

**CARLETON UNIVERSITY COMMITTEE ON  
QUALITY ASSURANCE  
Cyclical Review of the BA and MA programs in French  
Executive Summary and Final Assessment Report**

This Executive Summary and Final Assessment Report of the cyclical review of Carleton's undergraduate and graduate programs in French are provided pursuant to the provincial Quality Assurance Framework and Carleton's Institutional Quality Assurance Process (IQAP).

**EXECUTIVE SUMMARY**

The undergraduate and graduate programs in French reside in the Department of French, a unit administered by the Faculty of Arts and Social Sciences.

As a consequence of the review, the programs were categorized by Carleton University's Senate Quality Assurance and Planning Committee (SQAPC) as being of good quality. (Carleton's IQAP 7.2.13).

The External Reviewers' report offered a very positive assessment of the programs. Within the context of this positive assessment, the report nonetheless made a number of recommendations for the continuing enhancement of the programs. These recommendations were productively addressed by the Chair of the Department of French, the Dean of the Faculty of Arts and Social Sciences and the Dean of the Faculty of Graduate and Postdoctoral Affairs in a response to the External Reviewers' report and Implementation on Plan that was submitted to SQAPC on October 28, 2021.

**French**  
**Unit Response to External Reviewers' Report & Implementation Plan**  
**Programs Being Reviewed: Undergraduate and Graduate Programs**

**Note: This document is forwarded to Senate, the Quality Council and posted on the Vice- Provost's external website.**

**Introduction & General Comments**

Please include any general comments regarding the External Reviewers' Report

*The Department was pleased to receive the Reviewers' very positive External Reviewers' report on May 17, 2021. This report was shared with our faculty and staff, and we are committed to the continual improvement of our programs to enhance the student, staff, and faculty experience. This document contains both a response to the External Reviewers' Report and an Implementation Plan (Section B) which have been created in consultation with the Dean(s).*

*We would like to highlight the observation made by the Reviewers, that "[t]he Department has been making many changes recently [...] and it is still too early to assess the effects of all these changes". Members of the Department agree with the Reviewers, and do not feel that a major overhaul of our programs is appropriate at this time. However, we are very interested in the Reviewers' Recommendation 5 (and student feedback that echoes it) and will explore ways to modify the programs in order to better integrate popular and useful courses (FREN 3511, FREN 4511, FREN 3900, FREN 4900).*

*We note that a number of the recommendations pertain to faculty or university practices:*

- 1. We recommend that the University...*
- 4. We recommend that the University - specifically the FGPA...*
- 6. We recommend that the FASS...*
- 7. We urge the university administration...*
- 10. We recommend that the University...*

*Two of the remaining eight recommendations pertain to the MA program. The first, the recommendation that we articulate in writing the content and the structure of the MA program and what it involves for students, is work that is ongoing since February 2021, the results of which will be made available as documents and web pages. The second relates to advertising and recruitment, and for these we will rely on assistance and resources from FGPA and FASS. The other MA-related recommendation was for FGPA, and the future of our MA program relies heavily on the called-for "clear support for funding opportunities" to have "a better-than-average chance to attract at least a critical mass of students".*

*Recommendation 1, addressed to the University, also relates to recruitment, but for our BA programs. In this regard, we are already making progress. We have established an ad hoc committee on recruitment and have already benefitted from assistance from FASS. A plan of action was developed in a meeting between the committee on recruitment and FASS' Communications & Content Editor and Digital Content and Media Specialist on June 2, 2021.*

*Recommendation 5 is the most substantive recommendation and is addressed above in the second paragraph.*

*With respect to Recommendation 6, addressed to FASS, we note that the Reviewers didn't mention other aspects of CI involvement in unit governance. CIs annually elect a representative who participates in departmental meetings. This is in addition to the representation indicated by the Reviewers, on the Language Course Committee. The two representatives are elected through separate processes. CIs also participate in level meetings with full-time course coordinators, where they have input on the content and structure of the courses they teach.*

*Recommendation 8 deals with space, which is largely out of the control of the Department. That said, we have already identified a way to make existing space more social, by relocating some of our learning support services to alternative physical space and online (the latter following a very positive experience in delivering the services during the COVID-19 pandemic).*

