

Program Review: Action Plan
Continuing Education: Paralegal Diploma

Curriculum and Assurance of Learning			
Goal: Establish regular review process and undertake course and program updates on a regular basis and enhance instructor collaboration.			
Allocate resources to undertake regular program reviews and updates (at least every 5 years) to ensure program currency and Indigenization and EDI initiatives.			
Encourage and provide supports for greater instructor collaboration and removal of “silos”.			
<i>*This top priority will impact the budget and be executed based on budget availability. Funds for these activities will be drawn from the CE PDS account.</i>			
Tasks to complete the goal			
Task	Key Milestone or Measurable Outcome	Timeline	Assigned to
Conduct a thorough review of courses against industry standards and competitor programs, prepare fulsome inventory of courses to be updated	Inventory of course updates	Q1 2025	CE Director/Program Coordinator
Develop a program revision schedule including work plan and budget	A program review schedule and a work plan and budget are developed and approved.	Q2 2025	CE Director/Program Coordinator
Identify immediate program/course updates.	Program and course gaps and opportunities identified.	Q2 2025	CE Director/Program Coordinator/SMEs
Establish regular instructor meeting protocols	Regular instructor meetings are established.	Q2 2025	Program Coordinator
Schedule and execute regular instructor meetings	Quarterly instructor meetings are conducted.	Q2 2025	Program Coordinator and instructional team
Goal: Update course outlines, course content and textbooks/resources (including software).			
Review curriculum and course materials to identify gaps for new course development. Instructors will continue to make minor revisions (such as textbook version changes) under teaching contracts that include the expectation that material is updated before each delivery. Substantive changes, driven by legislative or practice changes, will be undertaken on an ‘as needed’ basis.			
<i>*This top priority will impact the budget and be executed based on budget availability. Funds for these activities will be drawn from the CE PDS account.</i>			
Tasks to complete the goal			
Task	Key Milestone or Measurable Outcome	Timeline	Assigned to
Recruit SMEs to complete immediate program/course updates	Cadre of SMEs identified and engaged for course/program updates	Q2/3 2025	Program Coordinator/SMEs

Map course alignment / coordination (including consideration of learning outcomes and assessments)	Program map completed.	Q2/3 2025	Program Coordinator/SMEs
Conduct review of courses to ensure decolonization and Indigenization of materials.	Workplan for decolonization and Indigenization, including budget.	Q2/3 2025	Program Coordinator/decolonization and Indigenization specialists
Update all current courses including development of new curriculum materials	All courses updated and migrated to Brightspace	Q3/4 2025; Q1/2 2026	Program Coordinator/SMEs

Student Achievement

Goal: Review and adjust program admission requirements to ensure students success.

Tasks to complete the goal

Task	Key Milestone or Measurable Outcome	Timeline	Assigned to
Evaluate admission requirements to determine effectiveness or relevance.	Admission requirements evaluated and recommendations for adjustments made.	Q2/3 2025	Program Coordinator
Make determination on feasibility of adjustments	Establish adjustments that are viable	Q2/3 2025	Program Coordinator
Relevant admission requirements adjusted (as required)	Adjusted admission requirements (if necessary).	Q3 2025	Program Coordinator/OReg

Governance and Resources

Goal: Assess and amend library and software resources to more accurately reflect industry requirements and provide a more robust student experience.

Tasks to complete the goal.

Task	Key Milestone or Measurable Outcome	Timeline	Assigned to
Review program resources – library and software – against industry standards and best practices	Inventory of industry standard software and resources. Evaluate current library and software holdings to identify gaps.	Q2/3 2025	Program Coordinator/SMEs
Develop proposal for expansion of library and software resources	Budget developed for purchases; included in 2026 budget request.	Q3 2025	Program Coordinator/CE Director
Library resources and software purchased	Adequate resources purchased for program effectiveness.	Q1 2026	CE Director
Establish annual review process for future resource purchases	Protocols set for annual review of library resources	Q2 2026	Program Coordinator/SMEs

Planning and Sustainability

Goal: Establish the program's competitive edge (value proposition) and market as such.

**This top priority will impact the budget and be executed based on budget availability. Funds for these activities will be drawn from the CE PDS account.*

Tasks to complete the goal			
Task	Key Milestone or Measurable Outcome	Timeline	Assigned to
Create a program marketing plan with messaging to highlight competitive advantage of the UFV paralegal programs	A comprehensive marketing plan (and budget) developed	Q3 2025	CE/Marketing
Execute marketing plan	Marketing activities kicked off and were undertaken	Q4 2025 onward	CE
Conduct an evaluation of impact.	Assess the impact of marketing activities; create an impact report	Q3 2026	CE/Marketing/IR
Update marketing plan	Revise marketing plan and strategies as required.	Q3 2026	CE/Marketing
Goal: RELATED TO "OTHER" – Compensate students for their input into program reviews.			
n/a			

Dean's Summary Statement
I am grateful to the reviewers for their thorough examination of this program. The suggestions for improvement are meaningful and relevant to our dedication to excellence in programming. The Director of CE has already begun to implement some of the suggestions from the review process, including completing an inventory of the course syllabi to consider updates and clarifications needed. The team of instructors in this program are dedicated professionals who care deeply about the profession and do an excellent job of engaging students with course material. I think the suggestion concerning marketing is on CE will take on board willingly. I see this Action Plan as realistic and helpful in keeping this program one of CE's strongest. Thanks so much! Allyson Jule, PhD Dean of FECHD

Action Plan reviewed and approved by:
Information verified by: Department Head: Carolyn MacLaren Date: January 2, 2025 Dean: Dr. Allyson Jule Date: February 15, 2025