Board Policy Statement:

"The College of the Rockies will provide relevant, flexible, life-long educational and training opportunities for learners. The Program Profile and Educational Plan will include those programs which best support the Strategic Plan and directions of the College and also be consistent with the Ministry's own Educational Plan

- Approved by the Board September 11, 1996.

Preamble:

A.1 Purpose

- A.1.1 The purpose of this Procedure shall be to provide an objective method of planning, evaluation and review to determine if College services (e.g., within a service area) should be:
- a) maintained at its current level;
 - b) restructured or modified, e.g., addition/deletion of options;
 - c) relocated;
 - d) phased out or suspended; or
 - e) cancelled.

A.2 Scope

- A.2.1 This process shall include existing services of the College of the Rockies.

A.3 Rationale

- A.3.1 College services are critical to the continuous improvement of the quality and effectiveness of the College's programs and operations and the College's mission and the institution's performance. College Services require regular monitoring and analyzing of relevant data and the development of a strategic plan in response to the interpretation of data, changes in the environment and the College's needs.

A.3.2 The intent of this Procedure is to assist in improving the quality of services at the College of the Rockies. More specifically, the process outlines the methods to be used to determine whether:

- a) an additional service is needed;
- b) a currently-offered service continues to meet identified needs of the College ; and/or
- c) a College service benefits the students, the community or province, and the College.

This Procedure embraces the continuum of support to the College and its programs. It is intended to assist the College in planning for both staff and related support needs and for the equitable distribution of resources. E.g., reassignment and relocation of affected employees, equipment and facilities, and will be facilitated by a Task Force of the College Planning Committee:

A.4 Services Planning & Review Committee (SPARC)

A.4.1 A *Services Planning & Review Committee* shall be established as a Task Force of the College Planning **Committee in response to College and/or legislated requirements.**

A.4.2 Membership:

Membership of the Services Planning & Review Committee will include:

- 1 Director, HRD, who shall be Chair
- 1 Dean/Manager from another service area
- 1 Faculty Member, appointed by the Faculty Association
- 1 Support staff appointed by CUPE
- 1 COTR Student representative, appointed by the Student Union
- 1 External representative (where possible)

Terms of membership, except for student representatives, shall normally be for 2 years commencing in September.

A.4.3 The President/CEO and Board Chair are *ex officio* members of all College committees.

Procedures:

B.1 Role of the Committee

B.1.1 The Role of the Committee shall be to:

- a. identify and establish a schedule for the purpose of review and/or evaluation;
- b. establish, review and make necessary improvements to the Services Planning and Review process

B.2 Schedule:

B.2.1 The Services Planning & Review Committee shall prepare, every two (2) years, a schedule of College Service Areas to be reviewed in a cyclical rotation which will involve one (1) service area to be reviewed each year.

B.3 Focus

B.3.1 The focus of this objective review and evaluation shall be to examine relevant data, identify strengths and weaknesses of the Service area and make specific candid recommendations for improving the Service area.

B.4 Process

B.4.1 The process shall involve, but not be limited to, a review and evaluation of the following service elements:

- financial analysis
- service outcomes
- student satisfaction and attitudes
- employer satisfaction
- employee satisfaction

B.5 Reporting & Response

B.5.1 The evaluation report and recommendations will be presented to the College Planning Committee for input into a final report.

B.5.2 Upon approval, an implementation or response plan will be developed by the Dean/Manager and other Service area personnel and presented back to the College Planning Committee.

B.5.3 The Dean/Manager will provide a follow-up report to the Task Force for presentation to CPC within timelines established by the Task Force and/or the initial Response Plan.

B.6 Accountability:

B.6.1 The Chair of the Services Planning & Review Committee will ensure that the regular reviews take place and that a response plan is developed by the Dean/Manager responsible for the service area. Service Area Review Reports and Response Plans will be presented to the Services Planning & Review Committee, the CPC, Education Council and the President/CEO.

Issue Date:	August 14, 1986	Concerning:	Faculty, Staff & Administration	
Amendment:	(1) November 2003			
Manager Approval:	<i>Original signed by Denis Kielly</i>	Title:	Chair, CPC	Date: <i>March 13, 2000</i>
College Approval:	<i>Original signed by Berry Calder</i>	Title:	President & CEO	Date: <i>March 15, 2000</i>

fm:20 October, 1999