*Recommendations 9 and 12 relate to information about departmental structure and faculty research specializations. A document of the type called for in Recommendation 9 already exists and the information it contains should have been included in the Self-Study in some form (it could also have been provided on request). Faculty research specializations are found on individual faculty pages, but we take the recommendation to heart and will develop a single page to list these so that they are more accessible to prospective students.*

*Recommendation 11 calls for the standardization of our course syllabi. We already follow the Faculty template, and multi-section courses share common syllabi. We are currently discussing the integration of learning outcomes in all course syllabi, and how much further standardization is warranted/desirable.*

*With respect to Recommendation 13, regarding the Co-op option, we have always worked closely with the Co-op Office, and have consulted with them as recently as October, 2020, when we learned that there is no mechanism for ensuring a co-op placement in French (there is no Banner report for it). We are very much in favour of a co-op option for our students but would like to ensure that placements involve or are relevant to French language use, as a significant break from the language would be detrimental to the progression of students' language skills and it would be incoherent with the degree program. Given the nature of our student body, one very attractive possibility would be to have placements in local schools. However, there is a union issue since interns from faculties of Education do not get paid for similar experiences. One option we are considering as an alternative is a course in Service Learning, which would allow for volunteer internships which would be supervised learning experiences involving reflections on French language development in the placement setting. For this possibility, we need the University to help us establish the necessary contacts.*

For each recommendation one of the following responses must be selected:

**Agreed to unconditionally:** used when the unit agrees to and is able to take action on the recommendation without further consultation with any other parties internal or external to the unit.

**Agreed to if additional resources permit:** used when the unit agrees with the recommendation, however action can only be taken if additional resources are made available. Units must describe the resources needed to implement the recommendation and provide an explanation demonstrating how they plan to obtain those resources. In these cases, discussions with the Deans will normally be required and therefore identified as an action item.

**Agreed to in principle:** used when the unit agrees with the recommendation, however action is dependent on something other than resources. Units must describe these dependencies and determine what actions, if any, will be taken.

**Not agreed to:** used when the unit does not agree with the recommendation and therefore will not be taking further action. A rationale must be provided to indicate why the unit does not agree (no action should be associated with this response).

Calendar Changes

<b>UNIT RESPONSE AND IMPLEMENTATION PLAN</b>					
<b>Programs Being Reviewed: French</b>					
<b>Prepared by (name/position/unit):</b>					
<b>External Reviewer Recommendation &amp; Categorization</b>	<b>Unit Response (choose only one for each recommendation):</b> 1- Agreed to unconditionally 2- Agreed to if additional resources permit (describe resources) 3- Agreed to in principle 4- Not agreed to <b>Rationales are required for categories 2, 3 &amp; 4</b>	<b>Action Item</b>	<b>Owner</b>	<b>Timeline</b>	<b>Will the action described require calendar changes? (Y or N)</b>
1. Weakness: We recommend that the University give financial support for marketing consultation and for an advertising campaign that will improve recruitment and visibility of the BA program.	<b>2. Agreed to if additional resources permit</b> <i>Note: We will need the support, expertise and additional resources from FASS and the Recruitment office.</i>	<i>A special ad hoc committee has been formed, led by E. Anonby and C. Khordoc.</i> <i>In a message dated 20 May, 2021, Jennifer Elliott (Recruitment) asked us to wait on creating a video until new branding is completed.</i> <i>We met with FASS Communications &amp; Content Editor (Nick Ward) and Digital Content &amp; Media Specialist (Ainslie Coghill) on June 2, 2021.</i> <i>Preparation of a professional-quality video to be sent to school counselors and/or heads of languages and ongoing through recruitment cycles. Possibility to post the video on social medias used by schools and school boards.</i> <i>Met with Doug Huckvale (Recruitment) on June 22 who will help us with outreach to French teachers in area schools and with other aspects of communications.</i>	Chair + Recruitment Committee	Fall 2021	N
2. Weakness: We recommend that the Department articulate in writing the content and the structure of the MA program and what it involves for students.	<b>1- Agreed to unconditionally</b> <i>Note: The M.A. program, which was suspended following three years of low enrolment, has been revised in 2020. S. Côté, R. Gess, C. Khordoc, M.-È. Couture and M. Fournier worked on updating the program dates and</i>	<i>Faculty met with colleagues from the University of Ottawa, prior to the pandemic, in hopes of developing collaborations (course offerings, supervisions, etc.) but these have been difficult for a variety of reasons. The committee will revisit the possibility of having seminars that would bring together graduate students from both institutions.</i> <i>Within Carleton, French is now one of the options in</i>	Chair + Graduate Committee	2122-2024	N

