

Bachelor of Information Technology - IMD
Update on Unit Response to External Reviewers' Report & Action Plan
Programs Being Reviewed: BIT-IMD
Completed by: Chris Joslin
Approved by Dean: Larry Kostiuik-October 21, 2021

Note: This document is made available for public posting on the Vice- Provost's website.

External Reviewer Recommendation	Original Action Item	Owner & Timeline	Progress Update January 2020	Will the action described require calendar changes? (Y or N)
<p>1. <i>Contradiction in vision/lack of clarity in the type of graduate the program produces. (Deficiency).</i></p> <p><i>The PRT recommends an internal exercise amongst faculty members from both Carleton University and Algonquin College to find a way to harmonize their vision for the program and attempt to clearly map the program outcomes with the skill sets of the graduating students.</i></p>	<p><i>Student representatives will be elected to represent a specific program/year to communicate issues to the program coordinators, and the chairs of each school directly and as needed; a meeting two-times per term will also be facilitated to review minor issues.</i></p>	<p><i>D-CSIT/C-MD + IMDCOORD (AC/CU)</i> <i>Winter 2019, On Going</i></p>	<p><i>This did not happen due to coordination issues; we are currently proposing to hold these meetings more as town halls, alternating between CU and AC</i></p>	N
	<p><i>An initial meeting (each program/year) with students will take place to acquire student feedback while the process of representatives is setup.</i></p>	<p><i>D-CSIT/C-MD + IMDCOORD (AC/CU)</i> <i>Winter 2019</i></p>	<p><i>Care must be taken in these meetings because teaching effectiveness is often discussed and must not be (due to union regulations).</i></p>	N
	<p><i>A presentation to all lecturers in August and January of each academic year will be setup to introduce and reinforce the program elements, the calendar changes, the focus of the program, learning outcomes, and other elements.</i></p>	<p><i>D-CSIT</i> <i>August 2019, On Going</i></p>	<p><i>This has occurred, but there was a lack of attendance from lecturers at both sides (as it's not mandatory)</i></p>	N
	<p><i>End of Term meetings will include the review of the program's Learning Outcomes (2 per academic year) to make sure they conform with expectations.</i></p>	<p><i>IMDCOORD</i> <i>April/May 2019, On Going</i></p>	<p><i>We have had two EoT meetings per year and Learning Objectives have been reviewed each time.</i></p>	N
<p>2. <i>Communications. (Concern).</i></p> <p><i>The PRT recommends a more formal orientation process that delivers accurate information about the program and helps establish realistic expectations for the students from the very beginning. A student advisor may also be</i></p>	<p><i>See above</i></p>		<p><i>There is an orientation session at the beginning of 1st year that provides students, we have included a section discussing expectations of workload throughout the term and we shall monitor this to determine effectiveness</i></p>	

<p>able to check in periodically or at the end of every year to help alleviate any rising concerns students may have.</p>				
<p>3. Course Offerings. (Concerns). The PRT recommends that the program conduct a program mapping exercise that includes faculty, student representation as well as industry/PAC representation. Such an exercise would help establish clarity on the type of courses, objectives, for those courses within the program and how they complement each other over the course of the program. This could also identify potential opportunities for allowing the students to stream and specialize in the final two semesters of the program.</p>	<p>See above</p>		<p>We have established various meetings with students to determine their understanding of the program, and their pinch points. In order to obtain a holistic perspective, we run global surveys (sent to all students, rather than using student representatives) to determine satisfaction, approval, and suggestions – this has been already used to determine the setup streaming options, with great success.</p>	
<p>4. Need for Educational Resources. (Deficiency). The PRT recommends that Carleton revisit its resource allocation and expand its budget to meet the shifting needs of the program and its faculty and students. Further, there may be innovative solutions and resource sharing options that may ease the financial burden of both institutions.</p>	<p>A yearly meeting will take place to make sure that equipment is purchased in line with each other's expectations to avoid replication.</p> <p>Equipment will be shifted to meet the needs of specific courses so that later year courses remain more up-to-date longer.</p>	<p>D-CSIT / C-MD N/A</p> <p>D-CSIT N/A</p>	<p>This meeting has occurred and we have discussed equipment and how to separate the two types.</p> <p>Carleton will purchase more expensive specialized single equipment (i.e., one per group/project), and Algonquin will purchase the widely available low-cost equipment (i.e., one per student)</p>	<p>N</p>
<p>5. Administrative Support. (Weakness). A number of technical, communication, advising and outreach challenges can be addressed through additional administrative support alongside the School and IMD Program Director at Carleton. An addition of an IT support person will address some existing weaknesses in managing the infrastructure and technical challenges the program is experiencing. It is also advised that student staff be made available to assist the program director with program orientation, student advising and inter faculty communication between Carleton and Algonquin.</p>	<p>Advertising of new Network Coordinator Position</p>	<p>D-CSIT March 2019</p>	<p>We have hired Grant Anderson as Senior Systems Administrator, and a new technical equipment technician position is currently in the process of being written and advertised.</p>	<p>N</p>

