

**Undergraduate Programs in Social Work  
Update on Unit Response to External Reviewers' Report & Action Plan  
Programs Being Reviewed: Bachelor of Social Work  
Completed by: Sarah Todd, Director  
Approved by Dean: Brenda O'Neill, July 28, 2023**

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

**\*\*\* Denotes items that SQAPC would like the unit to pay particular attention to based on their past review of the original action item.**

External Reviewer Recommendation	Original Action Item	Owner & Timeline	Progress Update June 2023	Have calendar changes been initiated or completed (Not applicable/Yes/No), if Yes, when
1. Build on current methods for the successful integration of Indigenous content in the BSW curriculum to similarly integrate content on racialized populations and racism in core curriculum. (Concern and Opportunity)	<p><i>Summer 2021 – update Brightspace website with Indigenous resources for instructors. Share this, Indigenous Teaching Bundles, and Anti-Racism resources with all instructors for the coming and all future years.</i></p> <p><i>Continue to enrich Indigenous and Anti-racism resources and share with faculty and have the undergraduate supervisor review course outlines to ensure all courses contain content that speaks to racialized populations and address racism and Indigeneity.</i></p> <p><i>In 2021-2022 the undergraduate committee will also review the resources that the School is using for Indigenization and Anti-Racism and will make recommendations regarding where (which year) in the curriculum they might</i></p>	<p><i>Brightspace update – SSW Indigenization committee</i></p> <p><i>Integration of Anti-racism and Indigenization resources – all SSW faculty with support from program supervisors and director</i></p> <p><i>Sharing resources and course outline review – SSW undergraduate supervisor</i></p> <p><i>Recommendations for integrating resources in which years of the program – SSW undergraduate committee</i></p>	<p><i>Brightspace update complete – course fully operational.</i></p> <p><i>Every year resources are provided to incoming contract instructors and new faculty.</i></p> <p><i>Resources are shared every year.</i></p> <p><i>These discussions began but have not been completed. There is a new program supervisor starting July 2023, so it is likely that these discussions will recommence in winter 2024, after that person has had some time to familiarize themselves with the program. I anticipate a plan</i></p>	<p><i>N/A</i></p> <p><i>N/A</i></p> <p><i>N/A</i></p> <p><i>N/A</i></p>

	<i>be useful. This will help to reduce repetition of resources throughout the program.</i>		<i>will be in place during the 2024/2025 academic year.</i>	
2. Follow through on stated plan to implement a full program-level assessment with the assistance of staff and resources available through the Office of the Vice-Provost for designing and scaling up assessment methods. Increase opportunities for a broader range of stakeholders to be involved in assessments. (Weakness)	<i>Implementation of the current plan – ongoing.</i>  <i>Development of community survey – fall/winter 2021-2022.</i>	<i>Implementation of plan – SSW undergraduate supervisor</i>  <i>Survey development – SSW undergraduate supervisor and director</i>	<i>The course assessments are ongoing. Assessments have been completed for SOWK 4000 (fall 2019), SOWK 4001 (winter 2021), SOWK 4004 (winter 2022) and SOWK 4600 (fall 2022).</i>  <i>The SSW undergraduate program supervisor and director worked with the office of the vice provost to develop a survey, but faculty raised significant concerns with surveying community partners. As a result, we transitioned to involving community partners in a Lean process with the office of Quality Initiatives that took place winter- spring 2023, to redesign the field program as the most significant partnership link between community stakeholders and the SSW.</i>	<i>N/A</i>  <i>N/A</i>
3. Explore opportunities to further expand modes of delivery to meet program learning outcomes. (Opportunity)	<i>Ongoing maintenance of web-based courses and offering evening options for students.</i>	<i>SSW undergraduate administrator, director and undergraduate program supervisor.</i>	<i>This work is ongoing. The DFW rates in our online courses were very high this year, higher than in person courses so a number of online courses are being redesigned to include more face time to facilitate student success. We continue to offer evening courses.</i>	<i>N/A</i>
4. Enhance course design, resources and teaching team processes that support instructors and ensure consistency in course experience. (Concern)	<i>Ongoing review of course outlines on an annual basis.</i>  <i>Ongoing support for instructors from teaching mentor and undergraduate supervisor.</i>  <i>Ongoing development of teaching teams with use of course leads.</i>	<i>SSW undergraduate program supervisor</i>	<i>Course outline reviews continue before each term.</i>  <i>Support for instructors from undergraduate supervisor and teaching mentor is ongoing.</i>  <i>We continue to use course leads, where appropriate.</i>	<i>N/A</i>  <i>N/A</i>  <i>N/A</i>

