

Action Plan: Program/Department Name : Design Formation

Date Self-Study was submitted to AQA: May 22, 2020

Date of External Review: February 28, 2020

The Action Plan, which follows the Self-Study and External Review, guides programs and departments as they:

- Follow-up on recommendations from the Self-Study and External Review;
- Develop realistic goals for improving or maintaining program quality;
- Determine the steps and resources required to reach those goals;
- Determine the people/groups responsible for each action;
- Establish a timeline (before the next program review cycle) within which these steps will occur.

The Action Plan, like all other aspects of a Langara Program Review, is faculty driven and Dean led. Faculty develop the Action Plan in close collaboration with the Division Chair and Dean. Once the Action Plan is ready for review, the Chair/Coordinator, Division Chair and Dean should schedule a meeting with the Provost.

Institutional Response

Congratulations on a very thorough, thoughtful, and honest program review! You did a great job of your self-assessment which not only introduced your external reviewers to program goals and successes, but allowed them to respond to your concerns and questions in a meaningful and actionable way. I was proud to be involved in the process, and impressed by what I saw of the activities you coordinated for the external review. Also, you have embraced the feedback the reviewers have offered with open and creative minds and I am delighted to see such a detailed and ambitious action plan. I know you can achieve all your goals here!

I am glad to see recognition of the need to update specific areas of the curriculum. Staying relevant to current practice and trends is the key to design training, to be sure. And I am happy to endorse the suggestion that the program adopt a Program Advisory Committee to help ensure a regular industry connection informs the learning experience.

I want to recognize and encourage your stated commitment to quality improvement through the review of assessment methods and the intention to work toward some consistency in standards throughout the program. And I am personally delighted by the requirement of 20th Century Design History, a long standing gap in the curriculum.

As you know, I am happy to help with your goal to review and improve program articulation to credential programs both internal and external to Langara.

Resources: Budget to renovate A109 and other areas according to the space survey and advice from the Facilities Department. I cannot promise this at this time, but I will advocate for what you need as we plan for renovations at the next opportunity.

Signed



Dean

__June 5, 2020__

Date

Signed



Interim VP Academic

August 26, 2020

Date

Recommendations from the Self-Study and External Review this Action Plan does NOT Address.

Recommendation	Self-Study or External Review (include p.#)	Rationale
Marketing to the mature student population can be revised to determine if this is a target audience the program wants to pay more attention to.	Self-Study p 8 External Review p 3	The External Review Committee considers that while this is a good goal to work towards, the focus needs to be on other areas of the review like update the web pages with current information about “career opportunities” for example.
Consider if a writing component should be included for acceptance to the program to demonstrate the depth of knowledge and writing communications skills of the applicants.	Self-Study p 8 External Review p 3	The External Review Committee felt ambivalent about this finding, and some of the concerns are being addressed by the changes made by the English Department.
To better writing skills, Faculty should evaluate the possibility of substituting one elective to an English/Writing requirement so there are 3 English courses in total to graduate and add more English and Communications courses as option to fulfill the English credits to graduate. Examine the possibility of including written components as part of the development and process (such as briefs) for final projects in each course	Self-Study p 13 External Review p 4	The Committee did not support the addition of required English or Communications courses. After talking to alumni and students, they found that the electives that are part of the program are crucial to the success of the students and their ability to create their own career pathways. Adding an additional required English or Communications course may be helpful for some students, but would be detrimental to others. Allowing students to choose their own electives is one of the strengths of this program.
Consider written communications as one of the program learning outcomes.	Self-Study p 13 External Review p 5	There was ambivalence about this finding, the recommendation was that all the program learning outcomes be reviewed and that the communications section could probably be integrated into one or two outcomes within the design area and include “written” communication.
Explore the idea of courses building on one another and share universal learning outcomes with at least 2 other courses. This will help reinforce universal design skills, cross pollination between courses, and help create more manageable workloads for the students between all their required courses and reinforce the multidisciplinary aspect of the program.	Self-Study p 13 External Review p 5	The reviewers believe that the department is doing an excellent job of this already. Cross-pollination between courses seems to happen already, and both the students and alumni interviewed felt this way.

