**CARLETON UNIVERSITY COMMITTEE ON
QUALITY ASSURANCE
Cyclical Review of the graduate programs
in Human-Computer Interaction (HCI)
Executive Summary and Final Assessment Report**

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

EXECUTIVE SUMMARY

The graduate programs in Human-Computer Interaction (HCI) jointly reside in the School of Computer Science, the School of Information Technology and the Department of Cognitive Science and is overseen by the Faculty of Science.

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 Head of the Human-Computer Interaction (HCI) program, the Dean of the Faculty of Science 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 September 24th, 2020.

Note: This document (excluding the categorization and unit response column) 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.

[Sample Text: The Department/School/Institute was pleased to receive the Reviewers' very positive External Reviewers' report on [date]. 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).

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

If any of the action items you intend to implement will result in calendar changes, please describe what those changes will be. To submit a formal calendar change, please do so using the Courseleaf system.

IMPLEMENTATION PLAN

Programs Being Reviewed: Human-Computer Interaction (HCI)

External Reviewer Recommendation & Categorization	Action Item	Owner	Timeline	Will the action described require calendar changes? (Y or N)
1. Governance: Consider having a single HCI Master's degree, which may partially address the tenuousness of the program with respect to dedicated courses and seats for students, student supervision and recognition for this work, slow operational processes, and TA allocation. **(Deficiency)**	Consult with HCI and unit Directors, and Deans.	*HCI Director will initiate meeting with the Dean of Science*		*Y*
2. Tracking the program: consider periodic alumni surveys and other mechanisms for tracking job outcomes for alumni, as well as other information and feedback (e.g., salary, most useful courses, potential new courses), as one way to measure overall quality of the program. **(Deficiency)**	We have already begun preparations for alumni outreach, planning regular contact and an annual survey.	*HCI DIRECTOR*	*1 Year*	*N*
3. Program review: consider having a formal process for periodically reviewing program level learning outcomes assessment as well as the overall curriculum. **(Concern)**	We will form a curriculum committee of the director and instructors of the three core courses, to identify and monitor how course learning outlines relate to the overall learning outcomes of the program. In particular, we will specifically consider the roles of the different disciplines involved in the program. We	*HCI DIRECTOR*	*1 Year*	*N*

	will also monitor to ensure experiential learning is supported within the program. We will initiate this in the next year and conduct regular reviews thereafter.			
4. *Faculty incentives for accepting to supervise students: Consider ways of better aligning incentives for departments and individual faculty, so that faculty are more willing to take on HCI Master's students as supervisors.* **(Concern)**	Consult with HCI and unit Directors, and Deans.	*HCI Director will initiate meeting with the Dean of Science*		*N*
5. *Review hiring practices: We recommend that the Deans responsible for this program review hiring practices to cover teaching needs for the HCI program.* **(Weakness)**	Consult with HCI and unit Directors, and Deans.	*HCI Director will initiate meeting with the Dean of Science*		*N*
6. *Integration of disciplines: Consider developing a clearer definition articulating how the different disciplines are integrated into the program.* **(Weakness)**	We will take steps to articulate this better on the program website. We will also address this in changes made to the calendar description of the program when recommendation 1 is addressed. One challenge is that in much work in HCI, the different disciplinary aspects are integrated. However, we can indicate the disciplinary perspectives taken in the core and research methods courses.	*HCI DIRECTOR*	*1 Year*	*N*

7. *Review use of space in HCI Building: Consider reviewing the use of space in the HCI building, in terms of how space is allocated, possible additional lab space for the program, and possible commons areas for students.* **(Weakness)**	Consult with HCI and unit Directors, and Deans.	*HCI Director will initiate meeting with the Dean of Science*		*N*
8. *Design: Consider ways of expanding and integrating design more into the program.* **(Opportunity)**	Consult with HCI and unit Directors, and Deans.	*HCI Director will initiate meeting with the Dean of Science*		*N*
9. *Connection with other programs at Carleton: Consider more connections between the HCI Master's program and other parts of Carleton, to strengthen the program. Some examples include Health Sciences, Neuroscience, and Accessibility.* **(Opportunity)**		*HCI Director will initiate meeting with the Dean of Science*		*N*
10. *Co-op program: Consider ways of offering a co-op program as part of the Master's program.* **(Opportunity)**	We are actively looking into co-op or other approaches to internships.	*HCI DIRECTOR*	*2 Years*	*Y*
11. *Support for job search: Consider offering more support for students looking for jobs, perhaps through more explicit support (such as CLUE), or perhaps through existing mechanisms that already exist at the university.* **(Opportunity)**	We already do some things along these lines. Specifically, we have close links with the Ottawa HCI professional association, and Ottawa HCI annual conference (CanUX), and encourage our students to get involved. We will explore what more we can do and link	*HCI DIRECTOR*	*1 Year*	*N*

	it with efforts for better contact with alumni.			
12. *Expanding the program: Consider more discussions amongst the faculty as to what size the HCI Master's program is desirable.* **(Opportunity)**	Consult with HCI and unit Directors, and Deans.	*HCI Director will initiate meeting with the Dean of Science*		N