5. Identify and/or develop a specific committee that addresses the assessment of learning outcomes, as outlined in B4 (Program Learning Outcomes Assessment Plan, Cyclical Program Review document). (Weakness)	<i>The undergraduate supervisor will continue to work with the committee to set, revise and assess program level learning outcomes.</i>	<i>SSW undergraduate program supervisor</i>	<i>This work continues. This year the Relational Resurgence committee also developed a set of Indigenous learning outcomes to integrate across the program.</i>	<i>N/A</i>
6. Include a member from Field Education on the Program Committee to ensure field education is noted and included as part of the overall curriculum. (Opportunity)	<i>Continue this practice in assigning field coordinators to the undergraduate program committee.</i>	<i>Director</i>	<i>Continuing.</i>	<i>N/A</i>
7. Identify and integrate curricular and co-curricular opportunities to reinforce connections between curriculum and preparation for generalist social work practice. (Opportunity)	<i>Continue providing co-curricular and curricular opportunities to students. Instructors will continue to clearly articulate course level and program level learning outcomes in their course outlines and will review them the first day of each class.</i>	<i>All faculty</i>	<i>Continuing – this year we had two Black History Month events along with a panel on working with racialized seniors.</i>	<i>N/A</i>
8. Review the balance of introductory versus advanced skills being taught at different levels of the core curriculum. (Opportunity)	<i>The BSW program committee will carry out this review and make any necessary program revisions. A report of this review will be made to the departmental board. Any changes will be made in consultation with the Faculty of Public Affairs.</i>	<i>SSW undergraduate program supervisor and undergraduate committee</i>	<i>This review will happen in the 2025/2026 academic year.</i>	<i>N/A</i>
9. For future reporting, demonstrate how the financial resources (e.g., Evelyn Maud McCorkell Fund, etc.) are directly connected to recruitment and retention of diverse students with economic needs. Give a breakdown of how the Evelyn Maud McCorkell Fund is allocated. What amount/percentage goes to students, faculty research, etc.? (Opportunity)	<i>Demonstrate use of financial resources in future cyclical review reports.</i>	<i>SSW undergraduate program supervisor and director</i>	<i>This is happening in annual reports to the Departmental Board and will be shared during future reports.</i>	<i>N/A</i>
10. For future reporting, provide clearer information about retention rates and graduate rates for full-time versus part-time students. (Concern)	<i>Explain table more fully in next report.</i>	<i>SSW undergraduate program supervisor and director</i>	<i>Will happen in future reporting.</i>	<i>N/A</i>

<p>11. Develop a strategy to seek input from a broader range of stakeholders to inform program enhancements. (Concern)</p>	<p><i>Annual supplementary budget requests to the Dean that include financial support for an expanded community forum.</i></p> <p><i>Development of survey for community partners – fall/winter 2021-2022.</i></p>	<p><i>Community survey development – SSW director and undergraduate supervisor</i></p> <p><i>Survey implementation and community forum – SSW undergraduate supervisor (in collaboration with graduate supervisor)</i></p> <p><i>Increased funding for community forum – Dean FPA</i></p>	<p><i>Surveys were developed, but the faculty raised significant concerns with this approach. This year, we attempted a new approach with community partners being fully involved with a review of the field program.</i></p> <p><i>No requests for additional funding were made as it is unclear whether the community forum approach is the most useful for partners or the SSW. In 2023-2024 we will continue to brainstorm strategies to engage our stakeholders more broadly and will bring a proposal to Dean of FPA.</i></p>	<p><i>N/A</i></p>
--	--	--	---	-------------------

**Undergraduate Programs in Social Work**  
**Update on Learning Outcomes Assessment Activities**  
**Programs Being Reviewed: BSW**  
**Completed by: Sarah Todd, Director**

**1. Who is responsible for the assessment of program learning outcomes?**

- Learning Outcomes Assessment Committee
- Undergraduate/Graduate and/or Curriculum Committee(s)
- All faculty in unit
- Other:

**2. Which program learning outcomes have been assessed since your last CPR? If no assessment activities were undertaken, please provide a rationale and describe what is required in order for assessment to take place moving forward.**

We have assessed all nine learning outcomes since our last CPR and will continue to do so.

**3. Did you follow your assessment plan? If not, how did your assessment plan change and why?**

We have assessed SOWK 4000, SOWK 4001, SOWK 4004 and SOWK 4600. Unfortunately, with pandemic challenges we ran into troubles assessing 3600, 4300, 4302 and 4301, 4003. However, we plan to catch up with a number of these courses from 2023- 2025.

**4. What methods have been used to assess the program level learning outcomes? (check all that apply)**

- Reviews of examples of student work
- cuPortfolio
- Student surveys or focus groups
- Faculty retreats or discussion sessions
- Reviews of program curricula and courses (*includes efforts to align course and program learning outcomes*)
- Other \_\_\_\_\_

**Provide additional details if necessary:**

**5. What assessment activities are planned between now and your next CPR? Provide specific LOs and timeframes.**

We will continue reviewing student work and courses in 2023/2024 and 2024/2025.

The undergraduate program committee will review the program curricula in 2024/2025