Recommendation	Self-Study or External Review (include p.#)	Rationale
Review transferring courses from other institutions to Design Formation core courses.	Self-Study p 21 External Review p 6	The reviewers have concerns about this finding as it was clear that the cohort model is working very well. Some skills-based courses and electives could be considered for transfer into the program based on students' request as it has been the practice so far.

Goal 1: Update Curriculum

Recommendation	Self-Study (specify page #)	External Review (specify page #)
Update English courses options and English requirements according to the changes being made by the English Department	P 8	P 3
The program should work on a complete curriculum map as part of the program review.	P 8	P 4
The scaffolding of courses throughout the program of study should be identified on the curriculum map.		P 5
The department could consider introducing current industry trends prevalent in environmental, interactive, and communication design today, such as virtual reality (VR), augmented reality (AR), and digital marketing. These areas support the development of immersive experiences. The Design Formations curriculum already features a holistic approach. An enhanced delivery of current experiential design practice within the curriculum will ensure relevancy.		P 4
There is a need to update specific areas of the curriculum. The retail portion of the program needs to be more relevant to current practice and trends. This includes a greater emphasis on mobile, digital, social integration, brand narratives, experiential design, interactivity, and user experience design (UX). Design has evolved from a message-centered focus for a passive audience to immersive experiences and how an audience interacts and develops content collaboratively through data-driven solutions. While strong visual solutions are essential, interactive strategies and the quality of an experience are changing the field. A Program Advisory Committee will be crucial to identify and implement this need.		P 5
The reviewers feel that there is a missing component in the program: A foundation course in 20 th Century Design History would give the students more depth in their projects and help to remove the “Nowism” in the work they are creating.		P 5

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
Update options for English courses and English requirements according to the changes being made by the English Department	Program Chair	May 2020	May 2020	
Complete updated curriculum map including scaffolding of courses throughout the Program.	Assistant Chair	May 2021	June 2021	This will be the last step of the program review.
Review the Retail Visual Merchandising stream to update and include new realities and trends in this area.	Program Chair	May 2020	December 2020	In collaboration with Instructor teaching this stream and Assistant Chair.
Review the Retail Visual Merchandising and Exhibits & Events streams to incorporate common learning outcomes related to experience design, and includes new technologies. Consider the creation of new course focused on related technologies.	Program Chair and Assistant Chair	May 2020	December 2020	In collaboration with Instructors teaching these streams. If a new course is needed, the program should be revised to fit the new course without requiring a new section.
Review making DSGN1100 or DSGN1200 a required course as 20 th Century Design History was highly recommended.	Program Chair	May 2020	December 2020	In collaboration with all Faculty members.

Resources Required
No resources required

Goal 2: Evaluate and Modify Learning outcomes and Assessment

Recommendation	Self-Study (specify page #)	External Review (specify page #)
Explore solutions for better preparing students in learning software so ideally all studio courses, terms 2-4, would have some component of a digital workflow. This will provide students a better mastery of InDesign, Illustrator, Photoshop, CAD, rendering engines and Acrobat by the time they graduate. Other possibilities to explore are courses at Langara that would further one's digital skills as an elective.	P 8	P 4
Review methods of assessment to clearly support learning outcomes and make grading more effective.	P 21	P 6

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
Review the learning outcomes of all Studio courses from term 2-4 to include acquiring knowledge of, employing, and identifying best software applications to use throughout.	Program Chair	May 2020	December 2020	In collaboration with all Faculty members.
Review methods of assessment to clearly support learning outcomes and make grading more effective and consistent between DF courses.	Assistant Chair	May 2020	May 2021	In collaboration with all Faculty members.

