



Review of Support Services

1. Overview

- 1.1 St. Mary's University (the "University") will regularly review units that provide academic services or support the academic operations and activities of the University. Support services reviews are undertaken to ensure alignment with the University's mandate and strategic framework; to assess the quality and impact of the service or support provided; and to identify opportunities and challenges of the unit.

2. Scope

- 2.1 Any Unit or function within the University that provides service(s) or support(s) to academic operations and employs at least two full-time staff. As Units and functions within the University can change over time, Units and functions subject to review, are determined through a consultative process in the preceding academic year (as prescribed in 3.1.1 and 3.1.2.).
- 2.2 This Policy does not apply to the review of Academic Programs. The review of Academic Programs is governed by Academic Policy and CAQC requirements.

3. General Procedures

- 3.1 President's Council determines the area to be reviewed in the next fiscal year.
- 3.1.1 In consultation with the President's Council, and the relevant Executive Officer determines any service or support area to be reviewed in the next fiscal year.
- 3.1.2 The relevant Vice President, or designate, facilitates the review process in accordance with the Procedures.

Approval Authority	Responsible Office	Effective Date	Date Last Revisited	Review Frequency
President's Council	Vice President Academic	November 19, 2024		Every 5 years

- 3.2 Support or Service area review must normally consist of a Self-Study Report, Administrator's Response, External Review, feedback from President's Council, and an Action Plan.
- 3.3 Support or Service area reviews should consider, and not duplicate, the work of any other parallel review process.
- 3.4 Support or Service area reviews are cyclical and normally conducted once every 7 years or a determined by President's Council.
- 3.5 The Support or Service area review process is normally completed within a fiscal year.
- 3.6 For relevant Support or Service units, a student will be appointed to the review team. E.g., Student Services.

4. Definitions

Action Plan - A concise outline of strategic and operational activities and goals to be undertaken within a specified timeline and by specified individuals.

Executive Officers – members of President's Council and equivalent positions.

External Reviews - An assessment of a self-study report and a unit undertaken by an expert or experts who are independent and at arms-length from the University.

Self-Study Report - A critical, evidence-based self-assessment of a given Unit.