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INTERNAL GUIDELINES FOR QUALITY ASSESSMENT OF SERVICES AND PROGRAMS

PURPOSE

- 1.00 The purpose of these guidelines is to provide information and support to members or associated members of the University of Victoria who undertake activities that comprise quality assessment of services and programs at the institutional, faculty and departmental level to inform the development, monitoring and/or implementation of programs and services.

SCOPE

- 2.00 These guidelines pertain to all quality assessment activities undertaken at the University of Victoria.

3.00 The results of quality assessment and quality improvement studies, program evaluation activities and performance reviews, or testing within the normal educational requirement when used exclusively for assessment, management or improvement purposes¹ do not constitute research for the purposes of the Tri-Council Policy Statement for Research Involving Humans (most recent version TCPS2 2014), and do not fall within the scope of human research ethics review. <http://www.pre.ethics.gc.ca/eng/policy-politique/initiatives/tcps2-eptc2/Default/>

- 4.00 These guidelines do not pertain to:

A. activities that are covered by the national ethics policy, the most recent version of the Tri-Council Policy Statement for Research Involving Humans (TCPS2 2014), i.e. when data collected from these activities will be used for research purposes and disseminated beyond the university, for example, in journal articles, conference proceedings and graduate theses and dissertations. In these circumstances, approval will be required from the Human Research Ethics Board (HREB) <http://www.uvic.ca/research/conduct/home/regapproval/humanethics/index.php>

B. activities that comprise academic program reviews http://www.uvic.ca/universitysecretary/assets/docs/policies/AC1145_2700_.pdf

¹ From: Tri-Council Policy Statement Ethical Conduct of Research Involving Humans, TCPS 2 2014, Article 2.5, p.18 <http://www.pre.ethics.gc.ca/eng/policy-politique/initiatives/tcps2-eptc2/Default/>

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and research centre reviews

http://www.uvic.ca/universitysecretary/assets/docs/policies/RH8300_2200_.pdf

- C. activities normally administered in the ordinary course of the operation of an organization for compliance or where participation is required, including those that are required as a condition of employment, for example, staff performance reviews; evaluation in the course of academic or professional training; course experience surveys and data collection for internal or external organizational reports.

- 5.00 Although these guidelines apply to internal university quality assessment activities only, university members regularly engage in quality assessment activities outside of the university setting. Therefore, these guidelines may serve as a template for quality assessment activities performed outside the university by university staff, students, and faculty.

GUIDELINES

- 6.00 Quality assessment activities (QAA) generally carry no risk to respondents; however, decisions based on these activities may in some instances lead to changes that affect respondents (for example, loss or reduction of a service or program).
- 7.00 Those planning to undertake quality assessment activities:
 - A. Are advised to inform their supervisor, chair or director.
 - B. May seek appropriate advice related to the design and analysis of the QAA by consulting with departmental experts or the university's Office of Institutional Planning and Analysis.
- 8.00 Those undertaking QAA must:
 - A. Determine if their proposed activity constitutes a quality assessment activity.
 - B. Conduct the quality assessment activity in a systematic way using recognized methods for collecting and analyzing information and adhering to other policies, regulations and laws as appropriate.
 - C. Ensure respondents are provided with the following information regarding:
 - i. voluntary participation – participation in quality assessment activities is entirely voluntary (non-coerced) and the respondent may choose not to participate in certain aspects of the activity, or to withdraw from the activity, without negative consequences;
 - ii. what is expected of them if they participate; the purpose of the activity, and how the information will be used;
 - iii. time commitment required from them for the activity;
 - iv. risks or adverse outcomes that could affect them;
 - v. how the confidentiality of their information will be protected and whether, or how, their anonymity will be protected;
 - vi. as appropriate, the results of the assessment activity; and

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- vii. contact information for questions and concerns.
- D. Keep all records and results of the QAA in confidence and securely stored. Personal information collected during the QAA will be managed and protected in accordance with the *Freedom of Information and Protection of Privacy Act* and the University of Victoria Protection of Privacy Policy GV0235 and associated procedures, and the Records Management Policy IM7700 and associated procedures.

Revised: April 28, 2015

**Contributing Offices: Office of Vice-President Research, University Secretary,
Privacy Office, Office of Institutional Planning and Analysis**

Next Update: April 2018 or earlier as required