Resources Required
No resources required

Goal 3: Outline Students Paths

Recommendation	Self-Study (specify page #)	External Review (specify page #)
Work on a “Best Trajectory” document for students to help with career and school advice, namely which electives to take in order to follow their post-graduation path.		P 4
Review Articulation Agreements, courses transferability to other institutions and pursue new Articulation Agreements with other institutions once the program review has been finished.	P 21	P 5
The reviewers identified two post-graduation pathways for students: Entry positions in design firms, and further education (specialized and/or degree completion). Articulation will help the transition for students who are pursuing further specialized education. Course outlines should be reviewed and updated as needed.		P 5
Review possible transferability of courses into other programs at Langara.	P 21	P 6
Examine the Langara Fine Arts Department articulation agreement with Concordia University to ponder if there are possibilities to ladder into it. Committee further recommends reviewing agreements with local universities as well.	P 21	P 6

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
Work on a “Best Trajectory” document for students to help with career and school advice and post-graduation paths.	Program Chair and Assistant Chair	May 2020	August 2020	
Review Articulation Agreements, course transferability to other institutions, and pursue new Articulation Agreements with other institutions once the Program Review has been finished.	Program Chair and Assistant Chair	May 2021	May 2022	
Review possible transferability of courses into other programs at Langara.	Program Chair	May 2021	May 2022	

Resources Required

No resources required

Goal 4: Evaluate and Plan Resources

Recommendation	Self-Study (specify page #)	External Review (specify page #)
Explore the possibility of requiring students to have laptops. Have consultation with other programs that do the same to be able to evaluate pros and cons.	P 24	P 6
Do thorough space surveys with support from Facilities Department to advise on how to improve the workshop space and classrooms to have a realistic plan for improvements in the short and long term. Reviewers suggest increased funding for more shop supervision would mean better utilization of space and resources. Students have identified a need for more use of this valuable resource. A109 needs to be renovated in order to open the space. The low ceiling height and limited lighting makes it an oppressive learning space.	P 24	P 6

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
Explore the possibility of requiring students to have laptops.	Program Chair	May 2020	May 2021	
Do thorough space surveys with support from Facilities Department to advise on how to improve the workshop space and classrooms to have a realistic plan for improvements in the short and long term.	Program Chair	May 2020	May 2021	Depending on the Facilities Department availability to meet with the Department.
A109 needs to be renovated in order to open the space.	Program Chair	May 2020	TBA	Depending on the Facilities Department and budget.

Resources Required
Budget to renovate A109 and other areas according to the space survey and advice from the Facilities Department.

Goal 5: Assess Industry Relevance and Establish Community Connections

Recommendation	Self-Study (specify page #)	External Review (specify page #)
Explore the possibility of more projects connected to real clients. Work should adhere to professional standards of practice (GDC, RGD, SEGD, AIGA).	P 24	P 7
The program should start a Program Advisory Committee.	P 24	P 7

Planned Actions	Led by	Begin on	Anticipated Completion	Notes
Reach out to Industry for possible projects, guest speakers and Practicum Sponsors. Revise the professional standards of practice from the different Associations.	Program Chair	On going	On going	Based on Industry connections and projects availabilities.
Start a Program Advisory Committee.	Program Chair	May 2021	December 2021	

Resources Required
No resources required

Academic Plan Priorities

Academic Plan Priority One: Learning and Teaching

Promote and support innovation and quality in teaching and curriculum design

- 1.2. Advance the application of innovative technologies that support learning and teaching
- 1.3. Maintain and expand experiential education opportunities

Academic Plan Priority Two: Student Support

- 2.1. Strengthen and develop student support systems
- 2.2. Maintain enrolments to maximize student access and success
- 2.3. Continue to develop and refine external and internal student pathways

Academic Plan Priority Five: Environmental, financial, and social sustainability

- 5.1. Create and strengthen programming that encompasses the cross-disciplinary nature of sustainability
- 5.2. Advocate and model sustainable practices
- 5.3. Build sustainable partnerships with employers, community partners, and alumni