<p>6. <i>Leveraging Resources and Strengths of Both Institutions. (Weakness).</i> <i>Given the current lack of resources, software, computers and hardware, as well as support staff at Carleton, it would be a worthwhile consideration to revisit the resource distribution with Algonquin and identify how classes and resources could be redistributed in a manner that provides students with better infrastructure and support towards the completion of the program.</i></p>	<p>No Action Item</p>	<p>N/A N/A</p>	<p>See Item 4.</p>	<p>N</p>
<p>7. <i>Student Experience, Community, Culture. (Weakness).</i> <i>The program seemed to lack the student culture that would allow students to feel connected with each other and would build a common sense of pride that would further enhance their student experience with the program and the institution. It is recommended that more attention be paid to the utilization of the BIT student spaces, the creation of student events and interdisciplinary exchange and collaborations (both with those outside the IMD program, and those outside the School of Information Technology)</i></p>	<p><i>To improve BITSoc involvement in school activities (and improve awareness of the programs) a representative from BITSoc will be allocated an hourly-rate for attendance in meetings, JAC, and monthly meetings.</i></p> <p><i>The School will explore connections with other design groups, such as Industrial Design and Architecture to see if there is possible interest.</i></p>	<p>D-CSIT Winter 2019, On Going</p> <p>D-CSIT Winter 2019, On Going</p>	<p><i>Involvement with BITSoc has increased, with now monthly meetings; BITSoc has been involved in student engagement (especially during the pandemic) and increased awareness. The School has provided support on these issues.</i></p> <p><i>The School has coordinated with both Industrial Design and Architecture where possible, but many activities are not compatible.</i></p>	<p>N</p> <p>N</p>
<p>8. <i>Portfolio Development. (Opportunity).</i> <i>Ending the final semester with a focus on portfolio development will help provide students a guided approach to defining their strengths and develop skills that are in line with their interest sand employment expectations. It is also a place that faculty can demonstrate the importance of all the knowledge the students have gained over the fours years and help align their vision with that of the program.</i></p>	<p><i>The School will explore the development of a portfolio review session at the end of each term, potentially as a pass/fail requirement as a 0.0 credit course.</i></p>	<p>D-CSIT + IMDCOORD March – September 2019; On Going</p>	<p><i>Due to the capacity of current faculty members, it has been decided that a peer-review session would be more effective; however, this activity was not initiated due to the pandemic (due to the overhead)</i></p> <p><i>We shall coordinate with BITSoc to initiate this.</i></p>	<p>N</p>
<p>9. <i>Supervision and Industry Mentors. (Opportunity).</i></p> <ul style="list-style-type: none"> <i>Building relationships with industry members and bringing them into the classroom, especially as mentors in the studio courses, will help students have faith in the opportunities that lie before them and the skills they have learnt to get there. It will also help</i> 	<p><i>The School will look at the potential for bringing industrial representatives into classes as part of the wider instructor initiative.</i></p>	<p>D-CSIT + IMDCOORD August 2019, On Going</p>	<p><i>Many different classes have started to introduce industrial representatives, mainly in upper year in classes (including the following courses: Capstone Projects, Directing and Cinematography, User Experience Design, Human-Computer Interaction)</i></p>	<p>N</p>

<p>them develop greater context around their skills and understand how all the programming comes together to develop them as a professional candidate with a unique and diverse skill set.</p>				
<p>10. Tapping into the startup community. (Opportunity).</p> <ul style="list-style-type: none"> Given Ottawa's focus on innovation and entrepreneurship and the growth within the startup community, it would be a missed opportunity not to build relationships with organizations that are doing cutting edge work but are always on the lookout for resources and talent that have a diverse and broad knowledge base. The BIT graduate could potentially be a perfect fit for the startup community. 	<p>Examine potential collaborations with Carleton's TIM Program to connect entrepreneurs and talented IMD graduates.</p> <p>Include members of the PAC industrial committee that are early start-up members to connect with students.</p> <p>Resources required: time</p>	<p>DCSIT + IMDCOORD Spring/Fall 2019; On Going</p>	<p>We found it difficult to coordinate with the TIM program, due to different interests. We shall attempt again soon.</p> <p>PAC Industrial Committee is still under development to become broader in expertise and geographic separation.</p>	<p>N</p>
<ul style="list-style-type: none"> Balance the focus between creative and technical skills (Opportunity?). While the program has developed a technical focus, many of the students seem to strive for a more creative focus and their interests seem to align with growing opportunities within the creative media industries. The PRT believes there may be an opportunity to revisit the distribution of curriculum between creative and technical courses and find a more harmonious balance between the two. This is especially applicable given the strengths that Algonquin College possesses in the creative and creative technologies realm, but may require additional expertise with the Carleton faculty. 	<p>Elective courses will be introduced to allow students to be more design focused, or more technical focused in the final years.</p> <p>Resources: additional instructors</p>	<p>D-CSIT + IMDCOORD March – September 2019</p>	<p>Electives have been introduced, although a focus across the disciplines was found to be a better approach (rather than dividing technical versus design)</p>	<p>Y</p>
<ul style="list-style-type: none"> Deeper interaction between faculty and Algonquin PAC. The representation on the PAC was strong and filled with industry members that bring many years of experience and have their finger on the pulse of the industry. Having faculty/administrative representation from both Carleton and Algonquin present during PAC meetings may assist in continuing to tweak the program and develop/change content and delivery in a way that caters to the current needs of the industry. In this way, further development and 	<p>Algonquin will invite the D-CSIT and IMDCOORD to the PAC meetings</p> <p>PAC meetings are expected to occur every Fall and Winter term on a more regular basis going forward</p>	<p>D-CSIT + IMDCOORD + C-MD Winter 2019, Onwards</p>	<p>Director and IMD Coordinator from CSIT have been invited to the general PAC meetings; however, we have recently found that the PAC is too general to other Algonquin programs and therefore we are going to make a PAC individual to BIT-IMD</p>	<p>N</p>

broadening of the PAC's membership is important to represent the diverse industries that are relevant to graduate IMD students.