	<i>deadlines (“Échéancier”) documents in February and March, 2021.</i>	<i>the Graduate Diploma (GDip) in Linguistics and collaborations with other departments will be explored. The website for the M.A. program will be revised entirely to include a better description of the essay and memoir options, all the financed research projects and links to faculty profiles. There is no graduate supervisor, but a new graduate committee (the Chair and two Full professors with experience as supervisor) which meets on a regular basis to assess applications, determine and approve content of courses and tutorials; each student’s progress is followed closely by the committee. The efforts put into the new M.A. and their results will be reviewed in 3 years in order to determine the next steps.</i>			
3. Weakness: We recommend vigorous advertising and recruitment efforts for the MA program.	<b>2- Agreed to if additional resources permit</b> <i>Note: We need expertise and resources from FASS and Recruitment.</i>	<i>Preparation of promotional materials (online and print). Visits to 3<sup>rd</sup> and 4<sup>th</sup>-year courses for internal recruitment purposes. Organization of promotional events. We will consider the feasibility of options such as accelerated pathways.</i>	Chair + Graduate Committee	n/a	N
4. Weakness: We recommend that the University – specifically the FGPA – give clear support for funding opportunities so that the MA program has a better-than-average chance to attract at least a critical mass of students.	<b>2- Agreed to if additional resources permit</b> <i>Note: In recent years, applicants have come largely from international students, and the financial offers made by Carleton do not compete with offers made to international students at other institutions such as University of Toronto, Waterloo and Western. U of Ottawa is offering reduced tuition fees to international and out of Ontario students wishing to study in French. Discussion with FGPA on this issue took place in the past without changes.</i>	<i>Although members of the department feel that our energy and resources should be put on the undergraduate programs, they also feel that a graduate program is important, especially those who are involved in research and hold grants. The graduate committee will do a survey of the financial packages offered by other Ontario universities with a French program and our competitor, UOttawa. A short presentation will then be made to FGPA in order to continue the discussion already taking place at the department level around the issue.</i>	Chair + Graduate Committee	2021-2124	N

<p>5. Concern: We recommend that members of the Department discuss the issue of diversification of the BA program and create a solution that suits their vision of their Department. In this discussion we encourage members to see themselves not only as professors of Literature or of Linguistics but also as professors of French Studies who are looking for ways to develop and strengthen the whole Department.</p>	<p><b>3- Agreed to in principle</b>  <i>Note: A complete review of the B.A. will involve the entire department including students and staff. We want to modify the undergraduate programme to make it more relevant to today's realities (job opportunities, students' interests, etc.), to reflect new hires' areas of research, and diversify our course offer. It should be mentioned that many changes have already been made and as noted by the reviewers, that it is still early to tell whether they will have positive results.</i></p>	<p><i>The planning committee will lead the review: A page was created on Brightspace to post documents and open a forum for all members of the Department to participate. The points (issues and ideas) that come up during the consultation will be presented at the departmental assembly, along with suggestions from the committee. The Chair will meet the staff to get their input and the students from different levels will be able to contribute anonymously through an opinion survey.</i>  <i>We have already changed our course offer and added FREN2701, FREN3060 to support the continuous development of the student's proficiency in French as well as FREN4060 a mini honours thesis which allows students to pursue individual research with a faculty and compensate for courses that were cancelled due to low enrolment.</i>  <i>The assessment of our course offer this Summer revealed that removing the obligation to choose a specialization in 3rd year would add flexibility to the program and accommodate students who wish to pursue a more general degree in French. This change will come in effect in 2022-2023. Micro changes such as this will be implemented as the review progress, however, we felt that a discussion at the departmental level was important in order to develop a coherent program for the future students.</i></p>	<p>Chair + Programs &amp; Planning Committee</p>	<p>Discussion to begin with Programs &amp; Planning Committee (Fall 2021); to continue with the full department (Winter 2022 and beyond)</p>	<p>Depends on the outcome of discussions</p>
<p>6. Concern: We recommend that the FASS create a mechanism for greater representation of contract instructors in meetings and on committees in the Department. This may require budgetary allocations– such as supplementary stipends – that would allow these employees to attend meetings and be active members of committees.</p>	<p><b>3- Agreed to in principle</b>  <i>Note: As mentioned in the introduction above, the evaluators didn't mention that we have CI representation not only on the Language Course Committee, but also at department meetings. CI's already go to level (French 1-4) meetings as well. ODFASS is of the position that our current approach to CI</i></p>	<p>n/a</p>	<p>n/a</p>	<p>n/a</p>	<p>N</p>

