

FINAL ASSESSMENT REPORT

Institutional Quality Assurance Program (IQAP) Review

Clinical Behavioural Sciences Graduate Diploma

Diploma Date of Review: February 20 and 21, 2018

In accordance with the University Institutional Quality Assurance Process (IQAP), this final assessment report provides a synthesis of the external evaluation and the internal response and assessments of the Clinical Behavioural Sciences Graduate Diploma. This report identifies the significant strengths of the program, together with opportunities for program improvement and enhancement, and it sets out and prioritizes the recommendations that have been selected for implementation.

The report includes an Implementation Plan that identifies who will be responsible for approving the recommendations set out in the Final Assessment Report; who will be responsible for providing any resources entailed by those recommendations; any changes in organization, policy or governance that will be necessary to meet the recommendations and who will be responsible for acting on those recommendations; and timelines for acting on and monitoring the implementation of those recommendations.

Executive Summary of the Review

In accordance with the Institutional Quality Assurance Process (IQAP), the Clinical Behavioural Sciences program submitted a self-study in January 2018 to the Vice-Provost and Dean of Graduate Studies to initiate the cyclical program review of its graduate diploma. The approved self-study presented program descriptions, learning outcomes, and analyses of data provided by the Office of Institutional Research and Analysis. Appendices to the self-study contained all course outlines associated with the program and the CVs for each full-time member in the department.

Two arm's length external reviewers and one internal reviewer were endorsed by the Dean, Faculty of Health Sciences and selected by the Vice-Provost and Dean of Graduate Studies. The review team reviewed the self-study documentation and then conducted a site visit to McMaster University on Feb 20-21, 2018. The visit included interviews with the Provost and Vice-President (Academic); Associate Vice-President, Faculty, Associate Vice-President and Dean of Graduate Studies, Associate Dean, Grad Studies and Research, Director of the Clinical Behavioural Sciences program and meetings with groups of current students, full-time faculty and support staff.

The Director of the program and the Dean of the Faculty of Health Sciences submitted responses to the Reviewers' Report (April 2018). Specific recommendations were discussed and clarifications and corrections were presented. Follow-up actions and timelines were included.

- **Strengths**

The Diploma program has existed for many years and, over time, the program has adapted to changes in community needs and has consulted with community agencies to ensure that the educational offerings are matched to the training needs in the community. In addition to the problem-based learning approach used throughout the program, an innovative feature of the CBS Diploma program is that students are able to obtain knowledge of evidence-based services and programs and, in many instances, also obtain direct experience in the provision of these services/programs. Finally, a major strength of the program is the involvement of many highly motivated and committed program faculty members who are passionate about contributing to the program.

- **Areas for Enhancement or Improvement**

The main issue facing faculty members associated with the program is how to adapt the program to the changing needs of the community and the proposed MSc program in Psychotherapy. Once the decision about the main focus of the program has been made, it will then be possible for faculty members to prioritize options for enhancement, including (a) establishing new working relationships with health service graduate programs, health service agencies, and accrediting bodies and (b) examining options for online courses, distance learning, and the development of workshops tailored to organizational needs.

Implementation Plan

Summary of the Reviewers' Recommendations with the Department's and Dean's Responses

The CBS Graduate Diploma program is in a current state of reorganization with the proposal of a Master of Science in Psychotherapy now being considered for approval, which if approved, will potentially require changes to the CBS Diploma. Thus, the Reviewers' have outlined recommended decisions to be made or next steps to be taken to modify the structure of the program, rather than major changes to the learning objectives or curriculum, which we agree is reasonable.

Recommendations	Proposed Follow-Up	Responsibility for Leading Follow-Up	Timeline for Addressing Recommendation
1) Those charged with guiding the diploma program will need to ensure that the program continues to adapt in order to stay relevant for the community.	Survey applicants and current students to determine which courses or sequence of courses are of greatest interest to complete.	Program Director and Program Coordinator	Develop survey and submit survey to students in Fall term 2018 and Winter term 2019. Review results following Winter term 2019.
2) For some of the five study areas, the course-based format may not be the best learning option and other options, including online courses and workshops tailored to community needs, should be explored.	The program has already begun to hold workshops, which are outside the purview of this review and are separate from the Diploma program	Not applicable	Not applicable