	<i>representation is appropriate and does not provide funding for this purpose.</i>				
7. Concern: We urge the university administration to look favourably on requests from the Department for at least one new position.	<b>2- Agreed to if additional resources permit</b> <i>Note: The department fully supports this recommendation and has asked for such a position in the past. However, ODFASS is not able to guarantee a new position for French at this time. The Faculty runs an annual process in which units bid for new positions allocated from central. French is encouraged to submit proposals as part of this process.</i>	<i>We will continue to reiterate our need for a position in Applied Linguistics.</i>	Chair + Departmental Assembly	Application will depend on resources and retirements.	N
8. Concern: We recommend that the Department identify some social space in order to promote a greater sense of community among students.	<b>3- Agreed to in principle</b> <i>Note: Current space available to the department doesn't permit more social space.</i>	<i>We have identified DT1609 as a possible social space when not in use for the 'soutien oral libre'.</i>	Chair + Language courses committee	The department will look into this option upon our return to campus in 2021	N
9. Opportunity: We recommend that the Department give an outline of its administrative structure in a format that clearly lists all committees and that includes the names of current committee members.	<b>1- Agreed to unconditionally</b> <i>Note: We already keep an internal document that lists all committees and committee members.</i>	<i>We will include this document in future reviews of our department.</i>	Chair	n/a	N
10. Opportunity: We recommend that the University require that Departments include course syllabi as part of the basic documentation to be used in the University's quality review assessment process.	<b>1- Agreed to unconditionally</b> <i>Note: The department already publishes all course syllabi on the web site each term.</i>	<i>We have decided to archive syllabi from past terms as well, with a link to make them accessible.</i>	Chair + Staff	2022-2023	N

<p>11. Opportunity: We recommend that the Department of French standardize the format of their course syllabi and that the syllabi include clear statements about learning outcomes.</p>	<p><b>3- Agreed to in principle</b>  <i>Note: We are using the faculty-level template provided by FASS. Multi-section language courses already have standardized course syllabi.</i></p>	<p><i>We will integrate learning outcomes and discuss at the departmental assembly how much further standardization is warranted/desirable.</i></p>	<p>Chair +  Departmental  Assembly</p>	<p>Discussion will begin in fall 2021 and a decision will be implemented for Fall 2022</p>	<p>N</p>
<p>12. Opportunity: We recommend that a central list of research grants and research activities be prepared to give an overview of ongoing research projects in the Department. This information would elucidate aspects of faculty members' research activities and, more importantly, it could be used to inform where students – at both BA and MA levels – should be encouraged to participate in departmental research.</p>	<p><b>1- Agreed to unconditionally</b>  <i>Note: This information is available on individual faculty member pages which are listed under the Faculty/Staff Listing tab.</i></p>	<p><i>We will compile this information and make it accessible under one tab on our web site.</i></p>	<p>Chair + Staff</p>	<p>2022</p>	<p>N</p>
<p>13. Opportunity: We recommend close consultation with Carleton's Coop Education services to explore ways of developing coop opportunities in venues in Ottawa. Information about these and other new coop opportunities should be showcased on the Department's webpage in a manner that is informative and attractive.</p>	<p><b>3- Agreed to in principle</b>  <i>Note: We have always worked in close consultation with the Coop office. We learned from them in October, 2020, that they have no mechanisms in place to facilitate a placement in French, which renders the possibilities less attractive and useful for French majors.</i></p>	<p><i>We will continue to work in close consultation with the Coop office and will work to better showcase the opportunities of our Coop program on our website.</i></p>	<p>Chair +  Undergraduate  Supervisor + Staff</p>	<p>Ongoing</p>	<p>N</p>