<p>3) It is unlikely that it will be possible to continue to offer all specialized training options and, therefore, decisions will need to be made to determine which course sequences best meet the needs of the community and should be retained and further developed.</p>	<p>The program has begun to limit course offerings to those courses with a history of adequate enrollment numbers and student interest.</p> <p>Continue to review the enrollment numbers for current course offerings, in addition to the survey responses.</p>	<p>Program Director, Program Coordinator and Curriculum Committee</p>	<p>Currently ongoing and will formally review enrollment numbers in January 2019 prior to choosing courses for 2019-2020 academic year.</p>
<p>4) Decisions about courses and the manner in which offerings are delivered will vary across the five study areas will need to be made soon.</p>	<p>Continue with current practice of offering courses that have the highest enrollment rates.</p> <p>See response to item 1 and 3. Program will survey incoming and current students regarding courses of interest.</p> <p>Evaluate opportunity for students with interest in completing courses that are often offered due to low enrollment to take as an independent study course.</p>	<p>Program Director, Program Coordinator and Curriculum Committee</p>	<p>Currently ongoing; review enrollment for 2018-2019 academic year in Spring 2019</p>
<p>5) Eliminate the breadth option and only offer the Diploma as a specialized sequence of courses that provide advance training.</p>	<p>Set up a subcommittee of the steering committee to evaluate the benefits and drawbacks of eliminating the breadth stream offering.</p>	<p>Program Director and Steering Committee</p>	<p>Fall 2018</p>
<p>6) Ensure that all courses include assessments methods that allow the evaluation of the program learning outcomes of Therapy Skills and Professional Problem Solving Skills (e.g., role-plays, supervised clinical experiences, review of services provided by students).</p>	<p>Develop criteria that can be used to aid a review of current course offerings to ensure there are adequate opportunities for students to demonstrate and be evaluated on the learning outcomes.</p> <p>Ask Faculty who tutor/instruct courses to</p>	<p>Program Director and the Program Director, Curriculum Committee, Faculty Instructors</p>	<p>Evaluation of course components to begin Spring 2018. Set deadline for faculty to complete by July 2018.</p>

	<p>evaluate the courses based on the developed criteria.</p> <p>Evaluation to be reviewed by Program Director and Curriculum committee.</p>		
<p>7) Given the possibility that students in the proposed MSc program may be able to receive credit for up to two courses from the Diploma program, it will also be important to ensure that assessment methods used in the Diploma program courses are consistent with expectations/requirements for the evaluation of students in MSc program courses.</p>	<p>If the MSc in Psychotherapy is approved:</p> <p>1) Determine if any existing CBS Diploma courses will be able to count towards course requirements in the MSc (should a CBS Diploma student apply and be accepted into the MSc).</p> <p>2) If CBS Diploma course is not equivalent to a similar course in the MSc, determine if the CBS Diploma course should be modified and approved.</p>	<p>Program Director and Curriculum Committee</p>	<p>Following approval of the MSc in Psychotherapy</p>
<p>8) (a) consider the level of administrative support required by the program</p>	<p>8a) The current CBS Diploma program has sufficient administrative support; however, if the MSc is approved additional administrative support will be required. Program has developed a hiring plan with the Chair of the Department of Psychiatry and Behavioural Neurosciences.</p>	<p>a) Program Director, Chair of the Department</p>	<p>a) Following approval of the MSc in Psychotherapy</p>
<p>8 (b) Clearly define the specific roles for instructors within the program and ensure that there is equity across roles that involve stipends.</p>	<p>b) The program will review the defined roles that have been developed for the different levels of faculty involved with course instruction (e.g., tutor, lecturer) and ensure that the remuneration scale is consistent with the roles</p>	<p>b) Program Director, Chair of the Department, Program Coordinator</p>	<p>b) Fall 2018</p>

	in equivalent programs at McMaster and in the Faculty of Health Science.		
9) Routinely track application numbers, retention rates, and average time to completion.	<p>The Office of the Institutional Research and Analysis is responsible body for tracking this information on students and this tracking is ongoing. The limited data available is due to the program realigning within the Department of Psychiatry and Behavioural Neurosciences 2015.</p> <p>Request data from IRA and review.</p>	Program Director, Program Coordinator, Steering Committee	Summer 2018 and then review annually
10) Implement a program evaluation to be completed by students following completion of the program to supplement the valuable information already collected from course and instructor evaluations.	<p>The Faculty of Health Science has developed an online survey for graduates to complete.</p> <p>The program will modify this survey to include specific questions that pertain to the CBS Diploma program.</p> <p>Ask all students exiting the program to complete the survey.</p>	Program Director, Program Coordinator and CBS Steering Committee	To be developed and given to students graduating in Winter 2018.
11) Review the membership of the Steering Committee and its two sub-committees. This will be necessary in order provide efficient governance of the program in a manner that reflects the nature of the Diploma program following the changes it will undergo in its organization and educational offerings.	In conjunction with items 1 - 5, once course offerings are determined there will be a review of the membership of the steering committee and the sub-committees to ensure they are representative of the changes made to the organization of the program.	Program Director, Steering Committee	Fall 2018

Dean's Response, Faculty of Health Sciences

The Dean noted their appreciation that the reviewers recognized the alignment of the program with university priorities and strengths, including the program's highly motivated and committed faculty, the emphasis on experiential-, problem- and evidence-based learning, and the program's engagement of the community to keep the program aligned to meeting the training needs of healthcare practitioners.

They reviewed the program response to the reviewers' report and fully agreed with their plans to address the suggested improvements, including the plans to modify the CBS Diploma courses, should the Masters of Psychotherapy Program be approved.

Quality Assurance Committee Recommendation

McMaster's Quality Assurance Committee (QAC) recommends that the Clinical Behavioural Sciences Graduate diploma program should follow the regular course of action with an 18-month progress report and a subsequent full external cyclical review to be conducted no later than eight years after the start of the last review. At the time of the 18-month progress report, the program should comment on any developments with the new program proposal.